



Eugene City Council

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www.eugene-or.gov

EUGENE CITY COUNCIL AGENDA

April 14, 2021

12:00 p.m. CITY COUNCIL WORK SESSION

Due to Governor Kate Brown's Stay Home, Save Lives Executive Order to combat the spread of Covid-19, this meeting will be held remotely using 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 April 14, 2021;
Her Honor Mayor Lucy Vinis Presiding**

Councilors

Jennifer Yeh, President
Mike Clark
Randy Groves
Emily Semple

Claire Syrett, Vice President
Greg Evans
Matt Keating
Alan Zelenka

12:00 p.m. CITY COUNCIL WORK SESSION

- 1. WORK SESSION: Growth Monitoring Program Update**
- 2. WORK SESSION: COVID-19 Household Impact Survey Results**

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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.

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Growth Monitoring Program Update

Meeting Date: April 14, 2021
Department: Planning and Development
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Heather O'Donnell
Contact Telephone Number: 541-682-5488

ISSUE STATEMENT

At this work session staff will provide an update to the City Council on the Envision Eugene Growth Monitoring Program, in anticipation of providing the first growth monitoring report later this year. No action is requested.

BACKGROUND

As part of Envision Eugene, City Council adopted a baseline urban growth boundary (UGB) based on assumptions about how the community would grow in the future. During the process the Council also initiated several projects, including establishing urban reserves, growth monitoring and updating the City's needed housing (clear and objective) regulations.

The UGB was adopted with the understanding that we regularly check-in on actual development trends and adjust our strategies along the way through a growth monitoring program (see Attachment A for key growth monitoring questions and data). City Council recognized that the current systems for tracking growth were not enough to meet community needs and expectations. In some cases, data was simply not available. In other cases, reconstructing data was complex, time consuming, and very expensive. It was clear that Eugene needed a better system for collecting and tracking data to address changing trends or unforeseen circumstances. The cycle of data collection, reporting, analysis, and adjustment is shown in the illustration to the right.

Establishing a robust monitoring program not only follows our commitment to the community and to Council direction, it also provides more accurate data that will be



April 14, 2021, Work Session – Item 1

accessible to the entire community, including City Council. This approach allows the community and Council to focus on important conversations about strategies for accommodating growth, rather than about the quality of the underlying data. In July 2015, Council directed staff to deliver the first monitoring report to Council within three years of the State's acknowledgement of Eugene's UGB. That timeline has since been updated. See Attachment B for how monitoring and Urban Reserves relate.

Relationship to Council Policy Direction and Goals

The [Envision Eugene pillar entitled "Adaptable, Flexible and Collaborative Implementation"](https://www.eugene-or.gov/DocumentCenter/View/56917/EE-2012-Recommendations) (found at: <https://www.eugene-or.gov/DocumentCenter/View/56917/EE-2012-Recommendations>) provides the foundation for the growth monitoring program. It includes several strategies to create an ongoing monitoring system to collect and track information related to assumptions made about the next 20 years of growth within the UGB, as well as measure success in achieving the community's goals.

To formalize the Envision Eugene strategies, the Envision Eugene Comprehensive Plan, adopted by City Council along with the UGB, includes policies requiring the establishment of a growth monitoring program and regular reporting (see Attachment C). By providing regular and transparent data and reporting, the program is also consistent with and can help support Council goals for sustainable development and effective, accountable municipal government.

Progress to Date

As directed by City Council and as provided in the Envision Eugene Comprehensive Plan, a cross-department staff team have been developing the growth monitoring program, led by Planning and Development and Central Services/Information Technology staff. The City Council provided \$75,000 for program development in 2016. The Envision Eugene Technical Advisory Committee (EETAC), made up of 13 community members including representatives from the City Council, Planning Commission and Sustainability Commission, has been providing feedback along the way since they began meeting in 2018. Councilor Jennifer Yeh is the City Council's representative on the EETAC. For more information on the EETAC and their meetings see <https://www.eugene-or.gov/3942/Envision-Eugene-Technical-Advisory-Comm>.

Given the diverse nature of the data and the complexity of the system, it is a multi-year effort to develop the program. Program scoping began in 2015 and database work started in earnest in 2017. An illustration of the components of the monitoring system is in Attachment D. To date, progress has been made on several of these key components which staff will walk through during the work session (see Attachment E).

While great strides have been made to design and begin building the system, all the components still have additional work to be done given the complexities of our existing systems and data. While staff have aimed to automate the process as much as possible to reduce errors and save time, some errors will still occur, and some manual entry and review will still be necessary. Nonetheless, the program will be a significant improvement over collecting data all at once through a manual look back method similar to when the UGB was adopted. The program will also allow for the data and results to be more accessible to interested community members.

Adaptation and Flexible Implementation

As identified in the Adaptable, Flexible and Collaborative Implementation Pillar, once up and running, the system is intended to be flexible and adjust over time as necessary. To set up the system staff began with a solid foundation by using the UGB analysis and the work of the Envision Eugene Technical Advisory Committee. However, since the UGB was adopted in 2017 there has already been new legislation or pending land use code amendments that will need to be reconciled and accounted for in the system. These include accessory dwellings, HB 2001 and upcoming code amendments for the Middle Housing and Clear and Objective projects. The system will have to adapt to changes in legislation, policy and codes as it moves forward.

In addition, one of the more challenging parts to come will be interpreting the data once it is all compiled. Events like the 2007-2009 recession and the effects of the coronavirus may make it even more challenging to make assumptions about trends and how the community will grow in the future with the data we have now. That's why it is important to set up an integrated system now that allows us to look at trends over a longer period.

Triple Bottom Line

The Growth Monitoring Program is intended to provide information about a wide spectrum of metrics to help inform growth management decisions, including as those decisions relate to social equity, environmental stewardship and economic prosperity. Examples include data on demographics, housing affordability, median income, jobs and rate of growth.

Next Steps

Currently, staff are focused on two main areas of program development. First is to complete the part of the system that will track zoning and land use permit data. Once that is complete, we can finish reviewing the permit data that was pulled into the system for development that occurred during the monitoring period (2012-2032). Second is rerunning the buildable lands inventory. The EETAC will review results from both efforts as well as any remaining key data.

Future Resource Needs

One of the program goals is to automate data collection and reporting to the greatest degree possible in order to be efficient with staff time and funds. As a program, rather than a project with an end date, growth monitoring will have on-going support needs that were not previously identified, such as information technology staff to support the database, collection and reporting systems as well as consultant review of monitoring results. These program needs are anticipated to be considered through future budget cycles and balanced against other City priorities.

PREVIOUS COUNCIL DIRECTION

[July 20, 2015 Work Session](#)

Move to direct the city manager to prepare an urban growth boundary adoption package and to take the other actions that are part of the "Hybrid Option" as described in this AIS. [Motion passed]

ATTACHMENTS

- A. Key Questions and Data
- B. Growth Monitoring and Urban Reserves graphic
- C. Envision Eugene Comprehensive Plan - Growth Monitoring Policies
- D. Monitoring System - component interconnectivity graphic
- E. Progress to Date on Key Components

FOR MORE INFORMATION

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Program website: <https://www.eugene-or.gov/2081/Growth-Monitoring>

Growth Monitoring Key Questions and Key Data

Related to land supply, dwellings and jobs

GENERAL TOPICS			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Are actual population estimates in line with the 20- year population forecast?	<ul style="list-style-type: none"> Is there a new Portland State University (PSU) population forecast for Eugene? Has the University of Oregon revised its growth estimates? 	<ul style="list-style-type: none"> PSU annual population estimate for Eugene PSU population forecast for Eugene University of Oregon growth projections 	<ul style="list-style-type: none"> Annual
Are household assumptions consistent with what was anticipated?		<ul style="list-style-type: none"> Household size 	<ul style="list-style-type: none"> 5- Year
How affordable is our community?		<ul style="list-style-type: none"> Poverty rate Median income Housing sales and rent Cost burden households, percentage spent on rent Unemployment rate 	<ul style="list-style-type: none"> Annual or 5- year
Is the actual housing mix of new construction in line with what was anticipated?	<ul style="list-style-type: none"> How many new single-family homes? How many new middle housing homes? How many new multi-family homes? 	<ul style="list-style-type: none"> Number of new housing units by structure type 	<ul style="list-style-type: none"> Annual
Is the actual job growth rate in line with what was anticipated?	<ul style="list-style-type: none"> Is there a new employment forecast? 	<ul style="list-style-type: none"> Number of jobs by employment sector Employment growth forecast 	<ul style="list-style-type: none"> Annual
Additional questions to be determined			

LAND SUPPLY: LOW DENSITY RESIDENTIAL HOUSING			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Is land for low density homes being consumed at a rate that was expected?	<ul style="list-style-type: none"> • What percent of vacant land has been built on? • What percent of partially vacant land has been built on? • At what density are new homes being constructed? • What percent of anticipated redevelopment has occurred? • What percent of anticipated “other uses” have occurred on Low Density Residential lands? 	<ul style="list-style-type: none"> • Acres of vacant land in supply • Acres of partially vacant land in supply • Density • Amount of redevelopment on Low Density Residential land • Number of group quarters • Acres of: parks purchased, infrastructure, or commercial uses built on Low Density Residential lands 	<ul style="list-style-type: none"> • Annual
Are efficiency measures successfully working to increase expected low density homes through re-designation and accessory dwelling units?	<ul style="list-style-type: none"> • How many lots have been created/ constructed on re-designated sites? • How many accessory dwelling units have been constructed? 	<ul style="list-style-type: none"> • Number of dwellings on re-designated sites • Number of accessory dwelling units 	<ul style="list-style-type: none"> • Annual
Have lands for low density homes become available through infrastructure extension?		<ul style="list-style-type: none"> • Capacity of lands newly served by infrastructure 	<ul style="list-style-type: none"> • Annual
Have new regulations gone into place that have an effect on the buildable lands supply or land capacity?		<ul style="list-style-type: none"> • Acres lost/gained in buildable lands supply due to new regulations 	<ul style="list-style-type: none"> • As needed

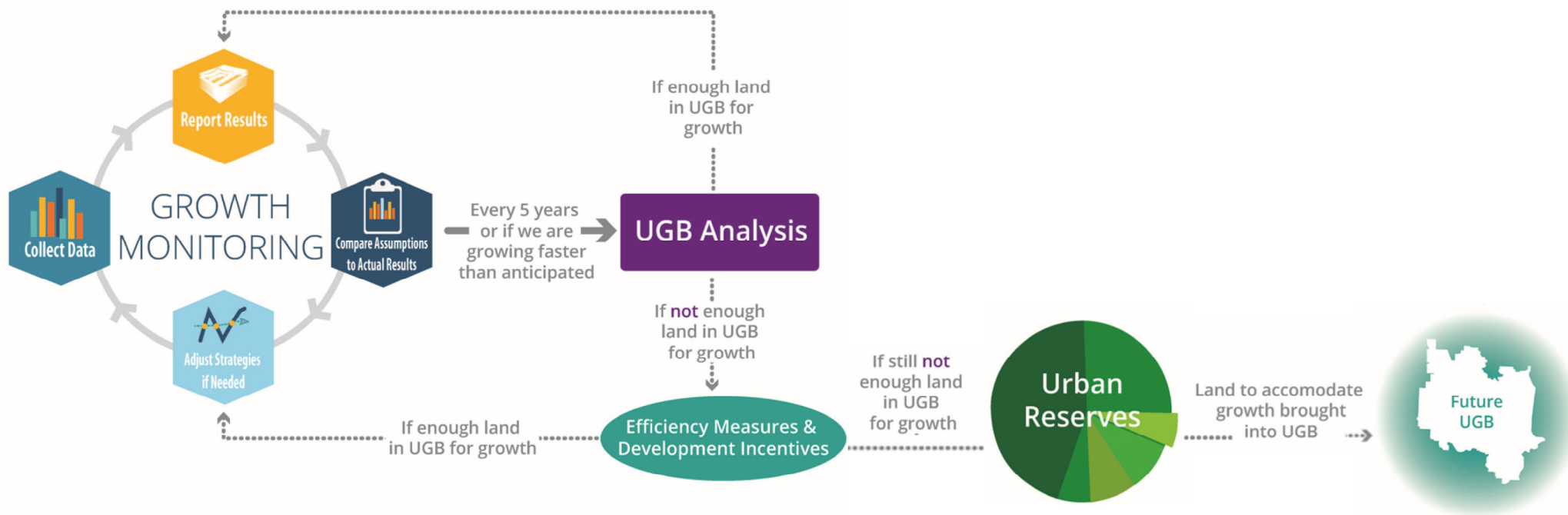
LAND SUPPLY: MEDIUM AND HIGH DENSITY RESIDENTIAL HOUSING			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Is land for medium and high density homes being consumed at a rate that was expected?	<ul style="list-style-type: none"> • What percent of vacant land has been built on? • What percent of partially vacant land has been built on? • At what density are new homes being constructed? • What percent of anticipated redevelopment has occurred on Medium or High Density Residential land? • What percent of anticipated redevelopment has occurred Commercial land? • What percent of anticipated “other uses” have occurred on Medium and High Density Residential land? 	<ul style="list-style-type: none"> • Acres of vacant land in supply • Acres of partially vacant land in supply • Density • Amount of redevelopment on Commercial, Medium or High Density Residential lands • Number of group quarters • Acres of: parks purchased, infrastructure, University of Oregon, or commercial uses built on Medium or High Density Residential land 	<ul style="list-style-type: none"> • Annual
Are efficiency measures (investments) successfully working to create medium and high density homes through redevelopment activity?	<ul style="list-style-type: none"> • How many additional medium and high density homes have been built through redevelopment? • What efficiency measures/ investments have been employed? Where? 	<ul style="list-style-type: none"> • Amount of redevelopment on Commercial, Medium and High Density Residential lands • Use of incentives (MUPTE, LIRHPTE, Opportunity Siting) 	<ul style="list-style-type: none"> • Annual
Have new regulations gone into place that have an effect on the buildable lands supply or land capacity?		<ul style="list-style-type: none"> • Acres lost/gained in buildable lands supply due to new regulations 	<ul style="list-style-type: none"> • As needed

LAND SUPPLY: COMMERCIAL JOBS			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Is land for commercial jobs being consumed at a rate that was expected?	<ul style="list-style-type: none"> • What percent of vacant land has been built on? • What percent of partially vacant land has been built on? • Job densities? • What percent of anticipated redevelopment has occurred on Commercial land? • What percent of anticipated “other uses” have occurred on Commercial land? 	<ul style="list-style-type: none"> • Acres of vacant land in supply • Acres of partially vacant land in supply • Amount of building capacity added • Amount of redevelopment on commercial lands • Acres of: parks purchased, infrastructure, University of Oregon on Commercial land 	<ul style="list-style-type: none"> • Annual
Are efficiency measures (expanding flexibility and providing investments) successfully working to create commercial jobs?	<ul style="list-style-type: none"> • How many commercial jobs have been added in the campus industrial areas? • How many commercial jobs have been added in West Eugene? • How many commercial jobs have been added as a result of investment tools? 	<ul style="list-style-type: none"> • Amount of redevelopment on Commercial lands • Which investment tools have been used? 	<ul style="list-style-type: none"> • Annual
Have new regulations gone into place that have an effect on the buildable lands supply or land capacity?		<ul style="list-style-type: none"> • Acres lost/gained in buildable lands supply due to new regulations 	<ul style="list-style-type: none"> • As needed

LAND SUPPLY: INDUSTRIAL JOBS			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Is land for industrial jobs being consumed at a rate that was expected?	<ul style="list-style-type: none"> • What percent of vacant land has been built on (by lot size class)? • Job densities? • Is redevelopment occurring as anticipated? • What percent of anticipated “other uses” have occurred on Industrial land? • How many industrial sites have been subdivided? 	<ul style="list-style-type: none"> • Acres of vacant land in supply (by lot size class) • Acres of partially vacant land in supply • Amount of building capacity added • Amount of redevelopment on Industrial lands • Acres of infrastructure on Industrial land 	<ul style="list-style-type: none"> • Annual
Are efficiency measures (parcel assembly and brownfield clean-up) successfully working to create industrial jobs?	<ul style="list-style-type: none"> • How many sites have been created through parcel assembly? • How many sites have developed that participated in the brownfield program? 	<ul style="list-style-type: none"> • Acres and size of sites created through industrial parcel • Acres addressed through brownfield program & development • Amount of building capacity added 	<ul style="list-style-type: none"> • Annual
Have jobs been created in industrial expansion areas?	<ul style="list-style-type: none"> • How many sites have developed? • What size class of lots? • How many jobs? 	<ul style="list-style-type: none"> • Number and size of vacant and partially vacant acres that developed in expansion area • Building capacity created • Number of jobs 	<ul style="list-style-type: none"> • Annual

OTHER TOPICS			
Key Questions	Sub- Questions	Key Data	Reporting Frequency
Has new legislation, policies or code amendments been adopted that require adjustment to monitoring collection systems or reporting?		To be determined	To be determined
Additional questions to be determined			

MONITORING AND PLANNING FOR GROWTH



ADMINISTRATION AND IMPLEMENTATION

the policies of the Envision Eugene Comprehensive Plan, including facilitative, regulatory, and financial tools developed through a public planning process.

10.6 Community partnerships. Continue to plan collaboratively with partner agencies to develop implementation and planning efforts that reflect the community vision and make efficient use of regional resources.

10.7 Code Improvement Program. Create and maintain a program for the evaluation and regular adjustment of regulations in Eugene's Land Use Code through collaborative, ongoing code improvement.

Monitoring – Policies in this section identify the goals and overall process of the City's monitoring efforts.³

10.8 Quality-of-life indicators. Develop and maintain monitoring efforts that provide a means for evaluating whether development is achieving Envision Eugene's more qualitative goals and objectives, such as creating walkable, compatible and affordable neighborhoods and a beautiful, active and prosperous downtown and key corridors. A diverse set of interested parties, such as City boards and commissions, the (growth monitoring) technical advisory committee, and community and neighborhood groups will be involved in developing the analysis and reviewing the results.

10.9 Growth Monitoring Program. Develop and maintain a Growth Monitoring Program that shall include such components as: data collection, analysis and reporting, consideration of actions to address the data, and evaluation of the Growth Monitoring Program itself. Examples of relevant data and trends to be collected/monitored include, but are not limited to:

- Official population forecasts
- Housing trends such as the mix of housing types, housing density and housing affordability
- Economic development trends such as employment growth rate
- Rate of development of the city's employment and residential land



“Develop and maintain monitoring efforts that provide a means for evaluating whether development is achieving Envision Eugene's more qualitative goals and objectives, such as creating walkable, compatible and affordable neighborhoods and a beautiful, active and prosperous downtown and key corridors.”

³ The City's monitoring efforts will include both quantitative and qualitative assessments regarding the city's growth and development. Monitoring is integral to a responsive, adaptable, and transparent growth plan. The policies in this section initiate these efforts through commitments to specific monitoring strategies.

- The number of homes or jobs developed through the city's growth management or "efficiency" strategies

10.10 Growth Monitoring Program reporting. The City Manager shall report to the City Council and the community on relevant Growth Monitoring Program data as follows:

- Provide an annual report on key data
- Provide a comprehensive report three years after the Eugene-specific urban growth boundary has been acknowledged by the State and, thereafter, every five years
- Provide additional reports on an as-needed basis

10.11 Growth Monitoring Program analysis. The City's review and analysis of Growth Monitoring Program data shall include input from an advisory committee appointed by the City Manager, as well as other interested parties, boards and commissions, such as the Planning and Sustainability Commissions. The advisory committee shall be comprised of community members with diverse interests and areas of technical expertise concerning growth management.

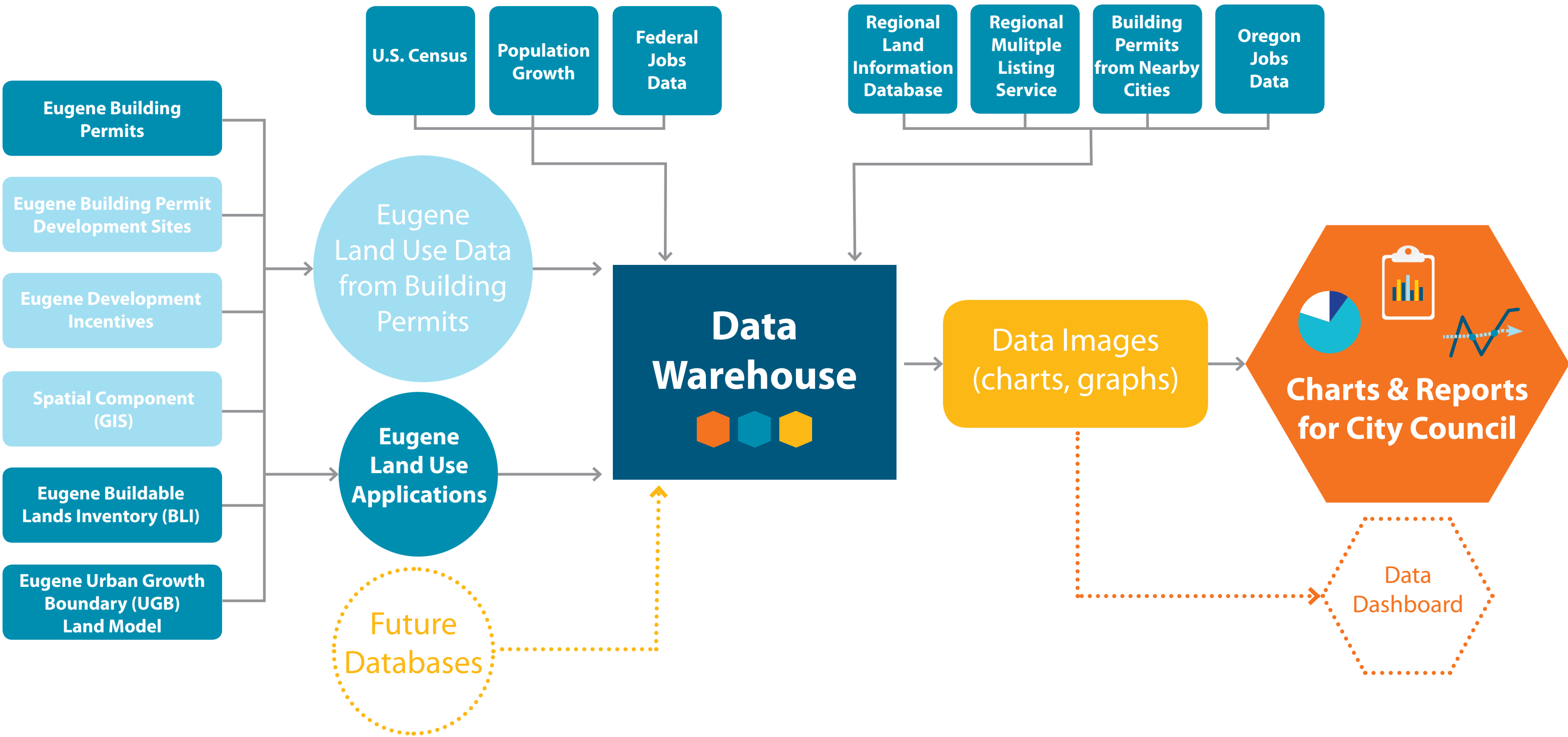
10.12 Growth Monitoring Program evaluation. The Growth Monitoring Program shall include a schedule for its periodic evaluation so that it is adaptable to changing needs and trends and to enhance its efficiency, accuracy and achievement of key program objectives. Key objectives are to:

- Have growth-related data that is complete and relevant to future needs
- Efficiently collect the growth-related data
- Provide growth-related information to the community
- Regularly assess current status of the City's land supply
- Regularly assess the effectiveness of land use efficiency strategies
- Identify growth planning trends
- Regularly assess and adjust the program in response to changing needs



Monitoring System

Component Interconnectivity



Existing Data

New Components

Progress on Growth Monitoring Key Components

March 2021

Component	Progress	Work to do
Envision Eugene Technical Advisory Committee (13 members)	<ul style="list-style-type: none"> Established in 2018 Was primarily focused on the Urban Reserves project (see Attachment B for how the projects relate) 	<ul style="list-style-type: none"> Has switched focus to Monitoring, focus on buildable lands inventory Review remaining key data, charts and report
Collection System	<ul style="list-style-type: none"> Spatial component (GIS) Data warehouse Initial collection process for US Census, population, federal and state jobs, RMLS, near-by cities Land use data for building permits Incentives data and backfilled data Land use applications and backfilled data 	<ul style="list-style-type: none"> Testing and finalization of zoning and land use database Review/edit backfilled permit data Rerun buildable lands inventory
Data Images (charts & graphs)	<ul style="list-style-type: none"> Initial charts for US Census, population, federal and state jobs, RMLS, near-by cities Standardized formatting requirements Purchased Tableau 	<ul style="list-style-type: none"> Initial charts for building permit and land use applications Revisions to many initial charts Initial charts/review/edits for lower priority data
Annual and Comprehensive Reports	<ul style="list-style-type: none"> Templates based on other communities 	<ul style="list-style-type: none"> Draft reports Review reports with EETAC and Planning Commission Report and recommendation to City Council on potential options
Data Dashboard & Public interface	<ul style="list-style-type: none"> Revamped program webpage Purchased Tableau Dashboard research 	<ul style="list-style-type: none"> Topic-specific data dashboards Web interface
Qualitative Data	<ul style="list-style-type: none"> Initial research 	<ul style="list-style-type: none"> Significant: develop system

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: COVID-19 Household Impact Survey Results

Meeting Date: April 14, 2021
Department: Planning and Development
www.eugene-or.gov

Agenda Item Number: 2
Staff Contact: Stephanie Scafa
Contact Telephone Number: 609-273-4892

ISSUE STATEMENT

Members of the Community Recovery Team will present findings from the COVID-19 Household Impact Survey to City Council.

BACKGROUND

The City worked with ETC Institute, a survey research firm who developed a standardized a national survey instrument to measure the impacts of COVID-19 on households nationwide. The intent of the survey was to:

- Identify community impacts from the pandemic,
- Prepare the City for strategic planning work as an organization within the community, and
- Use the survey as a tool to help chart community progress.

In December 2020, ETC mailed surveys to a random, representative sample of households in Eugene, resulting in a statically valid set of survey responses and a demographic make-up which aligns with the community's demographics. In addition to the mail-in option, people were also given the option to take the survey online, over the phone, and/or in Spanish. In total, ETC received 603 completed survey responses.

In addition to ETC's final report in January 2021, the City administered a similar survey, in both English and Spanish, through the Engage Eugene (online) web platform, which received over 1600 combined responses. Data from the public opinion surveys as well as the ETC findings will be presented at this work session.

In the presentation, staff will share key findings across demographic groups, as well as comparisons of the representative data with public opinion data. Ultimately, the goal is to use the survey results to inform Community Recovery work moving forward, and to share point-in-time information with community partners to inform future decision making.

PREVIOUS COUNCIL DIRECTION

[May 11, 2020 Work Session](#)

Staff updated Council on Community Recovery work and planned next steps.

April 14, 2021, Work Session – Item 2

[July 29, 2020, Update](#)
[October 23, 2020, Update](#)
[November 24, 2020, Update](#)
[January 12, 2021, Update](#)
[March 10, 2021, COVID Survey Results Memo](#)

ATTACHMENTS

- A. Qualitative Results Charts
- B. COVID-19 Household Impact Survey Final Report

FOR MORE INFORMATION

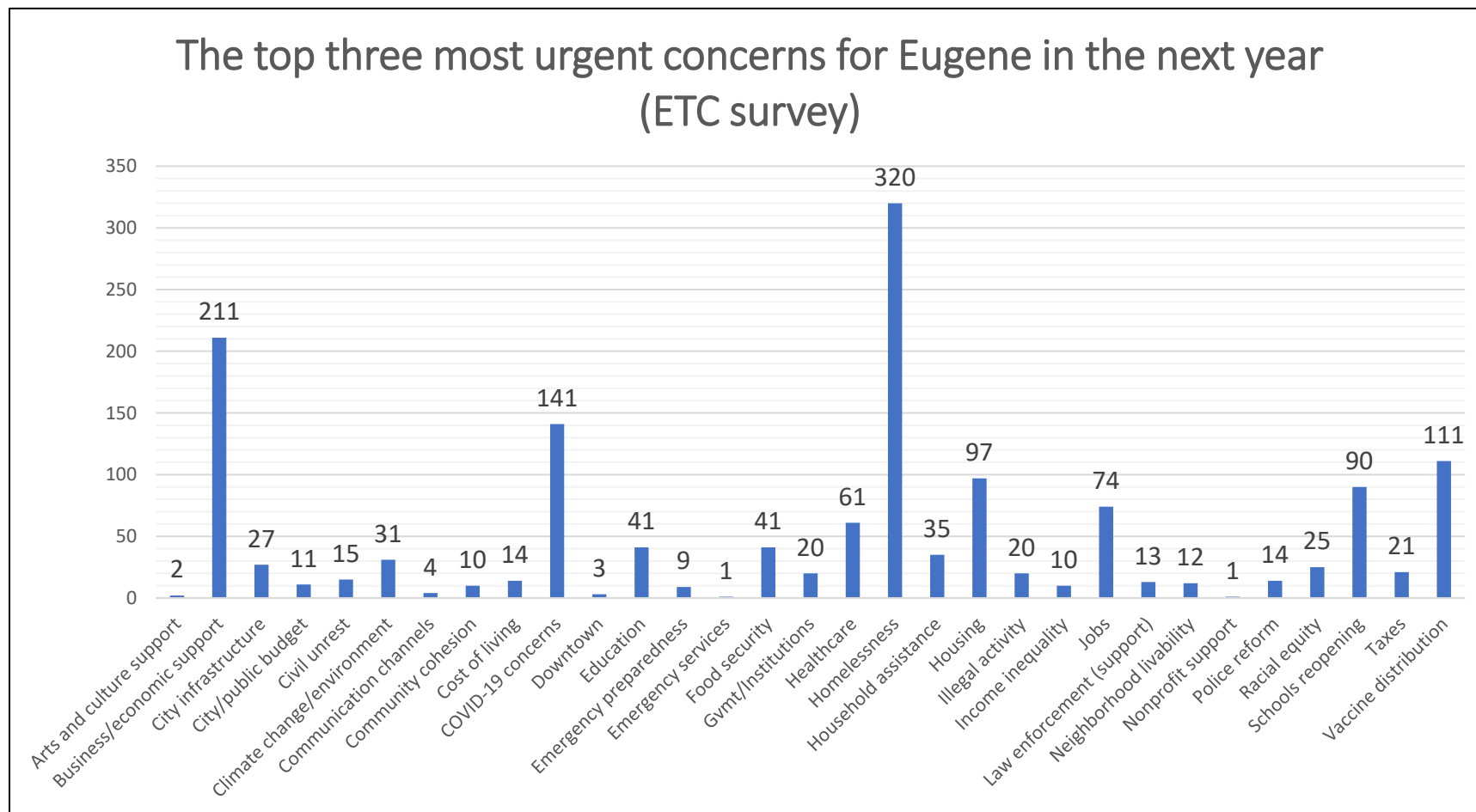
Staff Contact: Stephanie Scafa
Telephone: 609-273-4892
Staff E-Mail: SScafa@eugene-or.gov
Website: <http://eugene-or.gov/covid19survey>

Qualitative responses from COVID-19 Household Impact Survey

When asked *What are the most urgent concerns for Eugene in the next year?*, the top three mentions were:

- Homelessness
- COVID-19 concerns + vaccine distribution
- Business/economic support & recovery

Descriptions for each of the following categories are on the next page:



Qualitative responses from COVID-19 Household Impact Survey

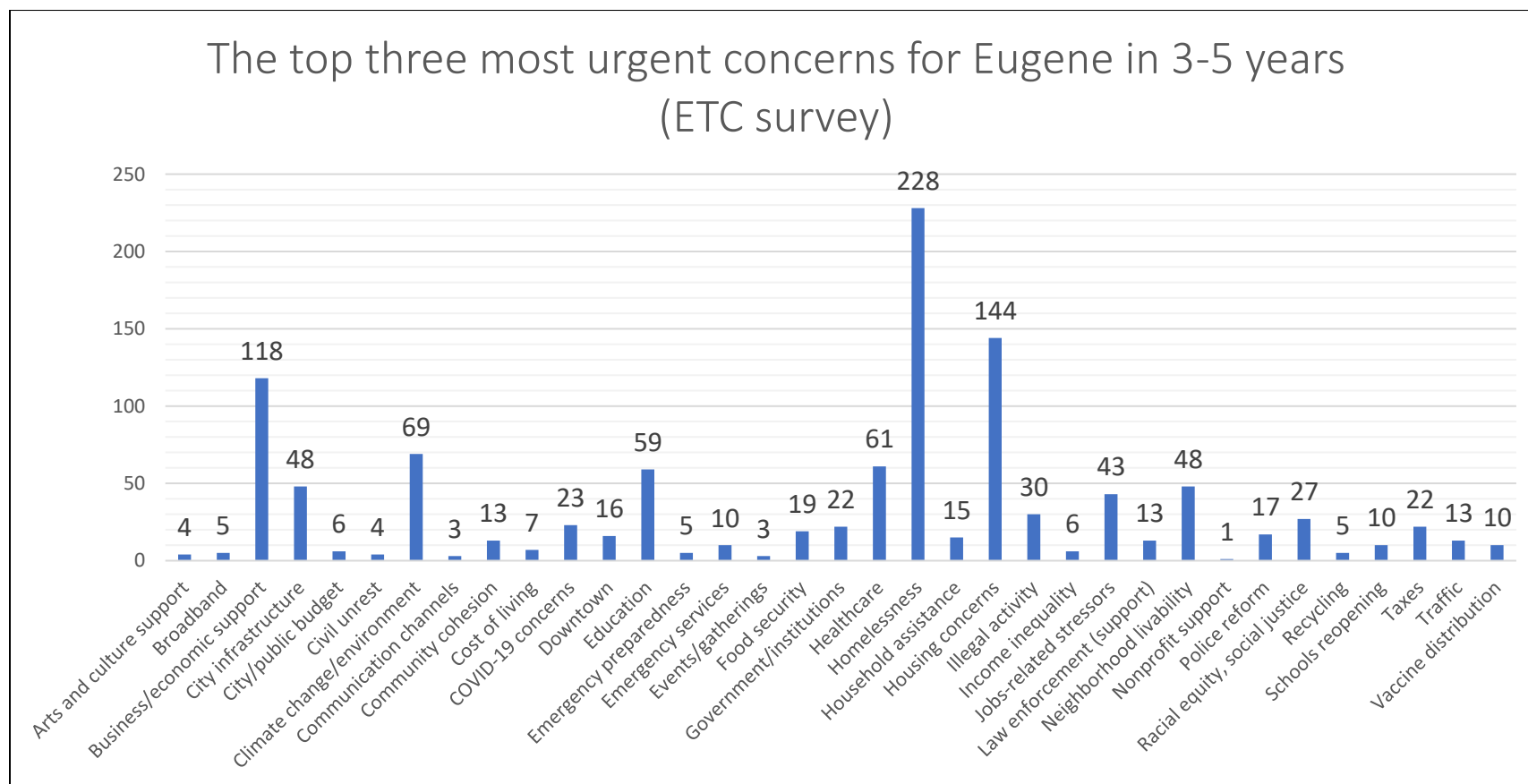
Category sort	Description of category for "concerns within the next year"
Arts and culture support	Support of arts and culture organizations/programming in general.
Business/economic support	MANY responses saying businesses should be allowed to reopen (no matter what); also general support expressed for helping the local business community recover from COVID impacts.
City infrastructure	Refers to advocating for or against City-led projects, such as parks, City Hall, road maintenance and infrastructure. Generally when people advocated for projects they ask that the City does it according to CDC guidelines and when "most safe to do so."
City/public budget	Concerns around projects not being completed/services not being offered specifically because of public budget shortfalls and cuts.
Civil unrest	Fears of civil unrest from extremist groups.
Climate change/environment	Climate change, NW Natural, Wildfires.
Communication channels	Call for better, different, more diverse news outlets.
Community cohesion	Call for unity and social/community cohesion through celebration, connectedness, etc.
Cost of living	General concerns expressed over costs of living increasing while wages stay stagnant.
COVID-19 concerns	Concerns over those not wearing masks or following CDC guidelines; concerns over reopening efforts and people following/not following rules.
Downtown	Specifically calls for investing or not investing in downtown (no consistency in this answer).
Education	More general education not having to do with reopening - people expressing concerns over students falling behind and general COVID impacts to overall education system.
Emergency preparedness	Concern over not being prepared for future disasters.
Emergency services	Concern over Fire/EPD resource availability over the next year.
Food security	Concerns over food availability and people specifically going hungry (as opposed to need other basic resources).
Government/institutions	This refers to a general lack of trust and confidence in government, as well as other institutions that support the community.
Healthcare	Concerns over hospital space and care of healthcare workers, as well as cost of healthcare and lack of healthcare for those who don't have insurance; STRONG focus on mental health resources.
Homelessness	Care of, clean up of, & additional shelter for people experiencing homelessness; concerns over garbage, trash, and litter; mental health service availability.
Household assistance	Includes a lot of basic family support services, including childcare, elderly needs, utility/rent assistance.
Housing concerns	Lack of housing that is affordable, lack of housing in general.
Illegal activity	Crime, illegal drug use, petty theft, etc. all mentioned as a concern.
Income inequality	General comments on income distribution between rich and poor.
Jobs-related stressors	Ability to keep/maintain/retain jobs; lack of job creation; major concerns over accessing unemployment.
Law enforcement (support)	Those in support of police services and specifically asking for more/increased police support.
Neighborhood livability	Spans a variety of concerns, including gentrification, UGB expansion/managing growth, rats, specific neighborhood project completion.
Nonprofit support	Specific support for nonprofit service organizations.
Police reform	Call for different use of police budget and redirection of funds to more mental health resources.
Racial equity, social justice	General support for racial equity, social justice, and antiracism.
School reopening (plus other youth-related resources)	Many people expressing the want to have schools and other youth-related activities re-open, as well as those wanting reopening but also expressing the need to do it safely.
Taxes	People both for and against more taxes; calling for tax reform.
Vaccine distribution	General concern over vaccines being distributed; quite a few responses regarding ensuring teachers are vaccinated.

Qualitative responses from COVID-19 Household Impact Survey

When asked *What are the most urgent concerns for Eugene in the next 3-5 years?*, the top three mentions were:

- Homeless + housing concerns
- Business/economic support & recovery
- Climate change & environment (includes wildfires)

Descriptions for each of the following categories are on the next page – there are some minor differences in categories/descriptions from the previous question:



Qualitative responses from COVID-19 Household Impact Survey

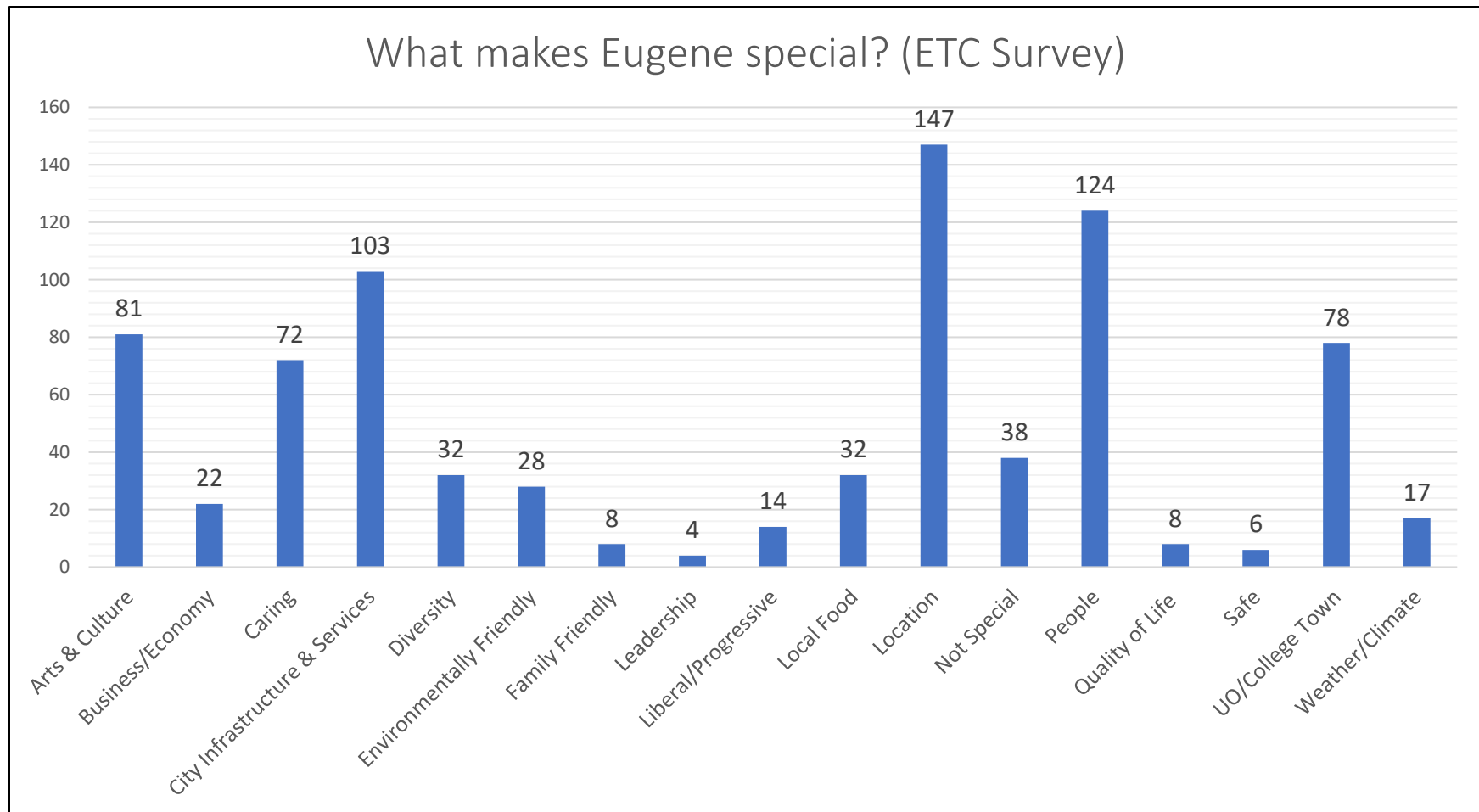
Category	Description of category for "concerns within the next 3-5 years"
Arts and culture support	Support of arts and culture organizations/programming in general.
Broadband (internet access)	Increasing broadband and internet access.
Business/economic support	MANY responses saying businesses should be allowed to reopen; also general support expressed for helping the local business community recover from COVID-19 impacts.
City infrastructure	Refers to advocating for or against City-led projects, such as parks, City Hall, road maintenance and infrastructure. Generally when people advocated for projects they ask that the City does it according to CDC guidelines and when "most safe to do so": includes Parks
City/public budget	Concerns around projects not being completed/services not being offered specifically because of public budget shortfalls and cuts.
Civil unrest	Fears of civil unrest from extremist groups.
Climate change/environment	Climate change, NW Natural, Wildfires.
Communication channels	Call for better, different, and more diverse news outlets.
Community cohesion	Call for unity and social/community cohesion through celebration, connectedness, etc.
Cost of living	General concerns expressed over costs of living increasing while wages stay stagnant.
COVID-19 concerns	Concerns over those not wearing masks or following CDC guidelines; concerns over reopening efforts and people following/not following rules.
Downtown	Specifically calls for investing or not investing in downtown (no consistency in this answer). 3-5 year question calls out developing riverfront as a priority.
Education	More general education not having to do with reopening - people expressing concerns over students falling behind and general COVID-19 impacts to overall education system.
Emergency preparedness	Concern over not being prepared for future disasters.
Emergency services	Concern over Fire/EPD resource availability over the next year.
Events/Gatherings	Emphasizes the importance of holding events safely.
Food security	Concerns over food availability and people specifically going hungry (as opposed to needing other basic resources).
Government/institutions	This refers to a general lack of trust and confidence in government, as well as other institutions that support the community, AND a call for more trust in government.
Healthcare	Concerns over hospital space and care of healthcare workers, as well as cost of healthcare and lack of healthcare for those who don't have insurance; STRONG focus on mental health resources.
Homelessness	Care of, clean up of, & additional shelter for people experiencing homelessness; concerns over garbage, trash, and litter; mental health service availability.
Household assistance	Includes a lot of basic family support services, including childcare, elderly needs, utility/rent assistance, and library service.
Housing concerns	Lack of housing that is affordable, lack of housing in general.
Illegal activity	Crime, illegal drug use, petty theft, etc. all mentioned as a concern.
Income inequality	General comments on income distribution between rich and poor.
Jobs-related stressors	Ability to keep/maintain/retain jobs; lack of job creation; major concerns over accessing unemployment; training and employment opportunities; family-wage jobs.
Law enforcement (support)	Those in support of police services and specifically asking for more/increased police support.
Neighborhood livability	Spans a variety of concerns, including gentrification, UGB expansion/managing growth, rats, specific neighborhood project completion, transportation and land use-related ideas/concerns; a lot of talk of sustainable growth in the 3-5 year question.
Nonprofit support	Specific support for nonprofit service organizations.
Police reform	Call for different use of police budget.
Racial equity, social justice	General support for racial equity, social justice, and antiracism.
Recycling	Asking specifically to be able to recycle more items locally.
School reopening (plus other youth-related resources)	Many people expressing the want to have schools and other youth-related activities re-open, as well as those wanting reopening but also expressing the need to do it safely.
Taxes	People both for and against more taxes; calling for tax reform; also refers to fees.
Traffic	Traffic congestion on roadways.
Vaccine distribution	General concern over vaccines being distributed; quite a few responses regarding ensuring teachers are vaccinated.

Qualitative responses from COVID-19 Household Impact Survey

When asked *What makes Eugene special?*, the top three mentions were:

- Location
- The people
- City infrastructure & services

Descriptions for each of the following categories are on the next page:



Qualitative responses from COVID-19 Household Impact Survey

Category	Description of category for "what makes Eugene special"
Arts and Culture	Hult, music venues, fairs, Eugene Celebration, Saturday Market, Mural Project.
Business/Economy	Especially support of small businesses; a few people called out timber specifically.
Caring	Caring for homeless, compassion (in general), nonprofits serving many different populations, social justice/activism, welcoming place, empathetic community.
City Infrastructure & Services	Lots of mentions of parks, trails, bikeways, and regional parks; also mention of roads, library, community centers, livability, transit infrastructure, leaf pick up program – many City services mentioned.
Diversity	Diversity of people and acceptance of differences; call out to UO for international students; acceptance of variety of beliefs.
Environmentally Friendly	Sustainability mindset; focus on climate change; importance of trees; stewardship of natural resources.
Family Friendly	
Leadership	Specifically appreciating government/elected leadership.
Liberal/Progressive	Pertaining to overall progressive mindset.
Local Food	Access to farms, farmers, markets, good restaurants, beer, marijuana.
Location	Proximity to mountains, coast, river; access to recreational opportunities and nature; beauty; preservation of natural environment/beauty in general; clean water.
Not Special/Nothing	
People	Informed, educated, community-oriented, engaged in local issues, neighborhood-focused, allowance to be “who you are.”
Quality of Life	
Safe	
UO/College Town	College sports, academics, access to talks; a lot of love expressed for UO and the Ducks (football, track and field); a few people called out LCC.
Weather/Climate	

City of Eugene

COVID-19 Survey

Final Findings

*...helping organizations make better
decisions since 1982*

2020

Submitted to the City of Eugene, OR

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2021



ETC

INSTITUTE



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City of Eugene COVID-19 Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Eugene during the winter of 2020. The purpose of this survey is to assist the City of Eugene in their endeavor to look for ways to support the community and prioritize future needs. Data gathered from this assessment will help determine how the City of Eugene can best serve its residents while recovering from the coronavirus (COVID-19) outbreak.

The five-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in the City of Eugene. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey (www.EugeneSurvey.org) to make it easy for residents to complete the survey. To prevent people who were not residents of the City of Eugene from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain a total of 400 with residents of the City of Eugene and this goal was exceeded, with a total of 603 residents completing the survey. The overall residents for the sample of 603 households have a precision of at least +/- 3.9% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- frequency tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Ways Life has Changed for Residents

- Residents were asked, from a list of 11 various options, how their life has changed as a result of the coronavirus (COVID-19) pandemic. The top responses were:
 - Seventy-nine percent (79%) of residents cancelled travel plans,
 - 62% of residents are ordering more online to avoid people at stores,
 - 44% of residents are watching more TV news,
 - 38% of residents are purchasing more things to prepare for long-term crisis, and
 - 37% of residents are spending more time on social media.
- Respondents were given a list of six actions they could be taking to mitigate the spread of the coronavirus (COVID-19) in their daily living activities and asked to indicate all actions they are taking.
 - Almost all residents (98%) are wearing a mask,
 - 89% of residents are avoiding crowded areas,
 - 73% of residents are not spending time with people outside their household,
 - 67% of residents are buying necessities less frequently,
 - 40% of residents are working from home, and
 - 29% of residents use delivery/curbside pick-up to obtain necessities.
- The top sources of information that residents primarily have used to learn about COVID-19 are; national TV news (63%), local TV news (50%), local/national websites via search engine (42%), and health professionals (39%).

Health and Well-Being of Residents

- Almost all (95%) residents do not think anyone from their household is currently infected or has been infected with the coronavirus. Residents surveyed were asked to indicate the likelihood of them or others in their household being infected with COVID-19.
 - Sixteen percent (16%) of residents think it is likely they or members of their household could be infected over the next few weeks.
 - Thirteen percent (13%) of residents believe it is neither likely nor unlikely they could become infected over the next few weeks.
 - Seven out of ten residents (70%) think it is unlikely they or members of their household could become infected with the coronavirus over the next few weeks.
- Four out of ten (45%) of residents are experiencing emotional distress as a result of COVID-19.
 - Nineteen percent (19%) of respondents or a member of their household has accessed mental health services during the COVID-19 pandemic in order to help with anxiety, stress, or depression. Over three-quarters (77%) of residents have not accessed mental health services and 4% would like to access services but have not been able to.

Financial Situation of Residents

- Over a quarter (27%) of respondents indicated that their financial situation has gotten worse as a result of the COVID-19 outbreak.
 - Almost a quarter (23%) of residents think their financial situation will get worse in the weeks ahead.
- Residents that indicated their financial situation has gotten worse because of the coronavirus (COVID-19) outbreak were asked, choosing from various options, how their situation has gotten worse.
 - Thirty-eight percent (38%) of residents responded that their work hours have been reduced.
 - Thirty-two percent (32%) of residents indicated that sales are down at their company/business.
 - Thirty percent (30%) of respondents indicated that projects/contracts have been postponed.
 - About a quarter (23%) of residents indicated that they have lost their job.
 - Sixteen percent (16%) of residents responded that the value of stocks/investments have gone down.
 - Four percent (4%) of residents responded that they have been sick and unable to work.
- The respondents that lost their job during the pandemic were asked what industry they worked in before the coronavirus (COVID-19) outbreak. The top responses were; food service (27%), education (19%), construction/manufacturing (11%), and healthcare (8%).
- One out of ten (10%) of residents have had problems paying for necessities (rent/mortgage, food, utilities, etc.) during the COVID-19 pandemic.
 - Thirteen percent (13%) of residents think they will have problems paying for necessities during the COVID-19 pandemic.

Government Assistance to Residents

- Due to COVID-19, 19% of residents have applied for unemployment assistance.
 - Of those residents who have applied for unemployment; 78% have received or are currently receiving assistance and 22% have not received or are not currently receiving assistance.
- Other assistance programs residents have applied for are; food assistance (6%), EWEB credits for utility assistance (5%), rent assistance (2%), City of Eugene recreation program scholarship (1%), and City of Eugene Business Assistance and Resources (1%).
- Residents were asked to indicate, from a list of 10 areas, all areas they are having trouble with and the top areas were; maintaining employment (6%), food (6%), cleaning products

and supplies (4%), utilities (4%), and medical care (4%).

Education

- Twenty-six percent (26%) of respondent households have someone in the home that is attending pre-school, grade school, or a university.
 - Of these households; almost all (97%) have the equipment needed to attend school virtually.
- Sixty-seven percent (67%) of respondents are sometimes able to work at home and/or school at home using their home internet.

Benchmarking Analysis

ETC Institute began tracking the impact that the coronavirus (COVID-19) pandemic was having on attitudes and behaviors of United States residents on March 12, 2020. This survey was developed as a tool to help state and local leaders track their results against national and even regional trends.

The survey is continually being administered to a random sample of 100-150 U.S. residents daily. The results are currently being updated twice per month so that leaders nationwide have fluid results to make better decisions for the community/communities they represent. As of September 2020, the survey has been administered to more than 20,000 U.S. residents, from all 50 U.S. States and 35 large U.S. cities and counties.

On the following page is a table showing the benchmarking results of the City of Eugene, Oregon compared to the Western Region and National Results. The data being used to compared against the City of Eugene is the most up to date data retrieved on January 15, 2021.

Key Findings:

- Ninety-eight percent (97.8%) of Eugene residents indicated they are working a mask to mitigate the spread of COVID-19. This is significantly higher (+34.4%) than the national results of 63.4%. This reveals the seriousness that City of Eugene leaders and its residents are taking when doing their part in mitigating the spread of the coronavirus.
- Twenty-seven percent (26.9%) of Eugene residents indicated their financial situation has gotten worse as a result of the COVID-19 outbreak. When compared to the Western Region benchmark, this number is significantly lower (-26.7%). Over half (53.6%) of survey respondents, that reside in the Western Region of the United States, and participated in ETC Institute's national COVID-19 survey, indicated their financial situation has gotten worse as a result of the coronavirus (COVID-19) outbreak.

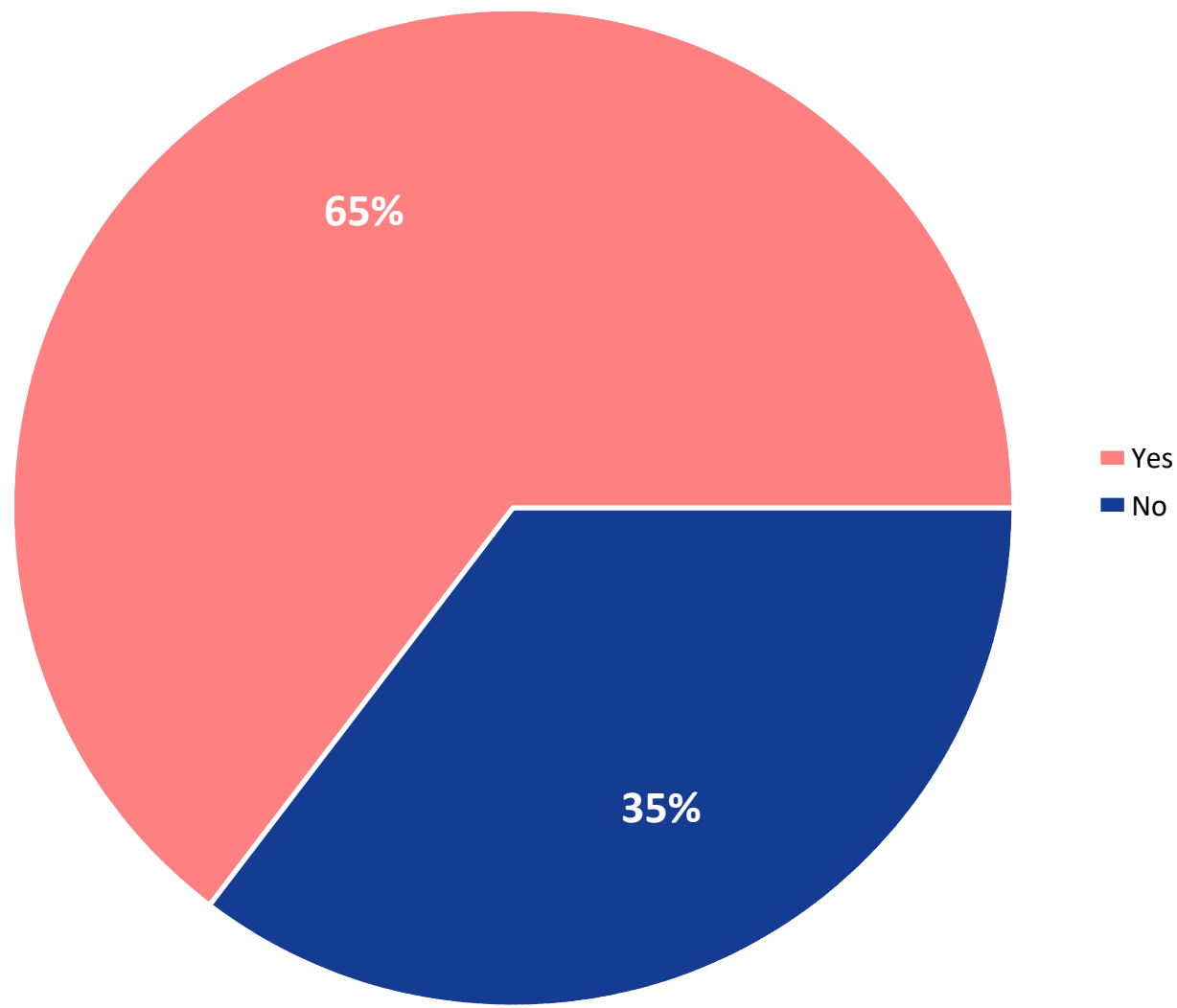
Benchmarking Analysis: Eugene, Oregon COVID-19 Survey Results Compared to the Western Region of the United States and National Benchmarks						
Question	Response	Eugene, OR	Western Region of the U.S. Benchmark	Difference	National Benchmark	Difference
Do you personally know anyone who has tested positive for the coronavirus (COVID-19)?	Yes	64.7%	85.7%	-21.0%	88.9%	-24.2%
Do you think anyone in your household might currently be infected or has been infected with the coronavirus (COVID-19)?	Yes	5.5%	6.3%	-0.8%		
How likely do you think you or others in your household could be infected with the coronavirus (COVID-19) over the next few weeks?	Likely	16.2%	17.7%	-1.5%		
What actions are you taking to mitigate the spread of COVID-19?	Wearing a mask	97.8%			63.4%	34.4%
	Working from home	40.3%			27.9%	12.4%
Has your financial situation gotten worse as a result of the coronavirus (COVID-19) outbreak?	Yes	26.9%	53.6%	-26.7%	44.3%	-17.4%
Please indicate how your financial situation has gotten worse as a result of the coronavirus (COVID-19).	My work hours have been reduced	10.2%	21.7%	16.2%	19.3%	-9.1%
	Sales are down at my company/business	8.7%	15.7%	16.6%	10.1%	-1.4%
	Projects/contracts have been postponed	8.0%	16.9%	12.9%	11.1%	-3.1%
	I lost my job	6.2%			11.1%	-4.9%
	Value of stocks/investments have gone down	4.3%			11.5%	-7.2%
	I have been sick & unable to work	1.2%			4.0%	-2.8%
Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?	Yes	13.3%	21.6%	-8.3%	21.6%	-8.3%
Do you think your financial situation will get worse in the weeks ahead?	Yes	23.3%	38.2%	-14.9%		
Please indicate if your life has changed in any of the following ways as a result of the coronavirus (COVID-19) pandemic.	Cancelled travel plans	78.6%			67.9%	10.7%
	Ordering more online to avoid people at stores	61.9%			64.1%	-2.2%
	Watching more TV news	44.4%			41.6%	2.8%
	Purchasing more things to prepare for long-term crisis (e.g. food, water, paper products)	38.3%			37.1%	1.2%
	Spending more time on social media	36.5%			38.9%	-2.4%
	Avoiding hospitals/doctors' offices	36.0%	43.2%	-7.2%	40.9%	-4.9%
	Spending more time with my family	32.0%	47.3%	-15.3%	42.3%	-10.3%
	Not going to church/religious services	31.2%	38.0%	-6.8%	39.4%	-8.2%
	Started working more from home	30.0%	33.1%	-3.1%	34.4%	-4.4%
	My children have stopped going to school/college	17.6%			29.3%	-11.7%
What are your primary sources of information about the coronavirus (COVID-19)?	Volunteered to help others	14.4%	12.6%	1.8%	10.1%	4.3%
	National TV news	63.0%	67.0%	-4.0%		
	Local TV news	50.2%	49.2%	1.0%		
	Local/national websites via search engine	41.6%	36.3%	5.3%		
	Health professionals	39.0%	30.4%	8.6%		
	Friends/family/colleagues	33.2%	28.6%	4.6%		
	Local newspaper	32.7%	17.6%	15.1%		
	Social media	32.3%	47.0%	-14.7%		
	Local radio	27.9%	13.5%	14.4%		
	National newspaper	26.0%	15.0%	11.0%		

Section 1

Charts and Graphs: Overall Results

Q1. Do you personally know anyone who has tested positive for the coronavirus (COVID-19)?

by percentage of respondents





November 2020

Dear Eugene Resident,

First, I'd like to start by saying thank you. Thank you for the strength, resiliency and generosity you have shown as a community over the last year. The challenges of COVID-19 and its impacts on our lives, schools, businesses, and city have been significant. As a city, we have changed and adapted our services and programs to support the health and safety of community members and staff during this pandemic. We know you've had to make sacrifices and faced challenges too, and it is important to know how you are doing since the onset of COVID-19.

We continue to look for ways to support the community now and prioritize future needs, which is why your input on the enclosed survey is critical. We are gathering data to determine how we can serve you and all of Eugene better as we begin to recover from the pandemic.

Your household was one of a limited number selected at random to receive this survey, and your participation is critical to make the survey a success.

The survey should take about 10 minutes to complete and we greatly appreciate your time. The information you will share with us if you participate will be kept confidential. Results from the survey will only be shared as a group – no individual responses will be shared. You'll see in the body of this survey a reference to assistance and resources available to community members. To learn more about resources that might be available to you, please visit: eugene-or.gov/communityresources.

Your input will help will inform decisions that will be made about the City's future. Your responses will help City leadership determine how best to prioritize programs and policies as we move into the future.

We have selected ETC Institute to administer this survey for us. Please return your survey or complete it online sometime during the next week. ETC Institute will present the results to the City by the end of the calendar year. Please return your survey in the enclosed postage-paid envelope addressed to:

ETC Institute,
725 W. Frontier Circle,
Olathe, Kansas, 66061

Or go to www.eugenesurvey.org to complete the survey online.

If you have any questions, please contact Stephanie Scafa with the City of Eugene at sscafa@eugene-or.gov or 541-682-5652. Thank you very much for taking the time to provide your valuable input to help us understand your priorities, concerns, and insights.

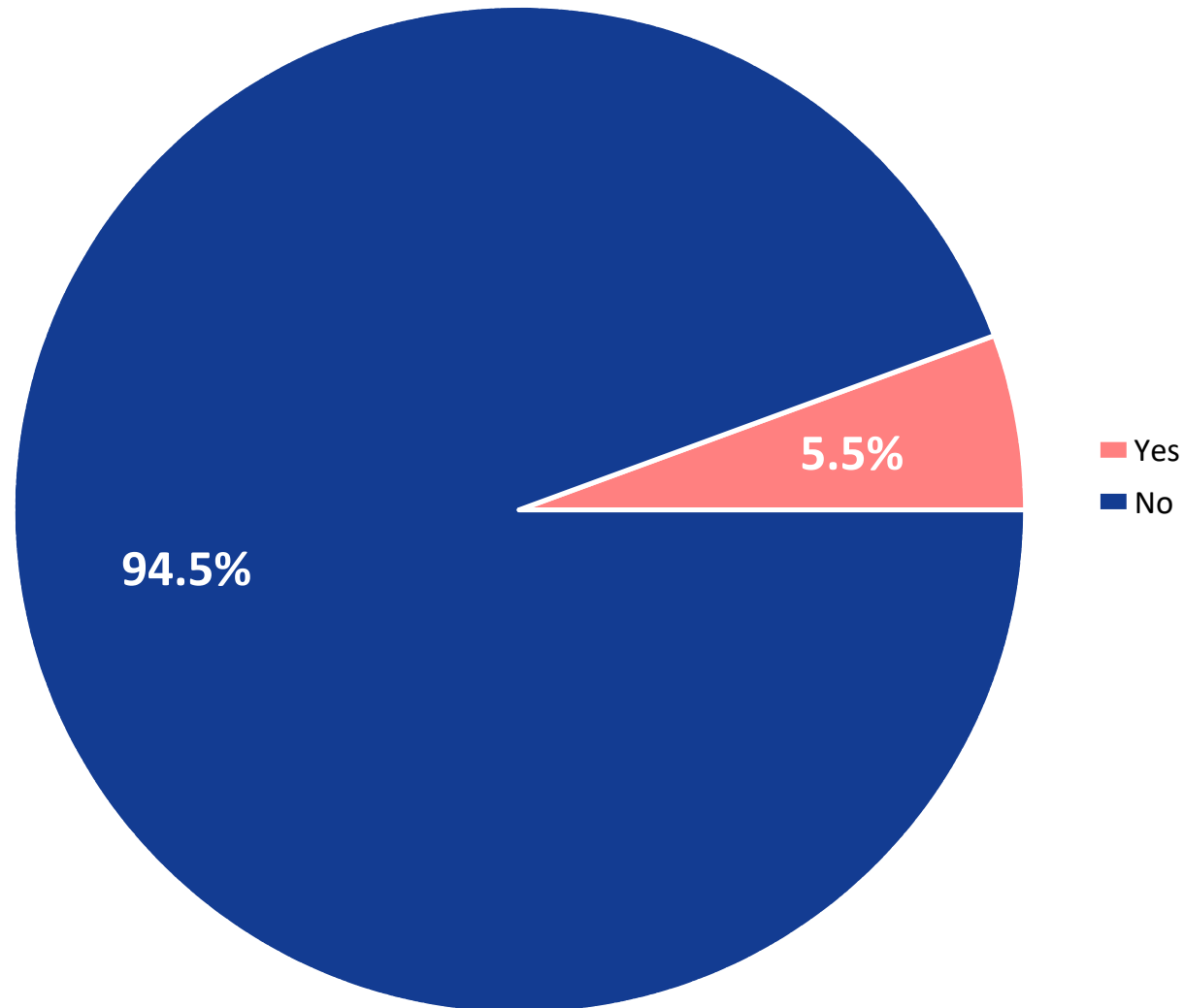
Sincerely,

A handwritten signature in blue ink, appearing to read "Sarah Medary".

Sarah Medary, City Manager

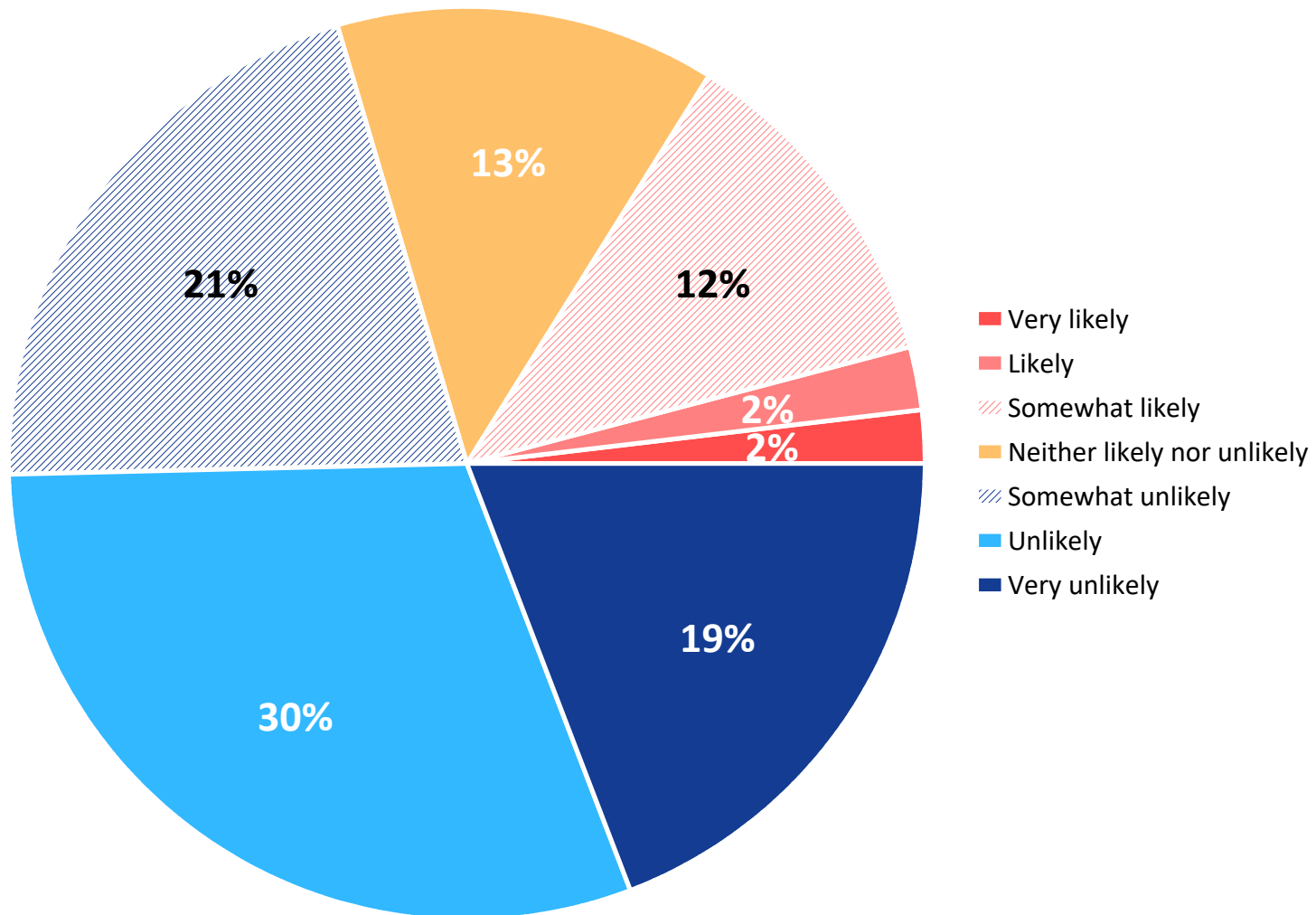
Q2. Do you think anyone in your household might currently be infected or has been infected with the coronavirus (COVID-19)?

by percentage of respondents



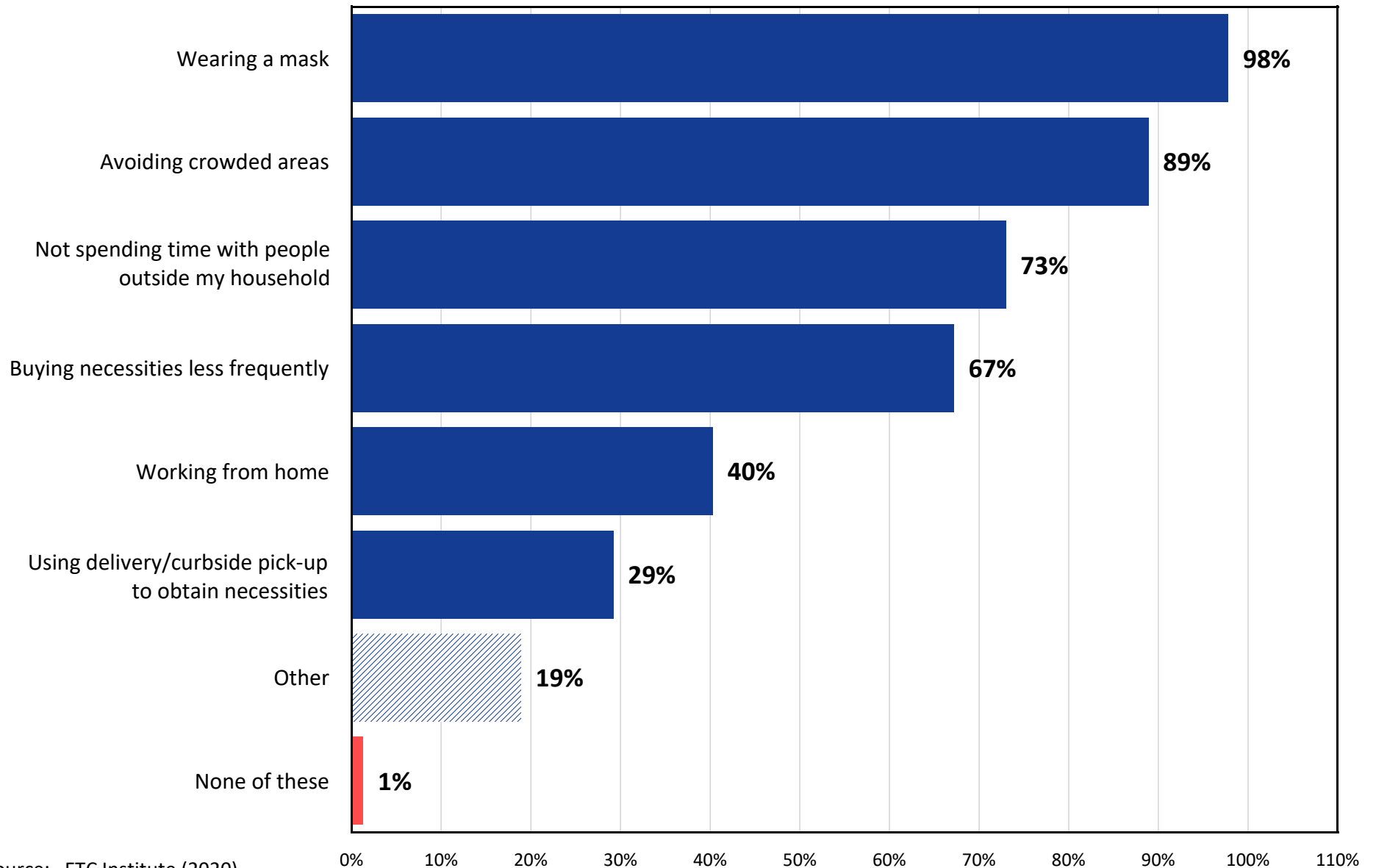
Q3. How likely do you think you or others in your household could be infected with the coronavirus (COVID-19) over the next few weeks?

by percentage of respondents (without "not provided")



Q4. What actions are you taking to mitigate the spread of COVID-19 in your daily living activities?

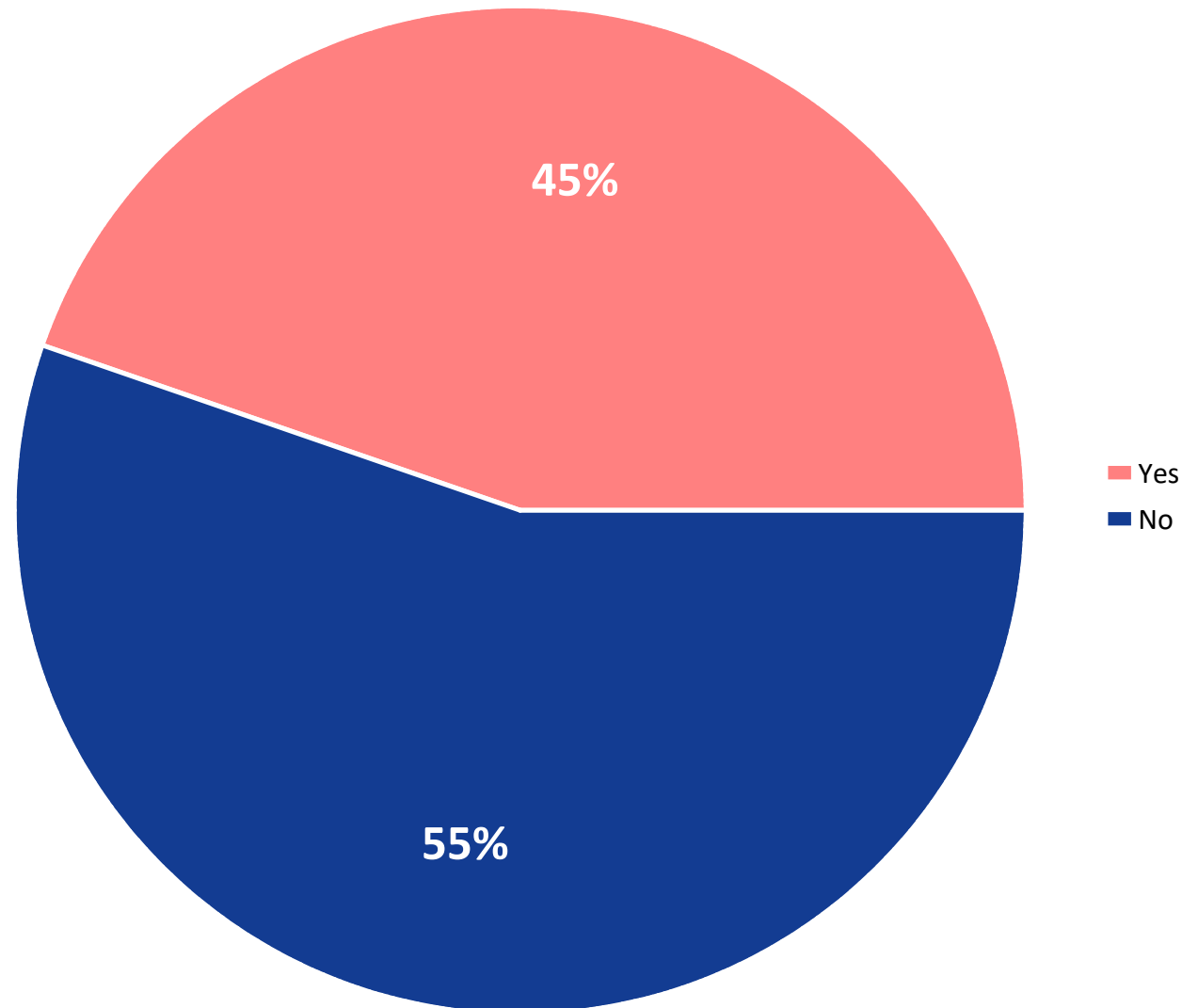
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

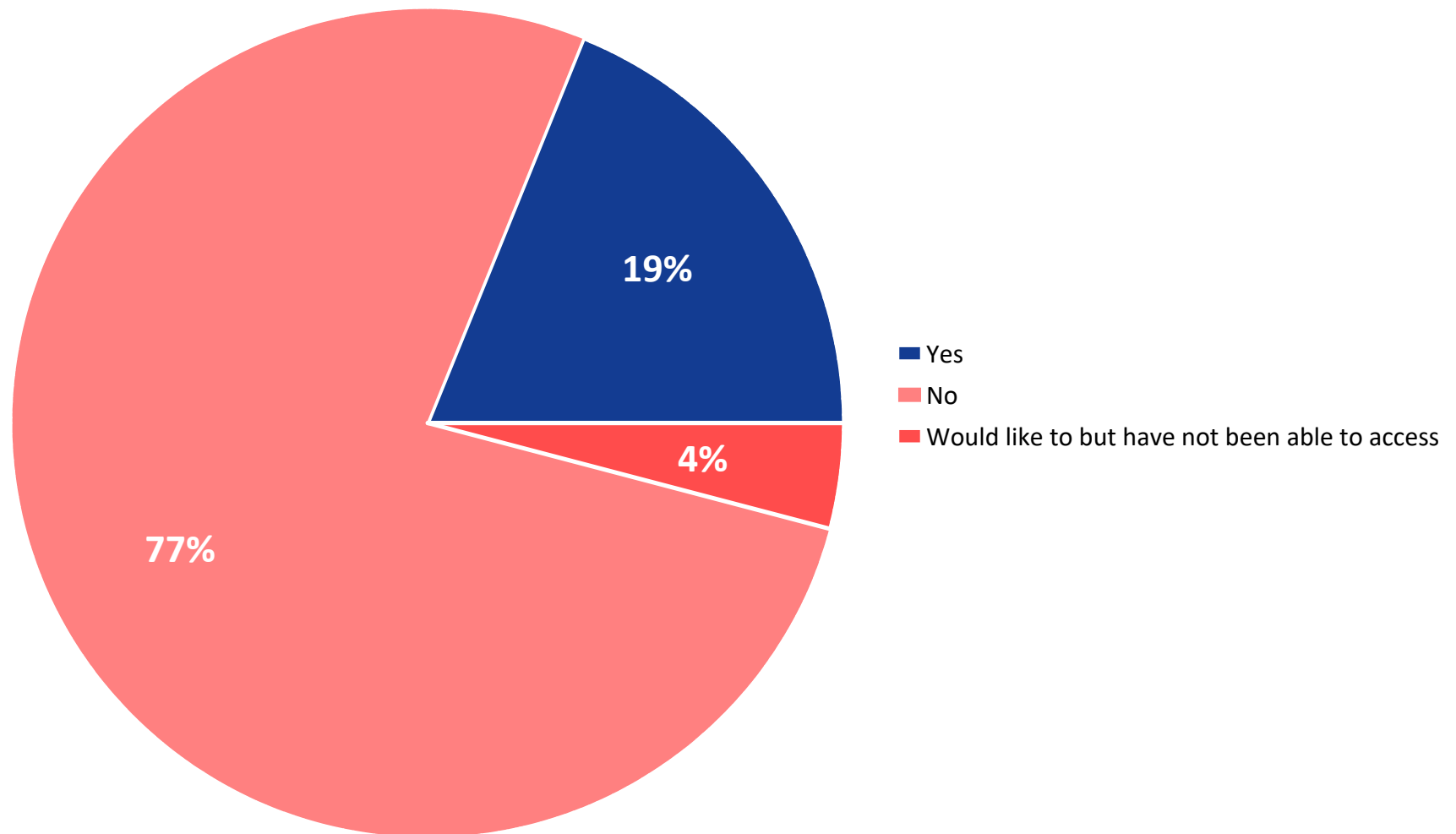
Q5. Are you experiencing emotional distress as a result of COVID-19?

by percentage of respondents



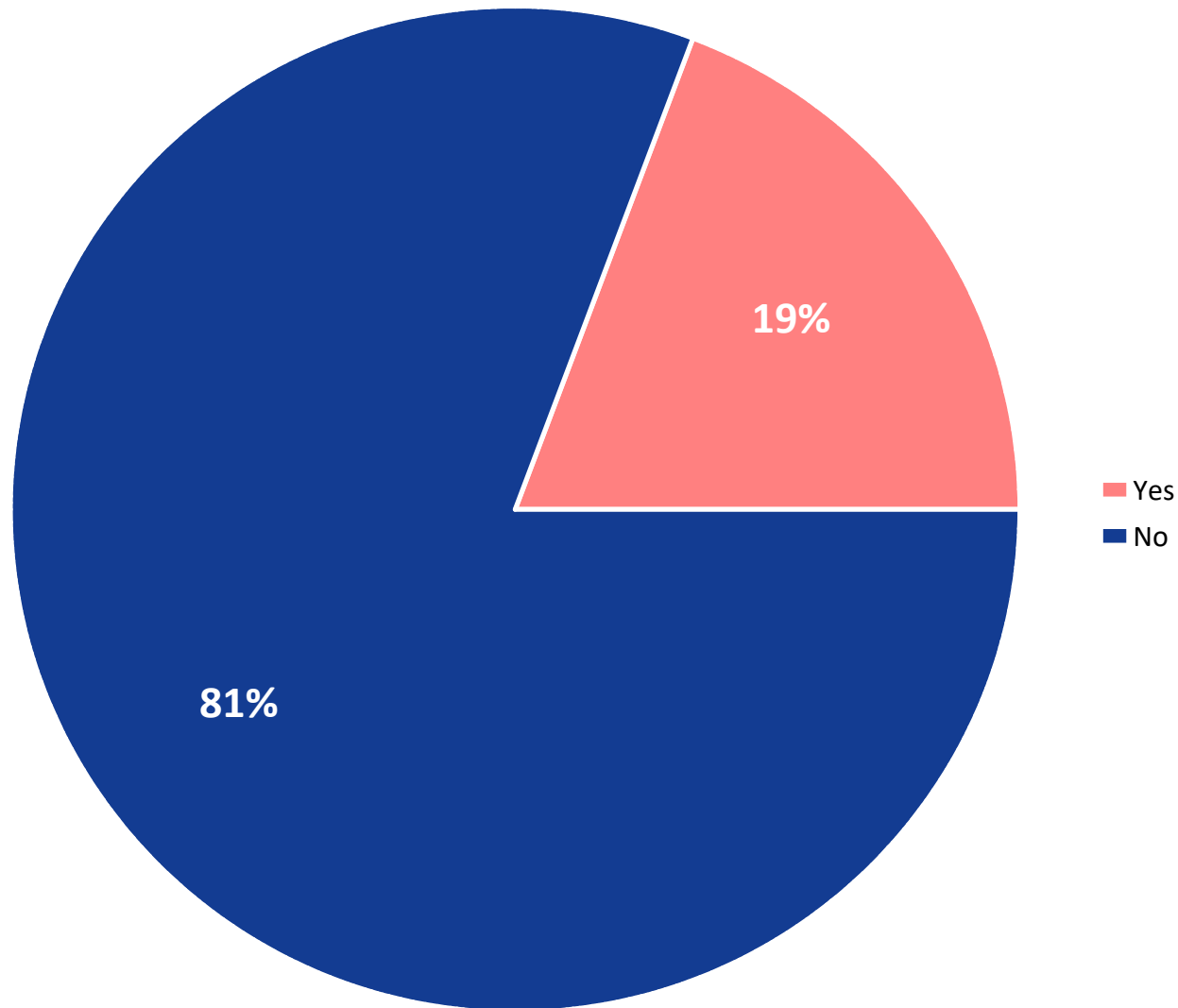
Q6. Have you or any member of your household accessed mental health services during the coronavirus (COVID-19) pandemic in order to help deal with anxiety, stress or depression?

by percentage of respondents



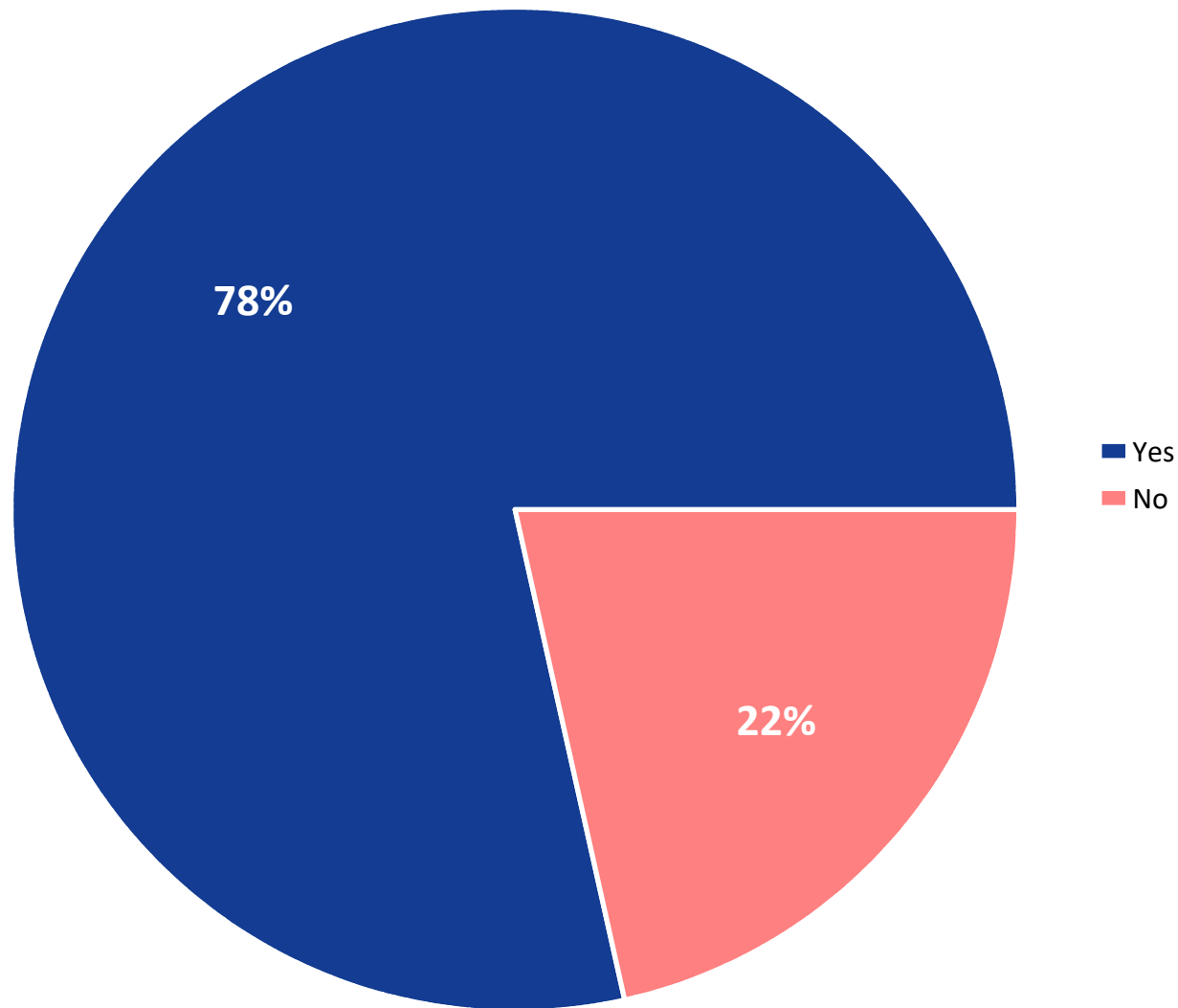
Q7. Due to COVID-19, have you applied for unemployment assistance?

by percentage of respondents



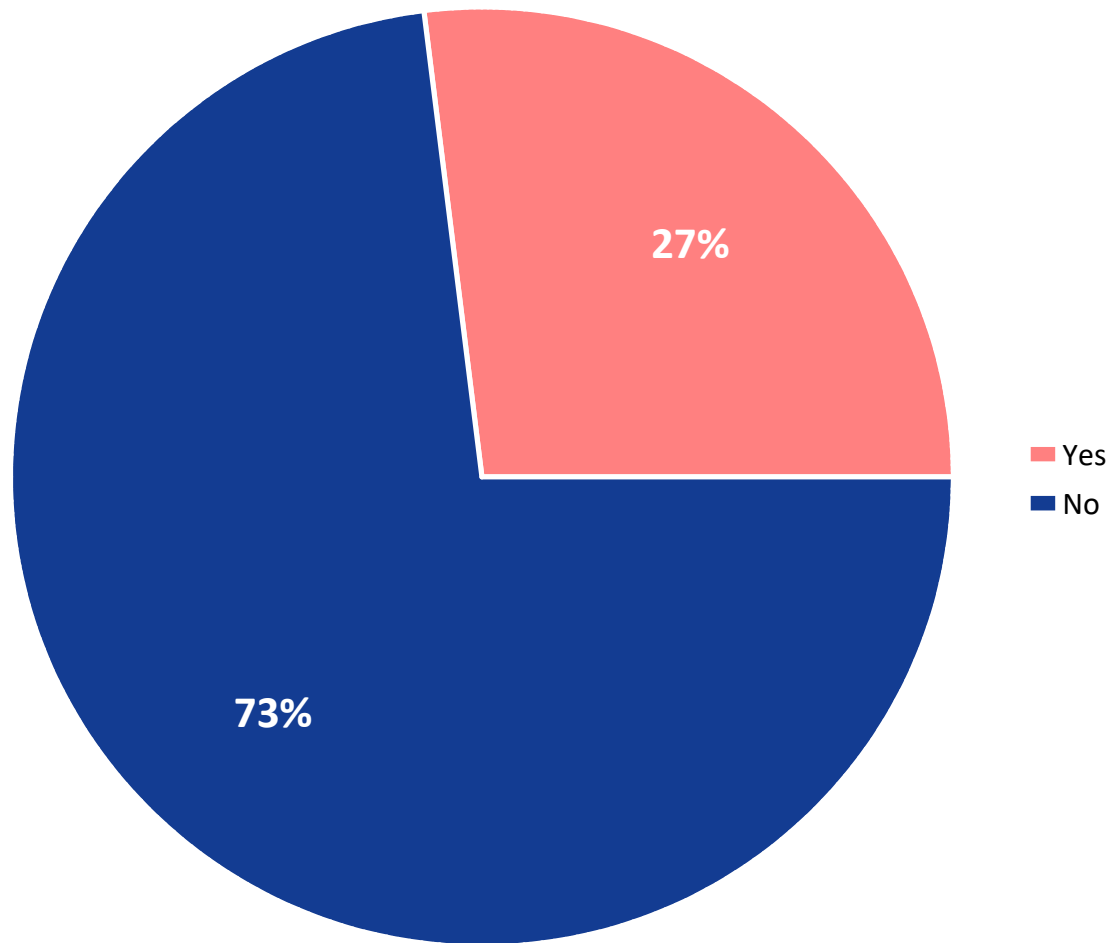
Q7a. Have you received or are you currently receiving unemployment assistance?

by percentage of respondents who have applied for unemployment assistance



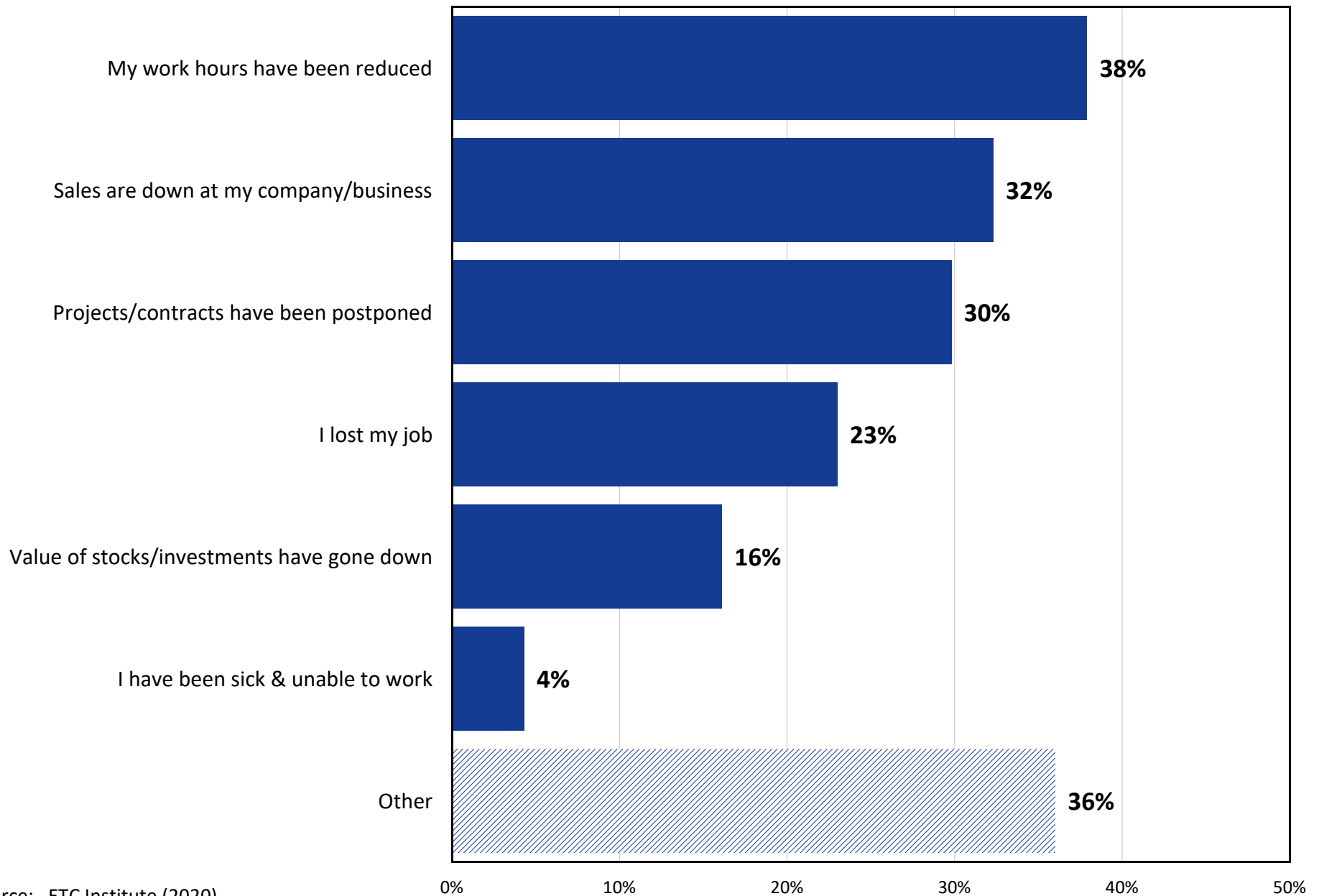
Q8. Has your financial situation gotten worse as a result of the coronavirus (COVID-19) outbreak?

by percentage of respondents



Q9. How Financial Situation Has Gotten Worse

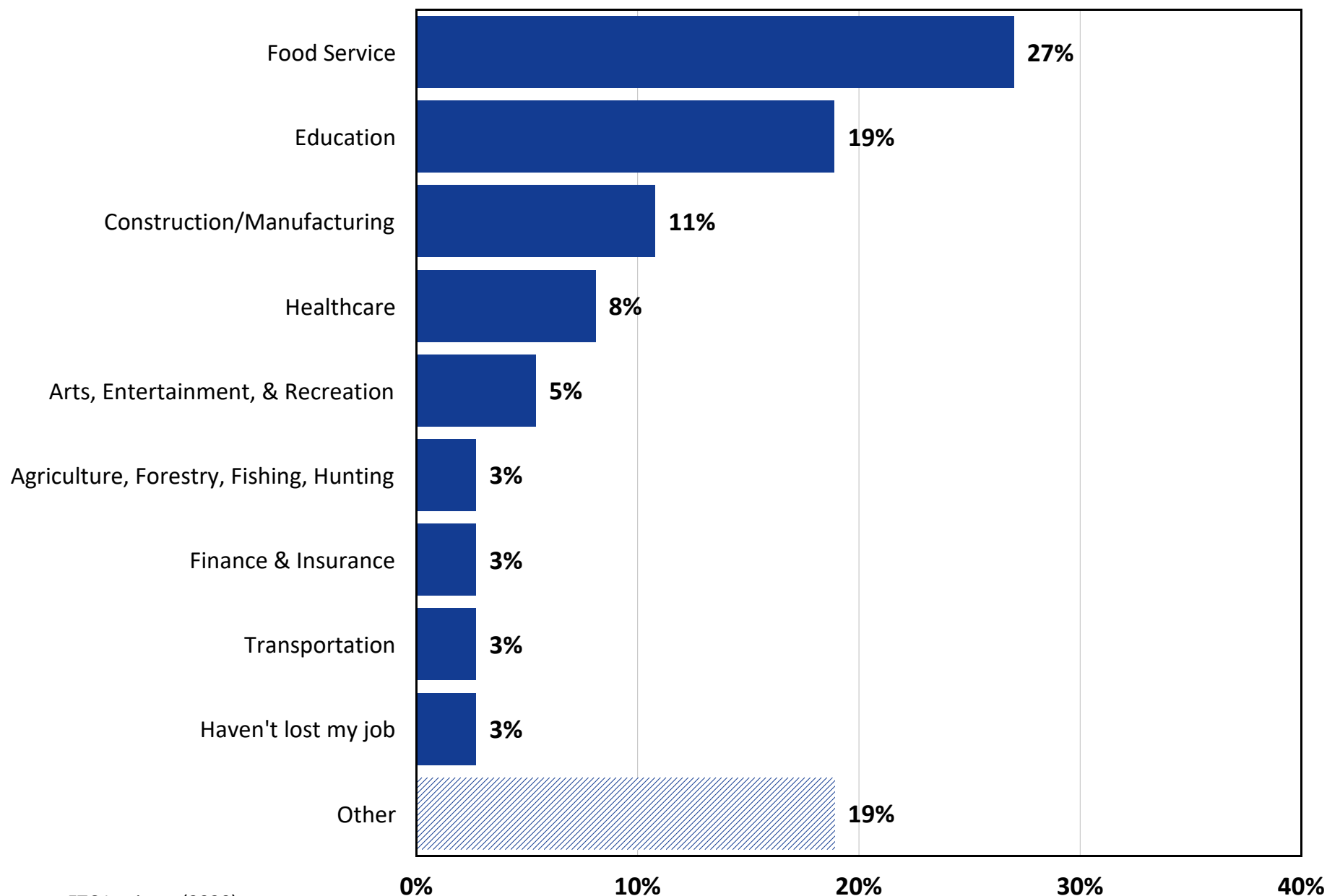
by percentage of respondents whose financial situation has gotten worse since COVID-19



Source: ETC Institute (2020)

Q10. What industry did you work in before coronavirus?

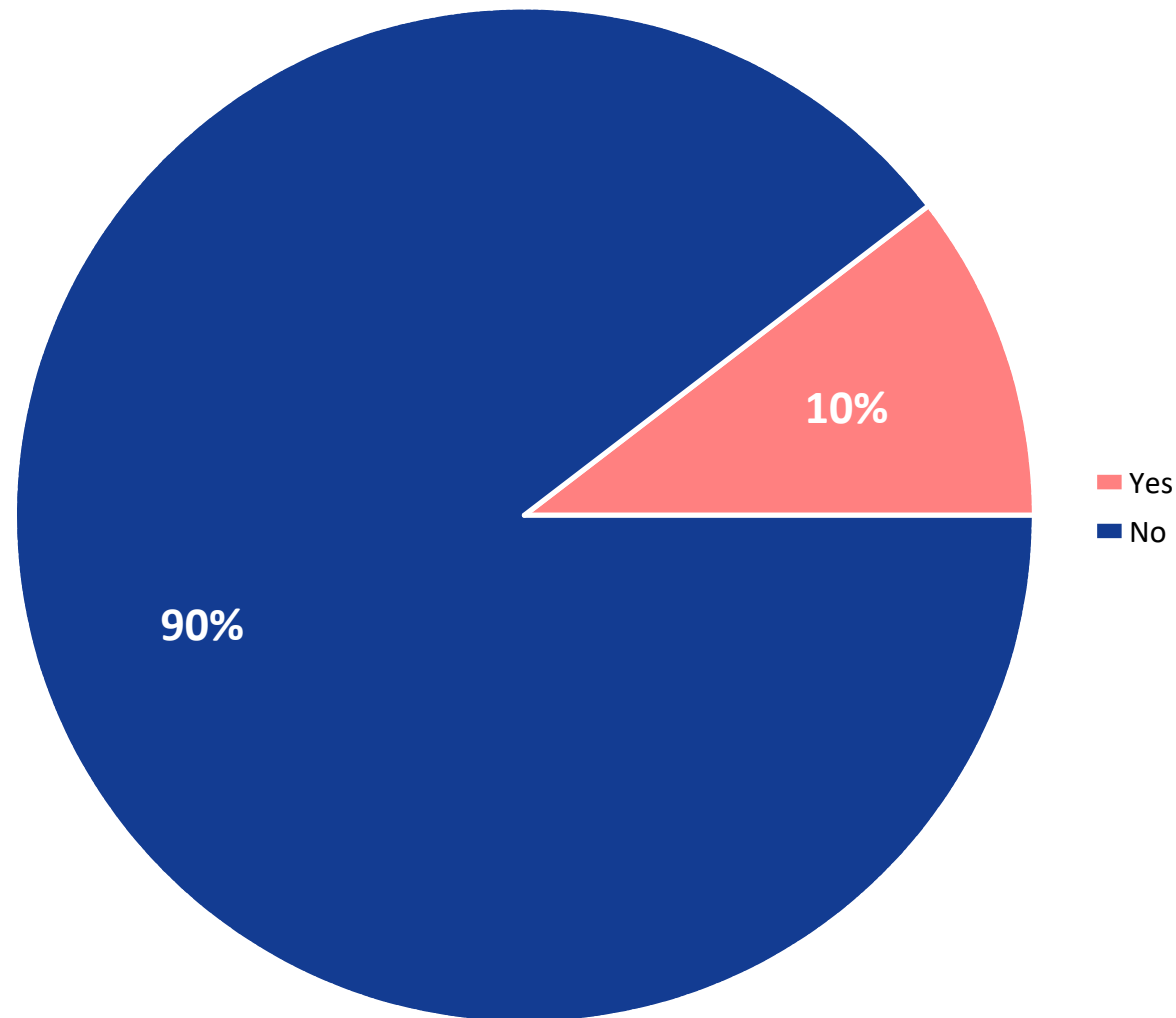
by percentage of respondents who lost their job because of the Pandemic (multiple choices could be made)



Source: ETC Institute (2020)

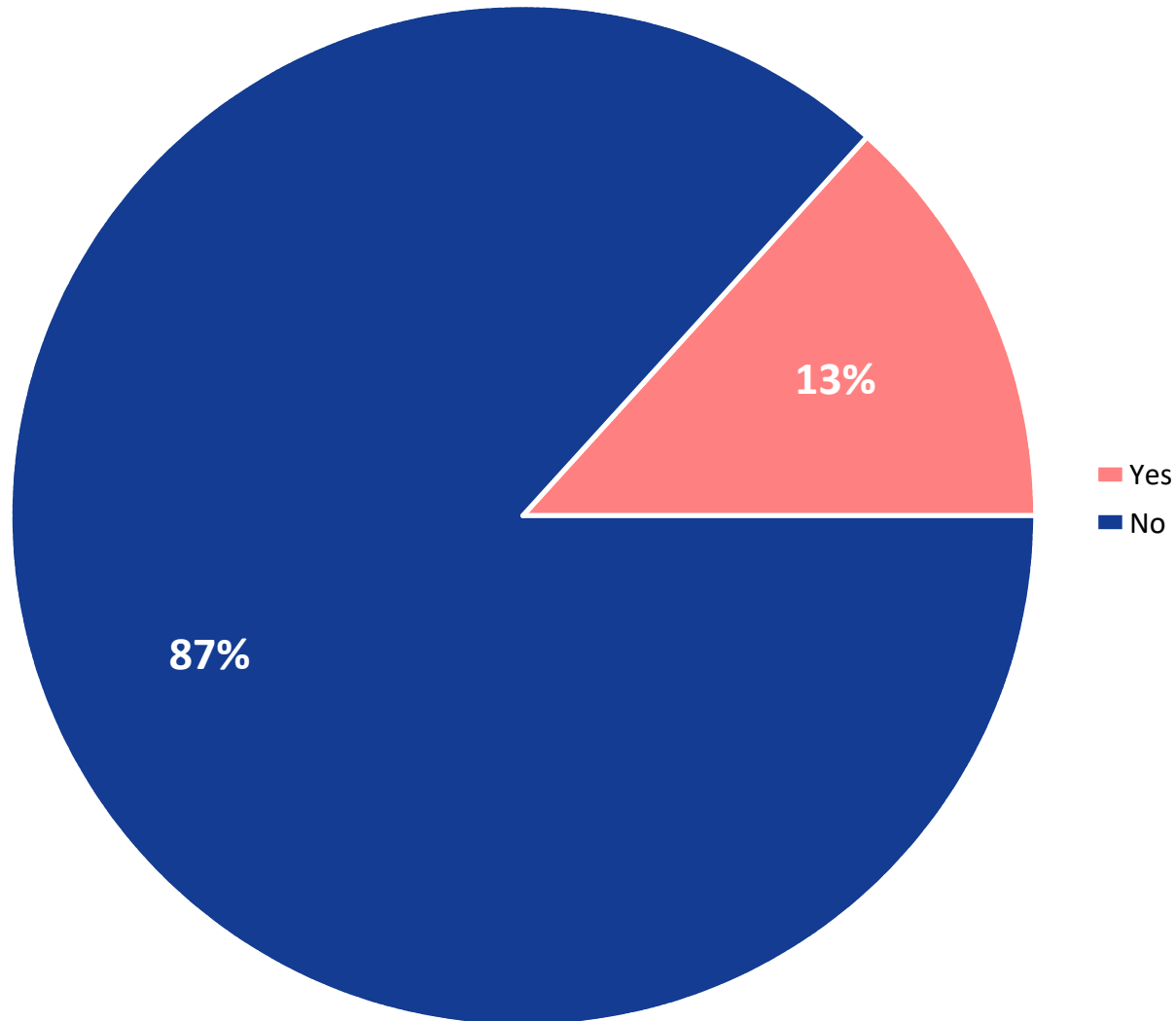
Q11. Have you had problems paying for necessities, such as rent/mortgage, food, utilities, etc. During the coronavirus (COVID-19) pandemic?

by percentage of respondents



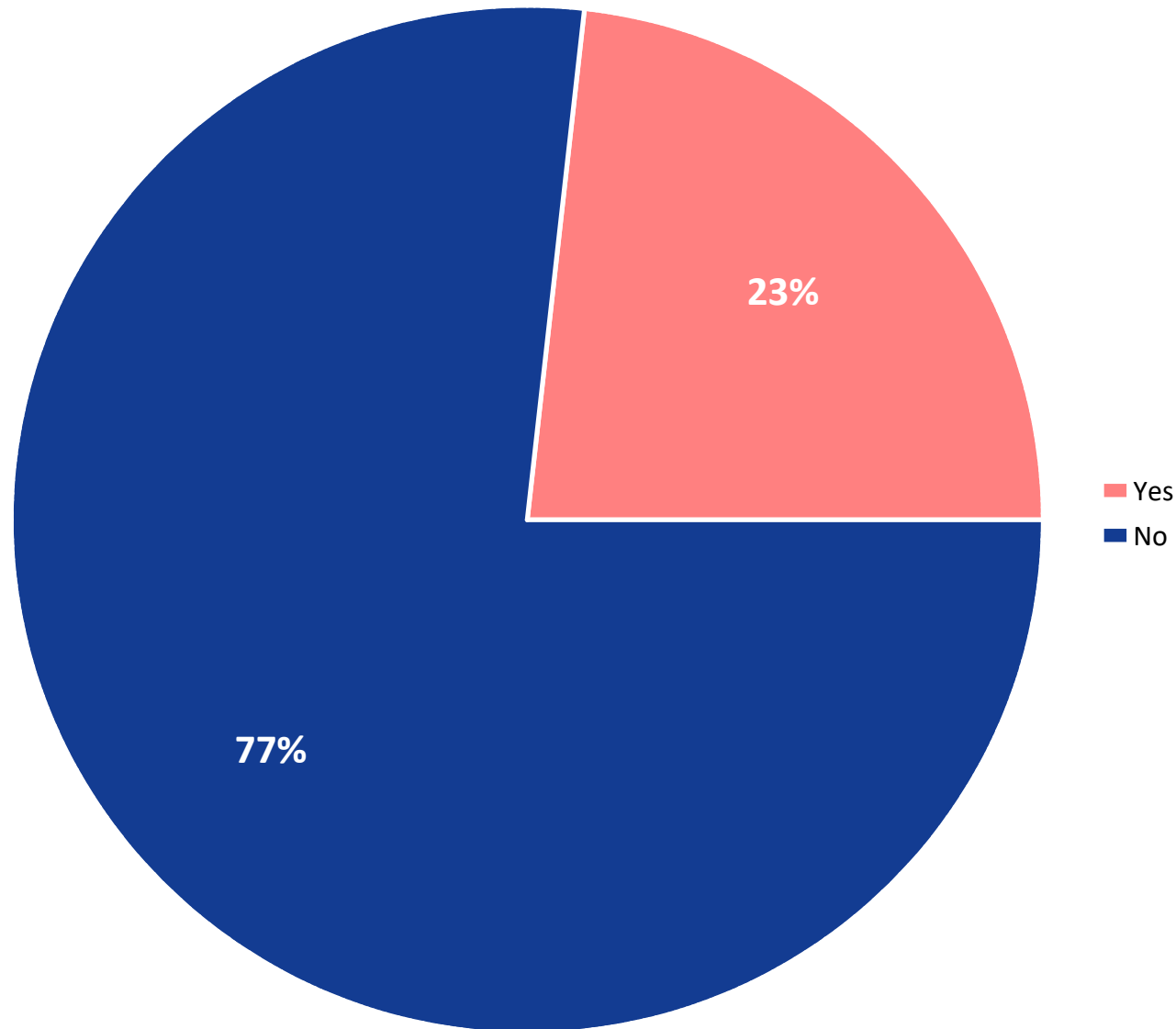
Q12. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?

by percentage of respondents



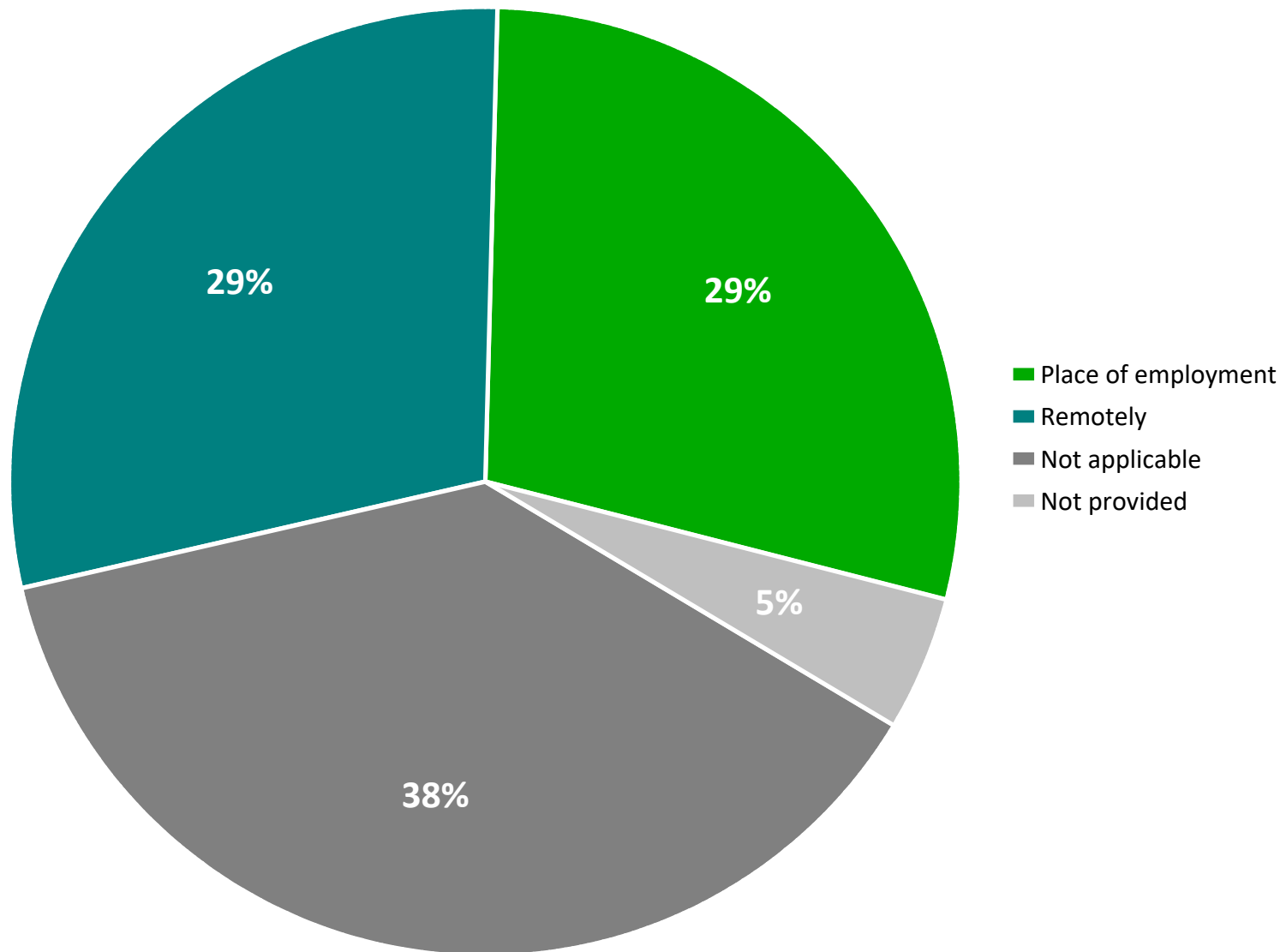
Q13. Do you think your financial situation will get worse in the weeks ahead?

by percentage of respondents



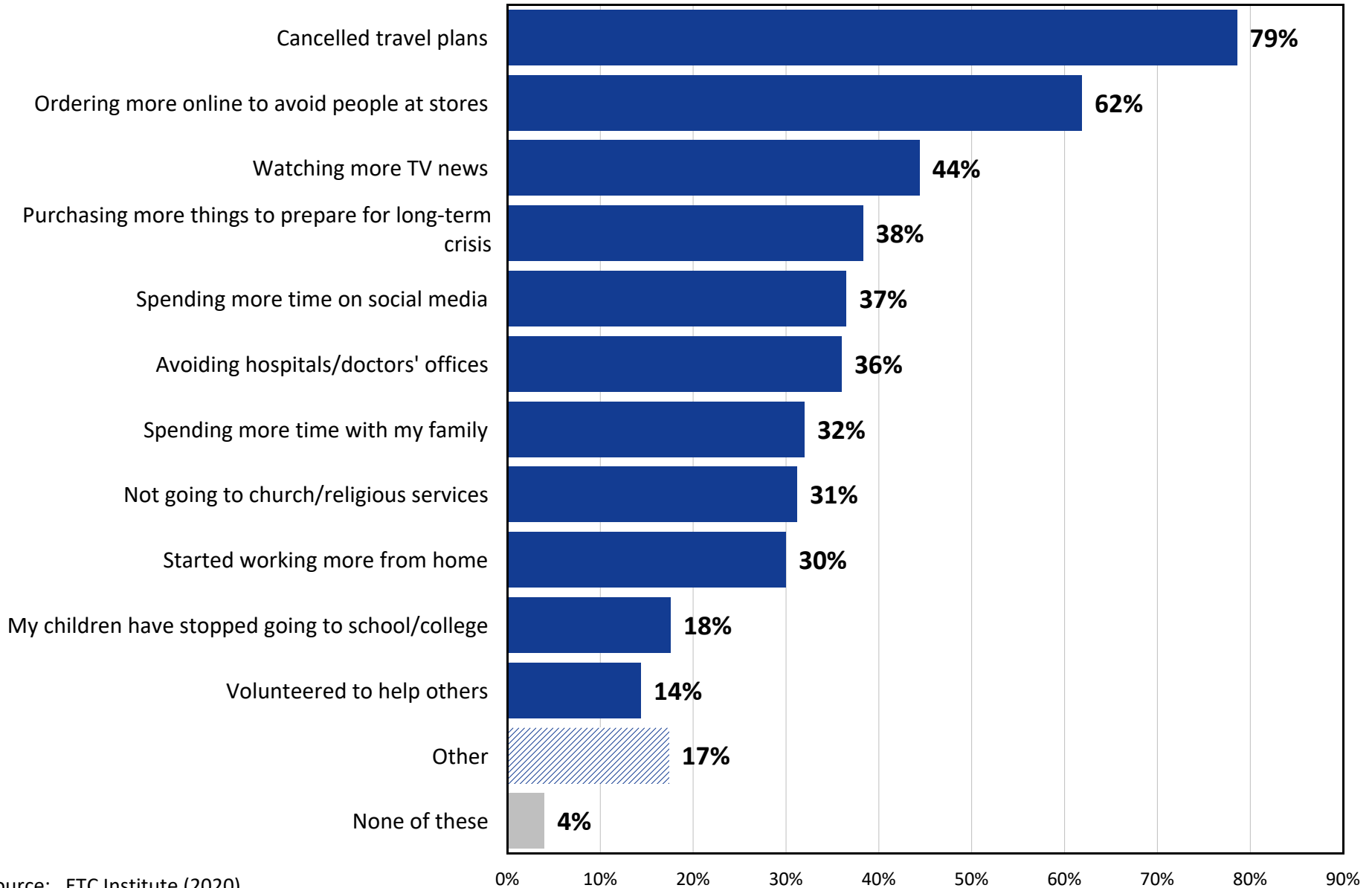
Q14. If you are employed, are you working primarily at your place of employment or remotely?

by percentage of respondents



Q15. Ways Life has Changed as a Result of the Coronavirus (COVID-19) Pandemic

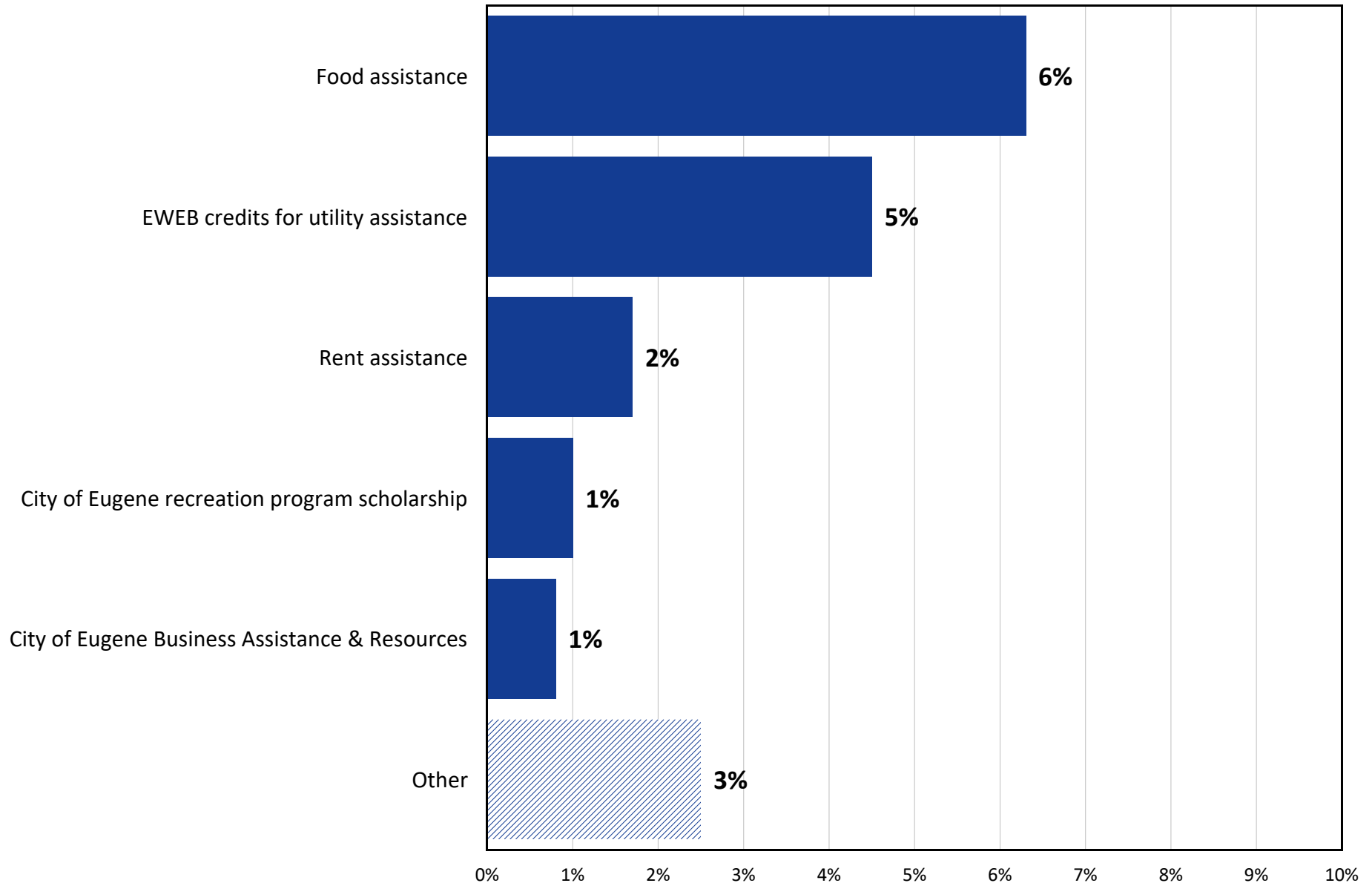
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Q16. Assistance Programs Your Family Has Applied For

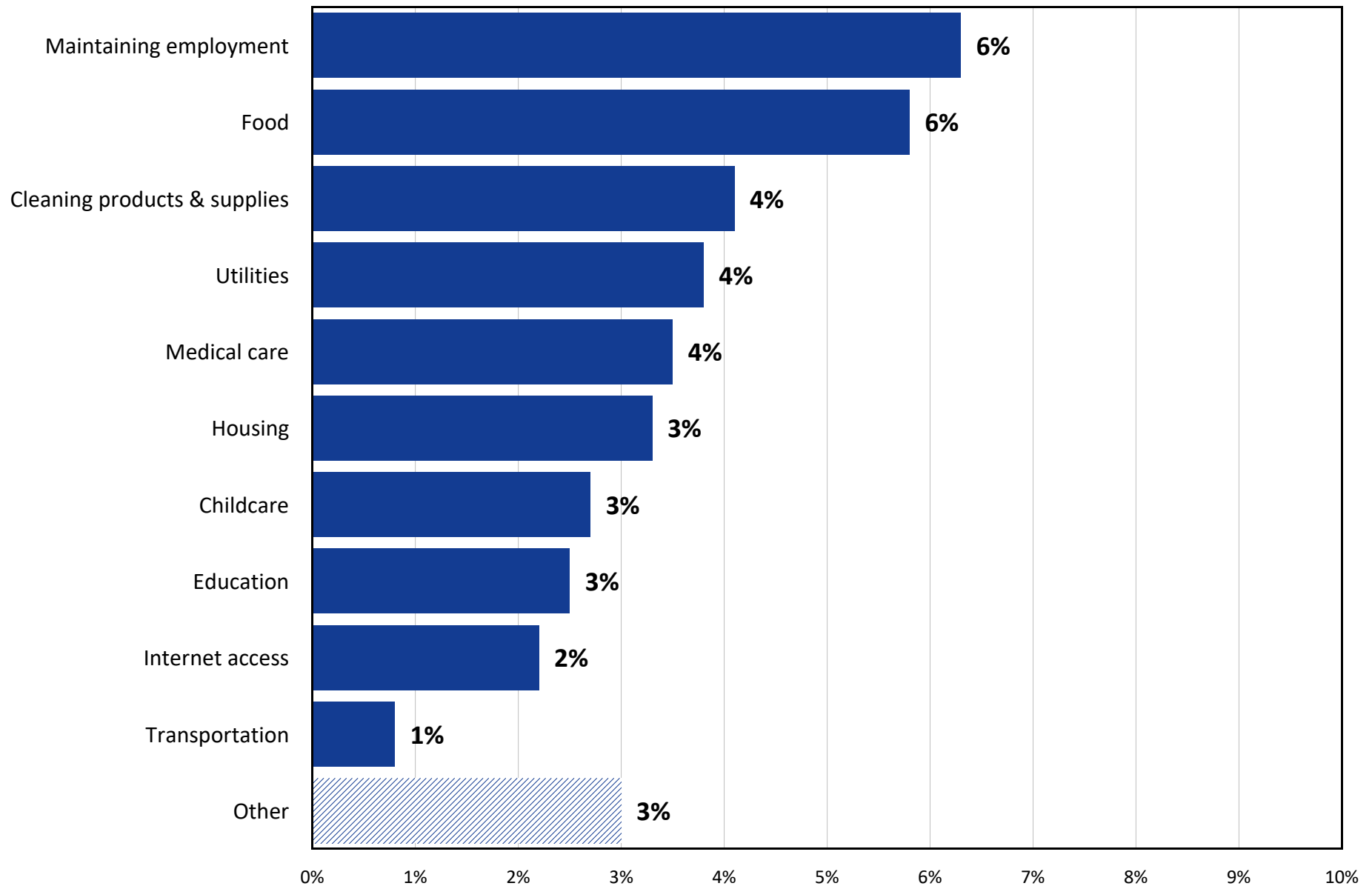
by percentage of respondents (multiple choices could be made)



****88% of respondents indicated they did not apply for any of these assistance programs***

Q17. Areas Respondent is Having Trouble With

by percentage of respondents (multiple choices could be made)

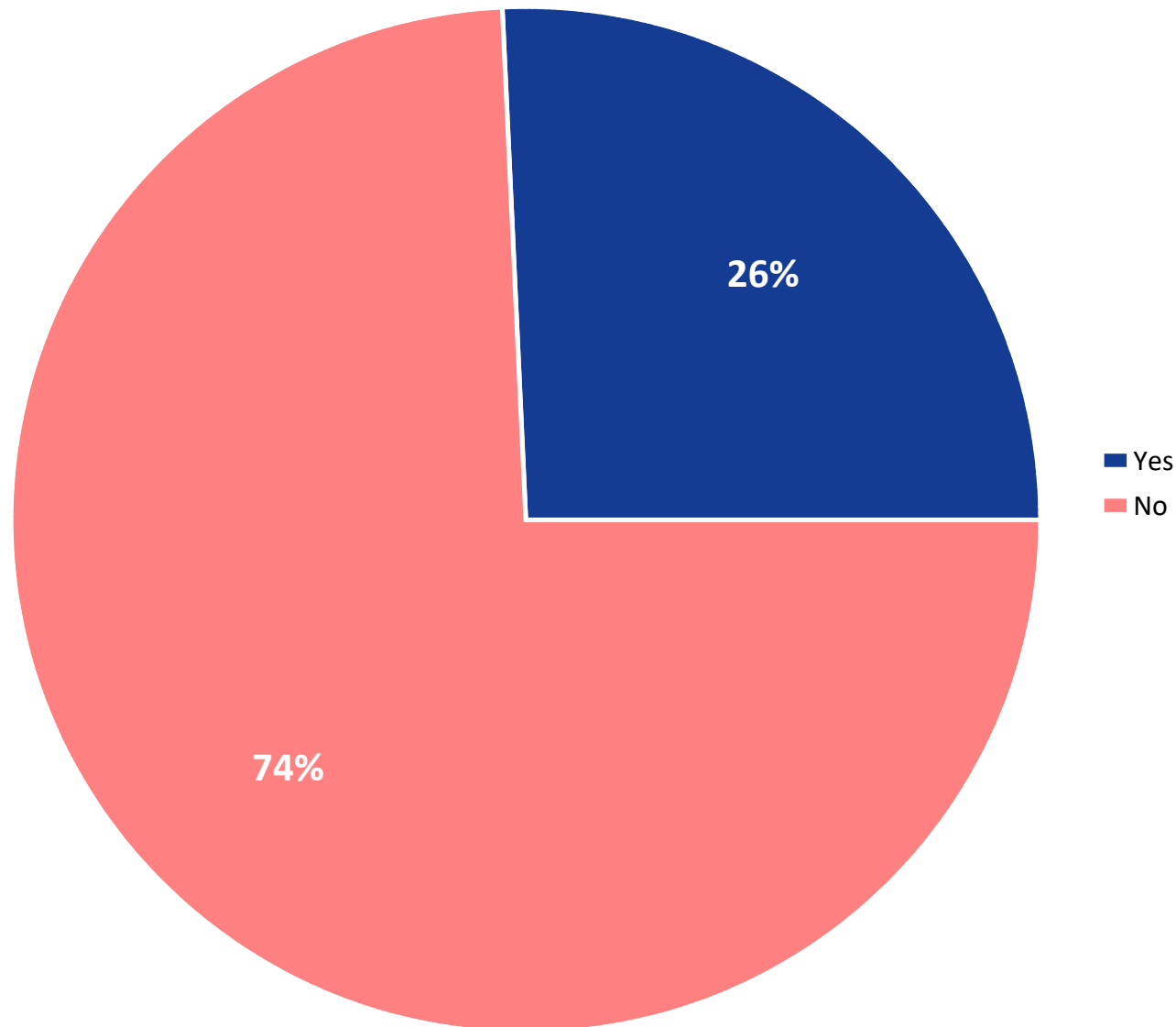


Source: ETC Institute (2020)

**82% selected "none of the above" in response to areas they are having trouble with*

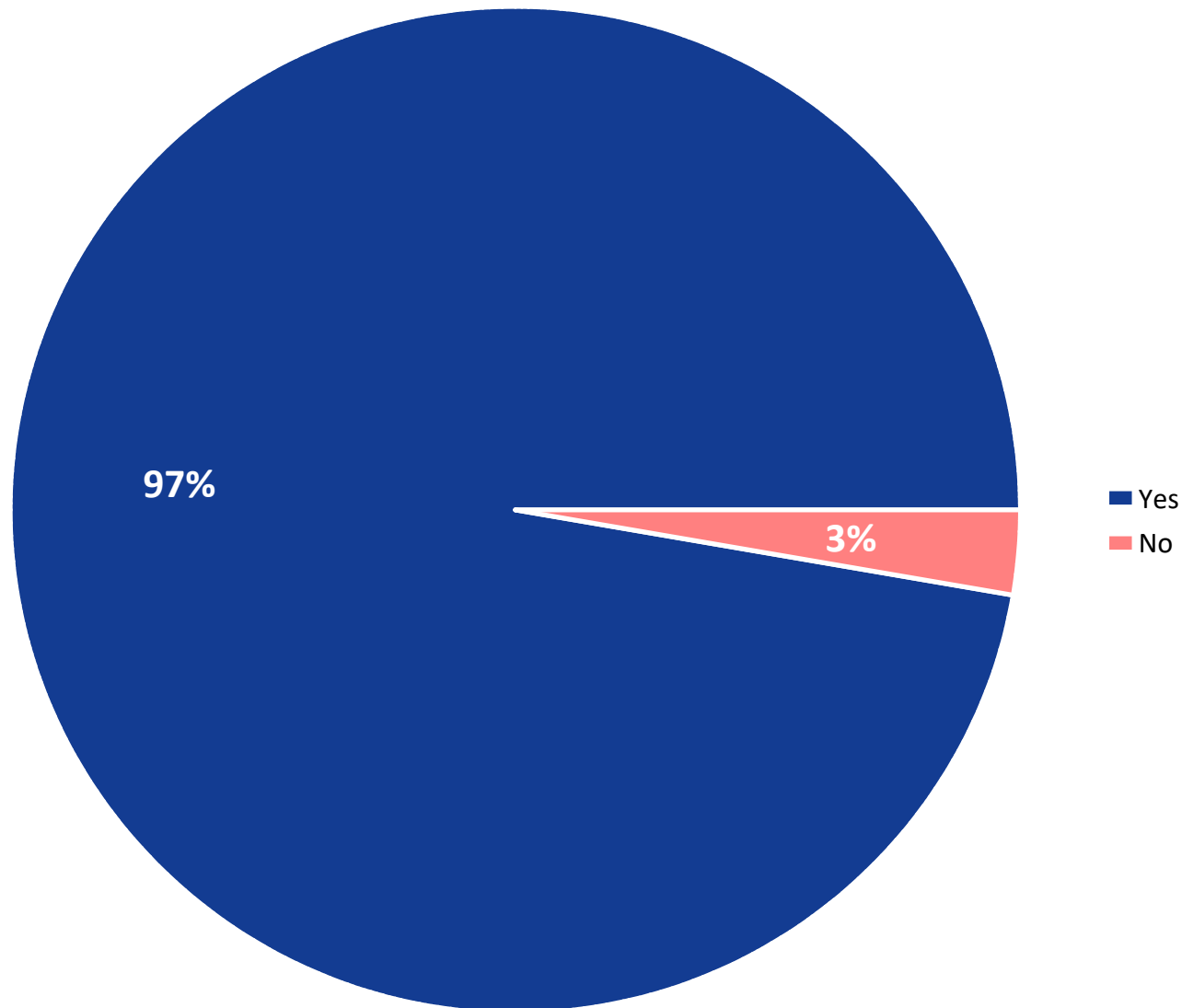
Q18. Is anyone in your home attending pre-school, grade school, or a university?

by percentage of households (without “not provided”)



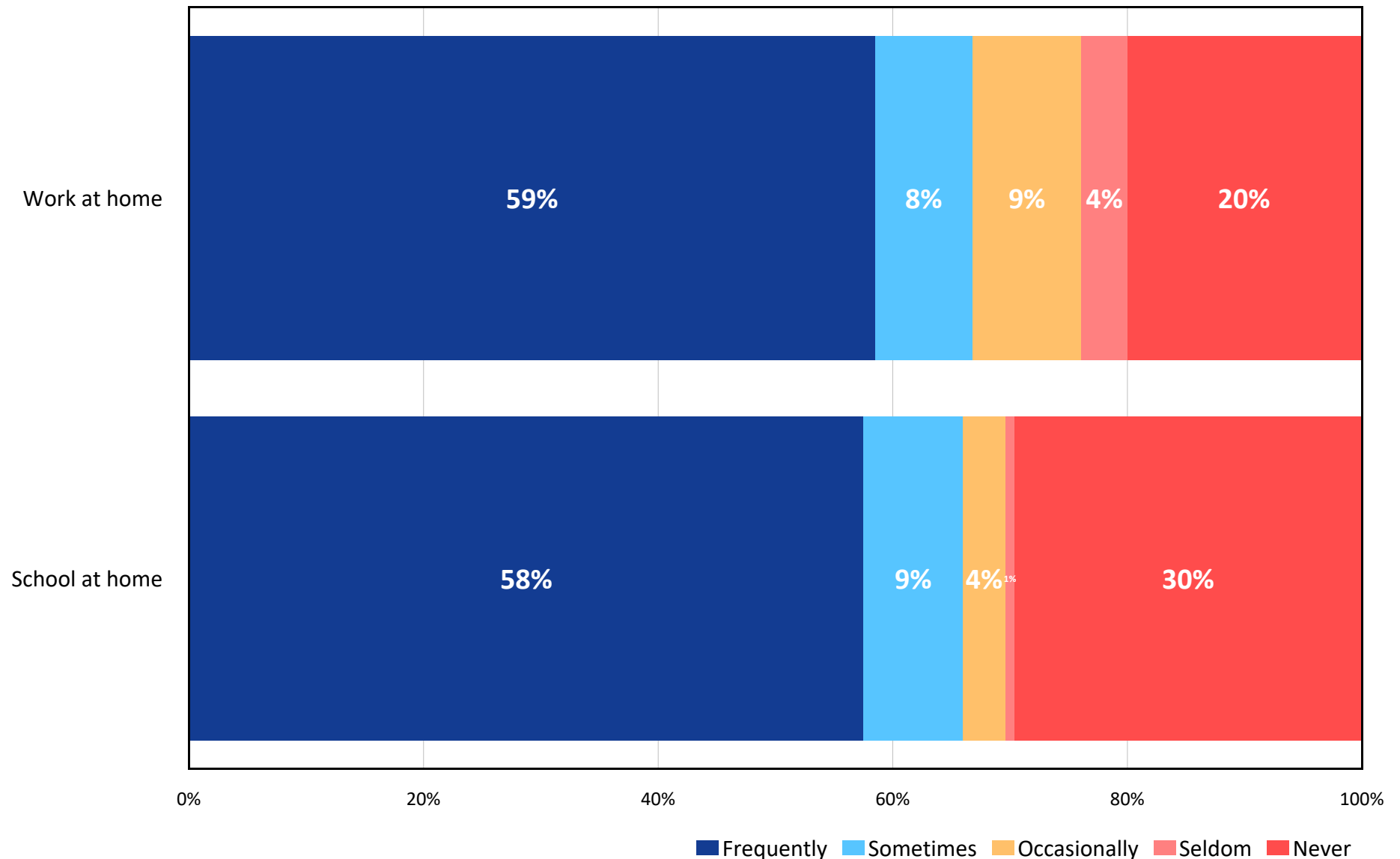
Q18a. Do they have the equipment needed to attend school virtually?

by percentage of households who have someone attending pre-school, grade school, or a university (without “not provided”)



Q19. How Often Respondents Are Able To Do Various Activities Using Home Internet

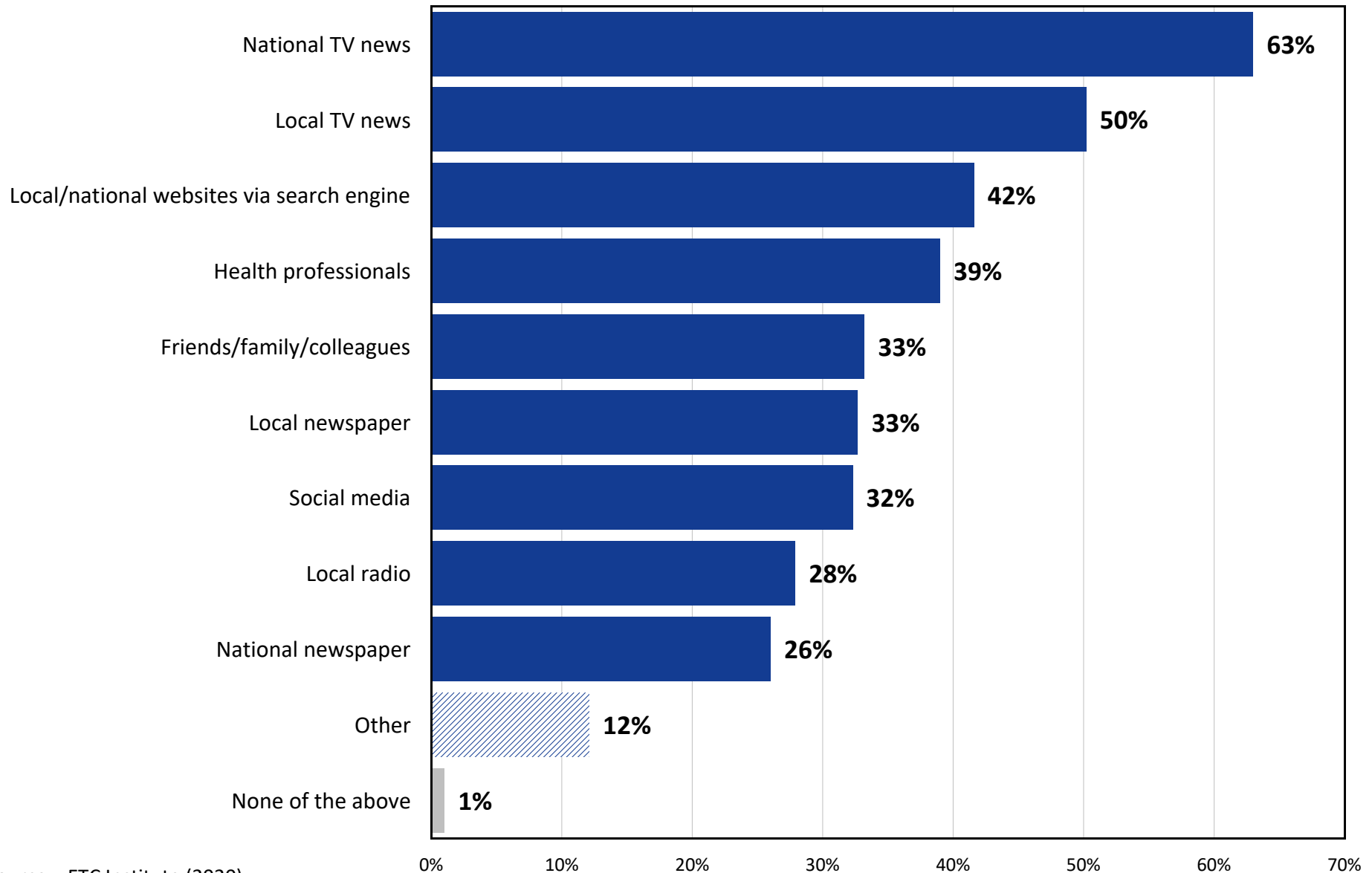
by percentage of respondents (without “don’t know”)



Source: ETC Institute (2020)

Q20. Primary Sources of Information About the Coronavirus (COVID-19)?

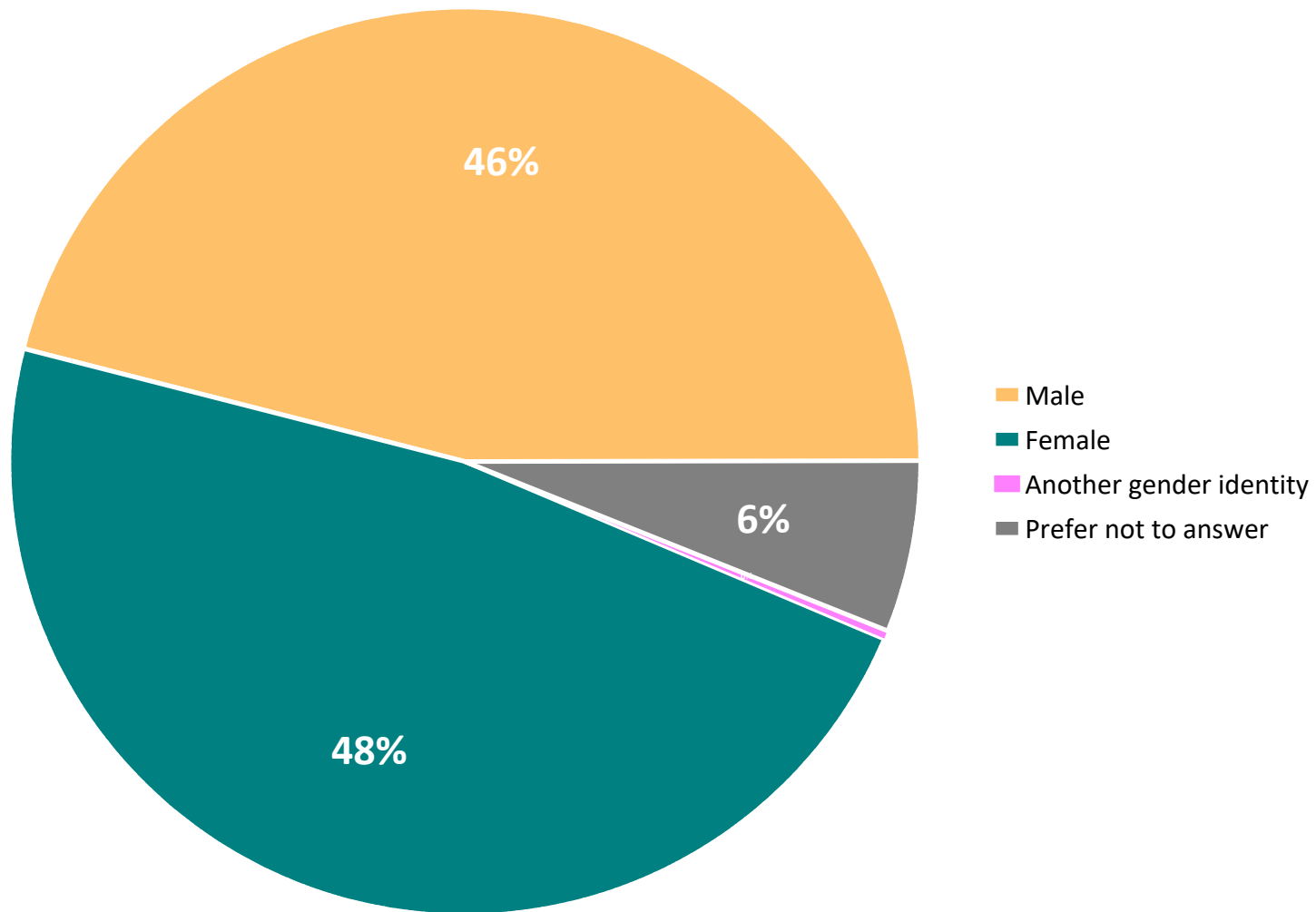
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

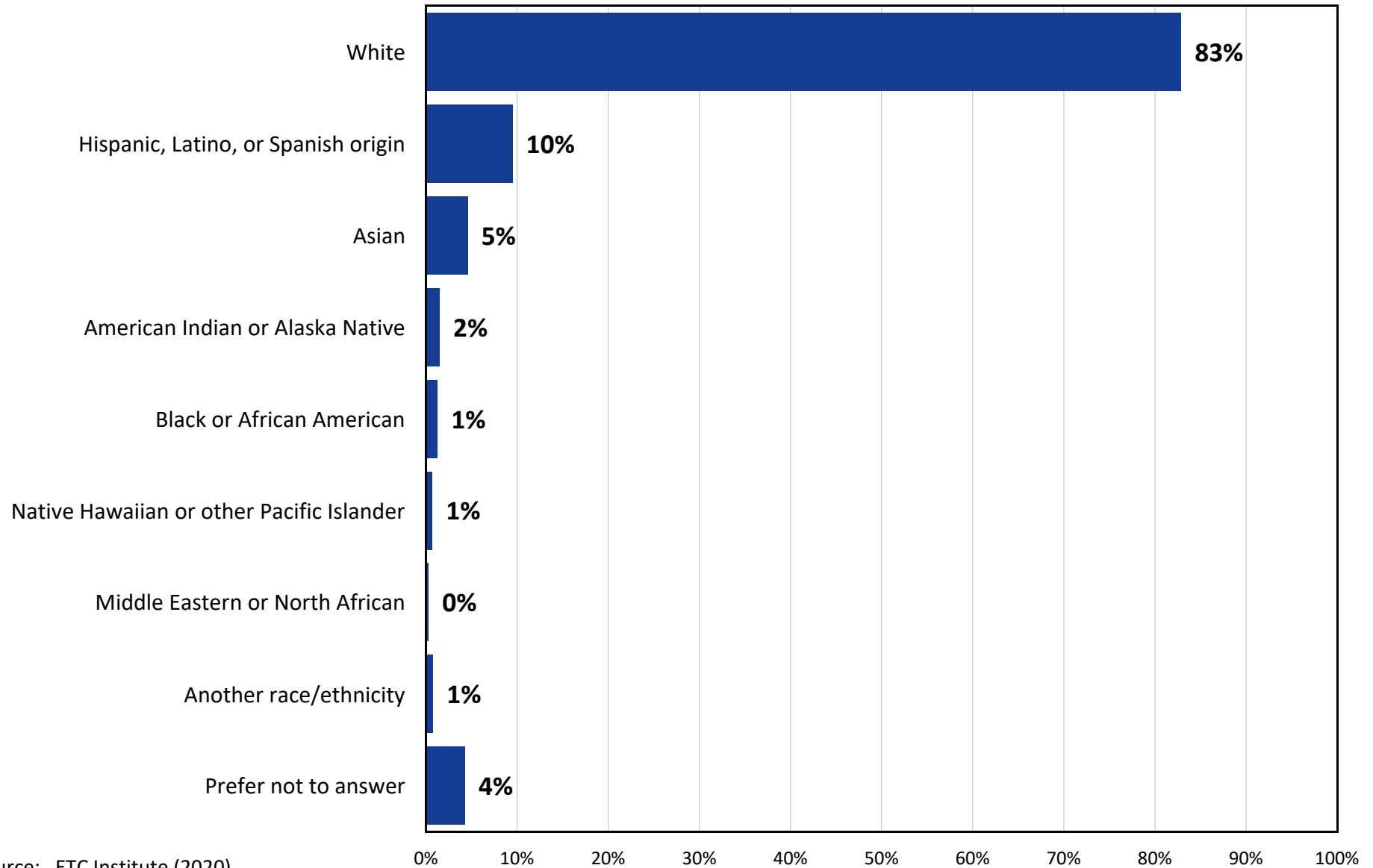
Q24. Demographics: What is your gender?

by percentage of respondents



Q25. Demographics: Which of the following best describes your race/ethnicity?

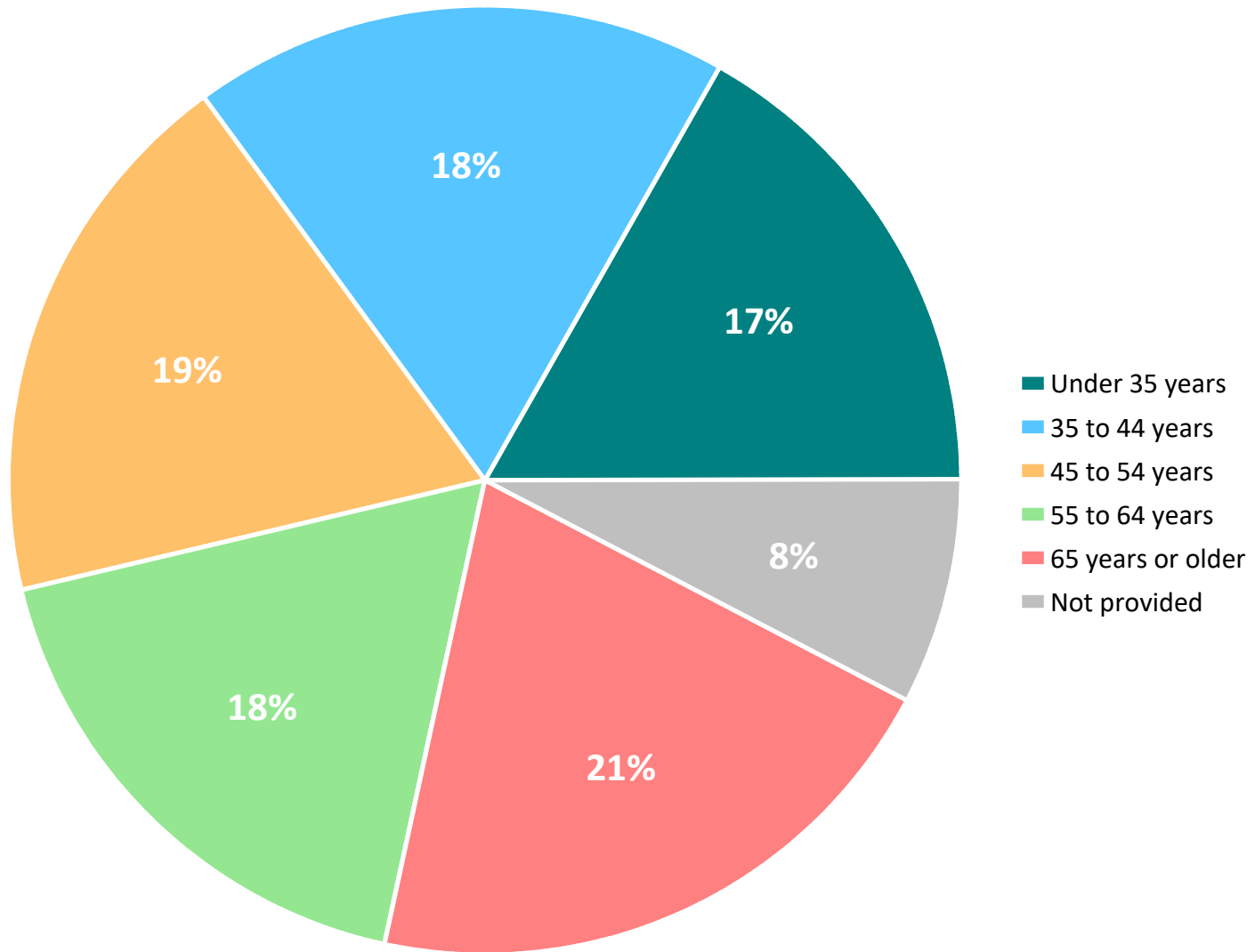
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

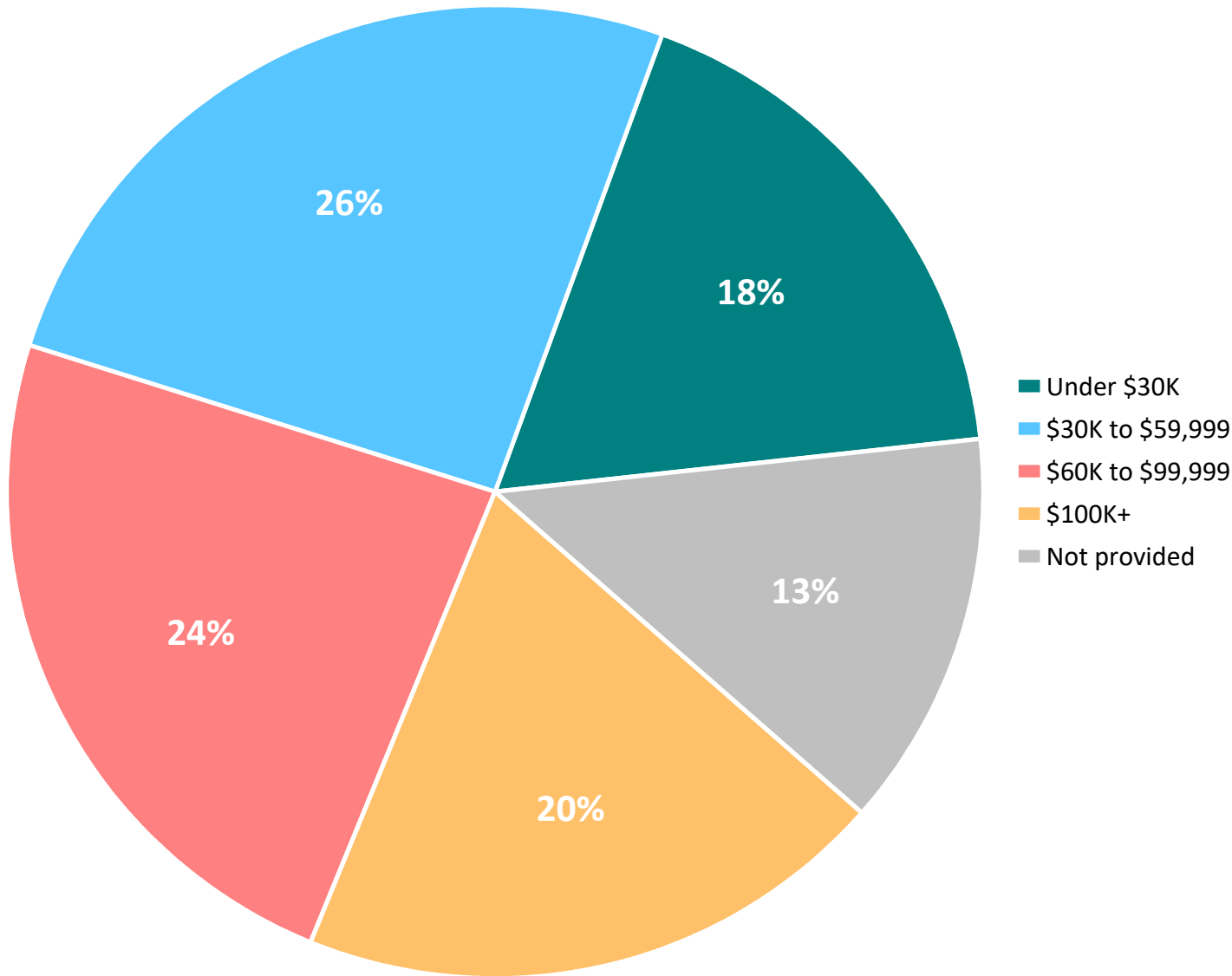
Q26. Demographics: What is your age?

by percentage of respondents



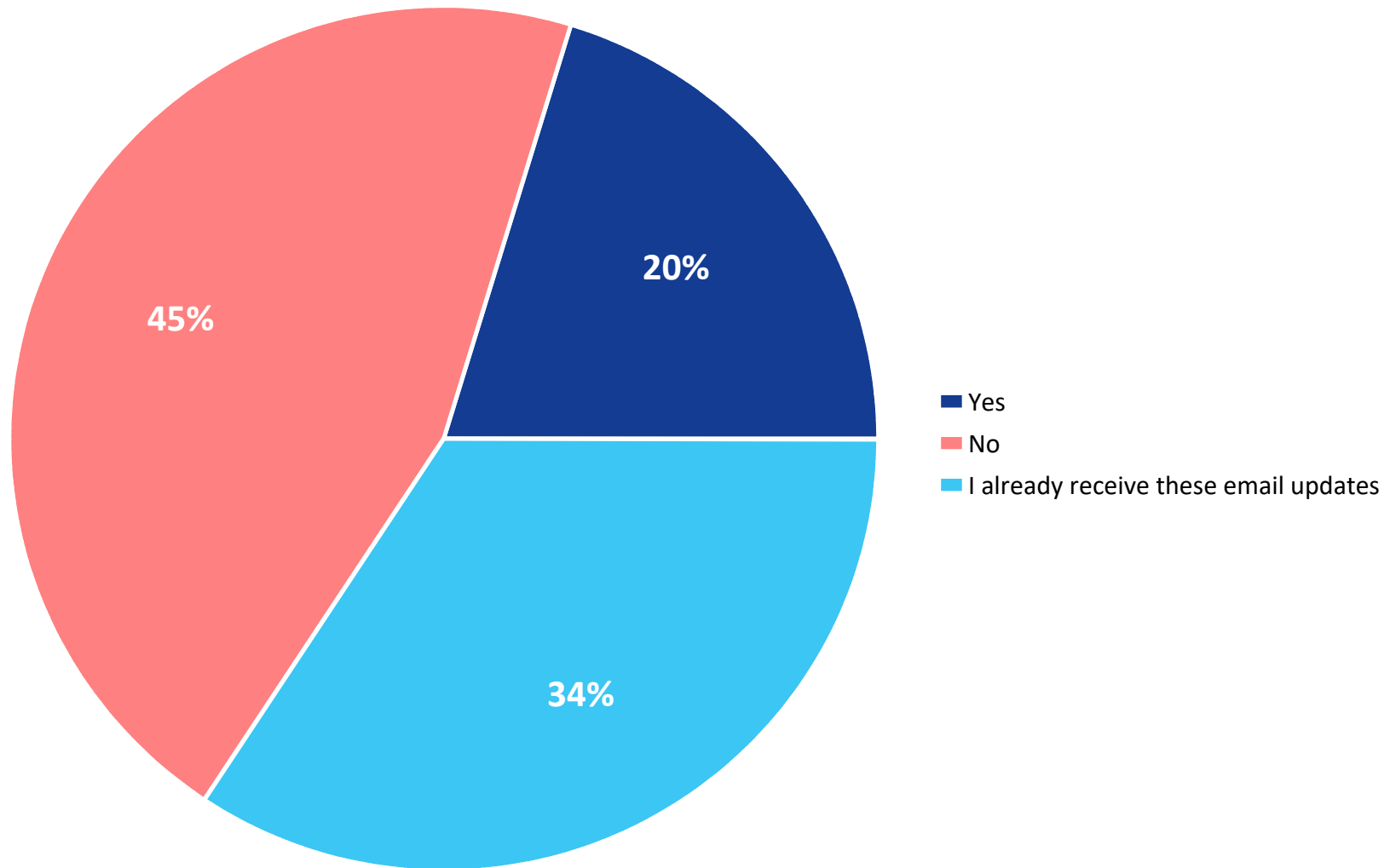
Q27. Demographics: What was your household income last year?

by percentage of respondents



Q28. Would you like to receive City of Eugene COVID-19 Community Update emails?

by percentage of respondents



Section 2

Tabular Data

Q1. Do you personally know anyone who has tested positive for the coronavirus (COVID-19)?

Q1. Do you personally know anyone who has tested positive for COVID-19	Number	Percent
Yes	390	64.7 %
No	213	35.3 %
Total	603	100.0 %

Q2. Do you think anyone in your household might currently be infected or has been infected with the coronavirus (COVID-19)?

Q2. Do you think anyone in your household might currently be infected or has been infected with COVID-19	Number	Percent
Yes	33	5.5 %
No	570	94.5 %
Total	603	100.0 %

Q3. How likely do you think you or others in your household could be infected with the coronavirus (COVID-19) over the next few weeks?

Q3. How likely do you think anyone in your household could be infected with COVID-19 over next few weeks

	Number	Percent
Very likely	11	1.8 %
Likely	13	2.2 %
Somewhat likely	73	12.1 %
Neither likely nor unlikely	79	13.1 %
Somewhat unlikely	125	20.7 %
Unlikely	181	30.0 %
Very unlikely	115	19.1 %
Not provided	6	1.0 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q3. How likely do you think you or others in your household could be infected with the coronavirus (COVID-19) over the next few weeks? (without "not provided")

Q3. How likely do you think anyone in your household could be infected with COVID-19 over next few weeks

	Number	Percent
Very likely	11	1.8 %
Likely	13	2.2 %
Somewhat likely	73	12.2 %
Neither likely nor unlikely	79	13.2 %
Somewhat unlikely	125	20.9 %
Unlikely	181	30.3 %
Very unlikely	115	19.3 %
Total	597	100.0 %

Q4. What actions are you taking to mitigate the spread of COVID-19 in your daily living activities?

Q4. What actions are you taking to mitigate spread of COVID-19 in your daily living activities	Number	Percent
Working from home	243	40.3 %
Avoiding crowded areas	536	88.9 %
Buying necessities less frequently	405	67.2 %
Wearing a mask	590	97.8 %
Using delivery/curbside pick-up to obtain necessities	176	29.2 %
Not spending time with people outside my household	440	73.0 %
Other	114	18.9 %
None of these	8	1.3 %
Total	2512	

Q5. Are you experiencing emotional distress as a result of COVID-19?

Q5. Are you experiencing emotional distress as a result of COVID-19	Number	Percent
Yes	270	44.8 %
No	333	55.2 %
Total	603	100.0 %

Q6. Have you or any member of your household accessed mental health services during the coronavirus (COVID-19) pandemic in order to help deal with anxiety, stress or depression?

Q6. Have you accessed mental health services during COVID-19 Pandemic in order to help deal with anxiety, stress or depression

	Number	Percent
Yes	111	18.4 %
No	463	76.8 %
Would like to but have not been able to access	25	4.1 %
Not provided	4	0.7 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q6. Have you or any member of your household accessed mental health services during the coronavirus (COVID-19) pandemic in order to help deal with anxiety, stress or depression? (without "not provided")

Q6. Have you accessed mental health services during COVID-19 Pandemic in order to help deal with anxiety, stress or depression

	Number	Percent
Yes	111	18.5 %
No	463	77.3 %
Would like to but have not been able to access	25	4.2 %
Total	599	100.0 %

Q7. Due to COVID-19, have you applied for unemployment assistance?

Q7. Have you applied for unemployment assistance due to COVID-19	Number	Percent
Yes	116	19.2 %
No	482	79.9 %
Not provided	5	0.8 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q7. Due to COVID-19, have you applied for unemployment assistance? (without "not provided")

Q7. Have you applied for unemployment assistance due to COVID-19	Number	Percent
Yes	116	19.4 %
No	482	80.6 %
Total	598	100.0 %

Q7a. Have you received or are you currently receiving unemployment assistance?

Q7a. Have you received or are you currently receiving unemployment assistance	Number	Percent
Yes	91	78.4 %
No	25	21.6 %
Total	116	100.0 %

Q8. Has your financial situation gotten worse as a result of the coronavirus (COVID-19) outbreak?

Q8. Has your financial situation gotten worse as a result of COVID-19 outbreak	Number	Percent
Yes	161	26.7 %
No	438	72.6 %
Not provided	4	0.7 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q8. Has your financial situation gotten worse as a result of the coronavirus (COVID-19) outbreak? (without "not provided")

Q8. Has your financial situation gotten worse as a result of COVID-19 outbreak	Number	Percent
Yes	161	26.9 %
No	438	73.1 %
Total	599	100.0 %

Q9. Please indicate how your financial situation has gotten worse as a result of the coronavirus (COVID-19).

Q9. How has your financial situation gotten worse as a result of coronavirus	Number	Percent
I lost my job	37	23.0 %
My work hours have been reduced	61	37.9 %
Projects/contracts have been postponed	48	29.8 %
Value of stocks/investments have gone down	26	16.1 %
I have been sick & unable to work	7	4.3 %
Sales are down at my company/business	52	32.3 %
Other	58	36.0 %
Total	289	

Q10. If you lost your job, what industry did you work in before coronavirus?

Q10. What industry did you work in before coronavirus	Number	Percent
Agriculture, Forestry, Fishing, Hunting	1	2.7 %
Arts, Entertainment, & Recreation	2	5.4 %
Construction/Manufacturing	4	10.8 %
Education	7	18.9 %
Finance & Insurance	1	2.7 %
Food Service	10	27.0 %
Healthcare	3	8.1 %
Transportation	1	2.7 %
Other	7	18.9 %
Haven't lost my job	1	2.7 %
Total	37	100.0 %

Q11. Have you had problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?

Q11. Have you had problems paying for necessities during COVID-19 Pandemic	Number	Percent
Yes	63	10.4 %
No	540	89.6 %
Total	603	100.0 %

Q12. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?

Q12. Will you have problems paying for necessities during COVID-19 Pandemic	Number	Percent
Yes	80	13.3 %
No	523	86.7 %
Total	603	100.0 %

Q13. Do you think your financial situation will get worse in the weeks ahead?

Q13. Will your financial situation get worse in weeks ahead	Number	Percent
Yes	136	22.6 %
No	448	74.3 %
Not provided	19	3.2 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q13. Do you think your financial situation will get worse in the weeks ahead? (without "not provided")

Q13. Will your financial situation get worse in weeks ahead	Number	Percent
Yes	136	23.3 %
No	448	76.7 %
Total	584	100.0 %

Q14. If you are employed, are you working primarily at your place of employment or remotely?

Q14. Are you working primarily at your place of employment or remotely	Number	Percent
Place of employment	172	28.5 %
Remotely	174	28.9 %
Not applicable	229	38.0 %
Not provided	28	4.6 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q14. If you are employed, are you working primarily at your place of employment or remotely? (without "not provided")

Q14. Are you working primarily at your place of employment or remotely	Number	Percent
Place of employment	172	29.9 %
Remotely	174	30.3 %
Not applicable	229	39.8 %
Total	575	100.0 %

Q15. Please indicate if your life has changed in any of the following ways as a result of the coronavirus (COVID-19) pandemic.

Q15. What following ways has your life changed as a result of COVID-19 Pandemic	Number	Percent
Started working more from home	181	30.0 %
My children have stopped going to school/college	106	17.6 %
Ordering more online to avoid people at stores	373	61.9 %
Purchasing more things to prepare for long-term crisis (e. g., food, water, paper products)	231	38.3 %
Cancelled travel plans	474	78.6 %
Avoiding hospitals/doctors' offices	217	36.0 %
Watching more TV news	268	44.4 %
Not going to church/religious services	188	31.2 %
Spending more time with my family	193	32.0 %
Spending more time on social media	220	36.5 %
Volunteered to help others	87	14.4 %
Other	105	17.4 %
None of these	24	4.0 %
Total	2667	

Q16. Please indicate if you or someone in your family has applied for any of the following assistance programs.

Q16. What following assistance programs has anyone in your family applied for	Number	Percent
EWEB credits for utility assistance	27	4.5 %
City of Eugene recreation program scholarship	6	1.0 %
Food assistance (e.g., FOOD for Lane County programs, Meals on Wheels, food pantry, supplemental school nutrition programs)	38	6.3 %
City of Eugene Business Assistance & Resources e.g. grants, loans, PPE handouts, City of Eugene Business Help Team	5	0.8 %
Rent assistance	10	1.7 %
Other	15	2.5 %
None of the above	533	88.4 %
Total	634	

Q16-8. Other

Q16-8. Other	Number	Percent
4J MEALS PROGRAM	1	6.7 %
Avoid club meetings	1	6.7 %
EVERY BIT OF HOURS TO PAY BILLS	1	6.7 %
FOOD STAMPS	1	6.7 %
Home health	1	6.7 %
JUST UNEMPLOYMENT-ITS SAVING US	1	6.7 %
LANE COUNTY HELP US WITH ASSISTANCE WHEN 10 DAYS IN ISOLATION	1	6.7 %
MORTGAGE DEFERRMENT	1	6.7 %
PPP AND GRANTS	1	6.7 %
PUA FOR SELF EMPLOYED	1	6.7 %
PUFA	1	6.7 %
Property tax relief	1	6.7 %
Snap food stamps	1	6.7 %
TOYS FOR TOTS	1	6.7 %
UNEMPLOYMENT	1	6.7 %
Total	15	100.0 %

Q17. Are you having trouble with any of the following areas right now?

Q17. What following areas are you having trouble
with right now

	Number	Percent
Housing	20	3.3 %
Utilities	23	3.8 %
Food	35	5.8 %
Cleaning products & supplies	25	4.1 %
Medical care	21	3.5 %
Transportation	5	0.8 %
Childcare	16	2.7 %
Internet access	13	2.2 %
Maintaining employment	38	6.3 %
Education	15	2.5 %
Other	18	3.0 %
None of the above	495	82.1 %
Total	724	

Q18. Is anyone in your home attending pre-school, grade school, or a university?

Q18. Is anyone in your home attending pre-school, grade school, or a university	Number	Percent
Yes	152	25.2 %
No	440	73.0 %
Not provided	11	1.8 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q18. Is anyone in your home attending pre-school, grade school, or a university? (without "not provided")

Q18. Is anyone in your home attending pre-school, grade school, or a university	Number	Percent
Yes	152	25.7 %
No	440	74.3 %
Total	592	100.0 %

Q18a. Do they have the equipment needed to attend school virtually (e.g., computer, Internet access)?

Q18a. Do they have the equipment needed to attend school virtually	Number	Percent
Yes	147	96.7 %
No	4	2.6 %
Not provided	1	0.7 %
Total	152	100.0 %

WITHOUT NOT PROVIDED

**Q18a. Do they have the equipment needed to attend school virtually (e.g., computer, Internet access)?
(without "not provided")**

Q18a. Do they have the equipment needed to attend school virtually	Number	Percent
Yes	147	97.4 %
No	4	2.6 %
Total	151	100.0 %

Q19. How often are you effectively able to do the following activities using your home Internet?

(N=603)

	Frequently	Sometimes	Occasionally	Seldom	Never	Don't know
Q19-1. Work at home	37.5%	5.3%	6.0%	2.5%	12.8%	36.0%
Q19-2. School at home	23.5%	3.5%	1.5%	0.3%	12.1%	59.0%

WITHOUT DON'T KNOW

Q19. How often are you effectively able to do the following activities using your home Internet? (without "don't know")

(N=603)

	Frequently	Sometimes	Occasionally	Seldom	Never
Q19-1. Work at home	58.5%	8.3%	9.3%	3.9%	19.9%
Q19-2. School at home	57.5%	8.5%	3.6%	0.8%	29.6%

Q20. What are your primary sources of information about the coronavirus (COVID-19)?

Q20. What are your primary sources of information about COVID-19	Number	Percent
National TV news	380	63.0 %
Local TV news	303	50.2 %
Local radio	168	27.9 %
National newspaper	157	26.0 %
Local newspaper	197	32.7 %
Social media	195	32.3 %
Friends/family/colleagues	200	33.2 %
Health professionals	235	39.0 %
Local/national websites via search engine	251	41.6 %
Other	73	12.1 %
None of the above	6	1.0 %
Total	2165	

Q24. What is your gender?

Q24. Your gender	Number	Percent
Male	278	46.1 %
Female	287	47.6 %
Another gender identity	2	0.3 %
Prefer not to answer	36	6.0 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q24. What is your gender? (without "prefer not to answer")

Q24. Your gender	Number	Percent
Male	278	49.0 %
Female	287	50.6 %
Another gender identity	2	0.4 %
Total	567	100.0 %

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

Q25. Your race/ethnicity	Number	Percent
American Indian or Alaska Native	9	1.5 %
Asian	28	4.6 %
Black or African American	8	1.3 %
Hispanic, Latino, or Spanish origin	57	9.5 %
Middle Eastern or North African	2	0.3 %
Native Hawaiian or other Pacific Islander	4	0.7 %
White	500	82.9 %
Another race/ethnicity	5	0.8 %
Prefer not to answer	26	4.3 %
Total	639	

Q25-8. Other

Q25-8. Other	Number	Percent
CROATIAN AND GERMAN	1	20.0 %
European American	1	20.0 %
Mixed	1	20.0 %
More than one	1	20.0 %
Polish	1	20.0 %
Total	5	100.0 %

Q26. What is your age?

Q26. Your age	Number	Percent
Under 35	102	16.9 %
35 to 44	109	18.1 %
45 to 54	112	18.6 %
55 to 64	109	18.1 %
65+	125	20.7 %
Not provided	46	7.6 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q26. What is your age? (without "not provided")

Q26. Your age	Number	Percent
Under 35	102	18.3 %
35 to 44	109	19.6 %
45 to 54	112	20.1 %
55 to 64	109	19.6 %
65+	125	22.4 %
Total	557	100.0 %

Q27. What was your household income last year?

Q27. Your household income last year	Number	Percent
Under \$30K	108	17.9 %
\$30K to \$59,999	155	25.7 %
\$60K to \$99,999	143	23.7 %
\$100K+	118	19.6 %
Not provided	79	13.1 %
Total	603	100.0 %

WITHOUT NOT PROVIDED

Q27. What was your household income last year? (without "not provided")

Q27. Your household income last year	Number	Percent
Under \$30K	108	20.6 %
\$30K to \$59,999	155	29.6 %
\$60K to \$99,999	143	27.3 %
\$100K+	118	22.5 %
Total	524	100.0 %

Q28. Would you like to receive City of Eugene COVID-19 Community Update emails?

Q28. Would you like to receive City COVID-19 Community Update emails	Number	Percent
Yes	123	20.4 %
No	274	45.4 %
I already receive these email updates	206	34.2 %
Total	603	100.0 %

Section 3

Survey Instrument



November 2020

Dear Eugene Resident,

First, I'd like to start by saying thank you. Thank you for the strength, resiliency and generosity you have shown as a community over the last year. The challenges of COVID-19 and its impacts on our lives, schools, businesses, and city have been significant. As a city, we have changed and adapted our services and programs to support the health and safety of community members and staff during this pandemic. We know you've had to make sacrifices and faced challenges too, and it is important to know how you are doing since the onset of COVID-19.

We continue to look for ways to support the community now and prioritize future needs, which is why your input on the enclosed survey is critical. We are gathering data to determine how we can serve you and all of Eugene better as we begin to recover from the pandemic.

Your household was one of a limited number selected at random to receive this survey, and your participation is critical to make the survey a success.

The survey should take about 10 minutes to complete and we greatly appreciate your time. The information you will share with us if you participate will be kept confidential. Results from the survey will only be shared as a group – no individual responses will be shared. You'll see in the body of this survey a reference to assistance and resources available to community members. To learn more about resources that might be available to you, please visit: eugene-or.gov/communityresources.

Your input will help will inform decisions that will be made about the City's future. Your responses will help City leadership determine how best to prioritize programs and policies as we move into the future.

We have selected ETC Institute to administer this survey for us. Please return your survey or complete it online sometime during the next week. ETC Institute will present the results to the City by the end of the calendar year. Please return your survey in the enclosed postage-paid envelope addressed to:

ETC Institute,
725 W. Frontier Circle,
Olathe, Kansas, 66061

Or go to www.eugenesurvey.org to complete the survey online.

If you have any questions, please contact Stephanie Scafa with the City of Eugene at sscafa@eugene-or.gov or 541-682-5652. Thank you very much for taking the time to provide your valuable input to help us understand your priorities, concerns, and insights.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sarah Medary".

Sarah Medary, City Manager



City of Eugene COVID-19 Survey

The COVID-19 pandemic has affected everyone in our community. As federal, state, and local governments work to address the needs of those most affected, it is important for the City to better understand the impacts to Eugene residents so we can better provide city services. Please take ten minutes to complete this survey. If you prefer, you can complete the survey online at www.eugenesurvey.org.

1. **Do you personally know anyone who has tested positive for the coronavirus (COVID-19)?**
____(1) Yes ____ (2) No
2. **Do you think anyone in your household might currently be infected or has been infected with the coronavirus (COVID-19)?**
____(1) Yes ____ (2) No
3. **How likely do you think you or others in your household could be infected with the coronavirus (COVID-19) over the next few weeks?**
____(1) Very Likely ____ (4) Neither Likely nor Unlikely ____ (7) Very Unlikely
____(2) Likely ____ (5) Somewhat Unlikely
____(3) Somewhat Likely ____ (6) Unlikely
4. **What actions are you taking to mitigate the spread of COVID-19 in your daily living activities?**
[Check all that apply.]
____(1) Working from home ____ (5) Using delivery/curbside pick-up to obtain necessities
____(2) Avoiding crowded areas ____ (6) Not spending time with people outside my household
____(3) Buying necessities less frequently ____ (7) Other: _____
____(4) Wearing a mask ____ (8) None of these
5. **Are you experiencing emotional distress as a result of COVID-19?** ____ (1) Yes ____ (2) No
6. **Have you or any member of your household accessed mental health services during the coronavirus (COVID-19) pandemic 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
7. **Due to COVID-19, have you applied for unemployment assistance?**
____(1) Yes *[Answer Q7a.]* ____ (2) No *[Skip to Q8.]*
7a. Have you received or are you currently receiving unemployment assistance?
____(1) Yes ____ (2) No
8. **Has your financial situation gotten worse as a result of the coronavirus (COVID-19) outbreak?**
____(1) Yes ____ (2) No *[Skip to Q10.]*
9. **Please indicate how your financial situation has gotten worse as a result of the coronavirus (COVID-19). *[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 these

10. If you lost your job, what industry did you work in before coronavirus?

- | | |
|---|--|
| ☐ (01) Agriculture, Forestry, Fishing, Hunting | ☐ (10) Information Services/Technology |
| ☐ (02) Arts, Entertainment, and Recreation | ☐ (11) Real Estate, Rental, and Leasing |
| ☐ (03) Construction/Manufacturing | ☐ (12) Retail |
| ☐ (04) Education | ☐ (13) Transportation |
| ☐ (05) Finance and Insurance | ☐ (14) Travel |
| ☐ (06) Food Service | ☐ (15) Utilities |
| ☐ (07) Government | ☐ (16) Other: _____ |
| ☐ (08) Healthcare | ☐ (17) Haven't lost my job |
| ☐ (09) Hospitality and Accommodations | |

11. Have you had problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?

☐ (1) Yes ☐ (2) No

12. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the coronavirus (COVID-19) pandemic?

☐ (1) Yes ☐ (2) No

13. Do you think your financial situation will get worse in the weeks ahead?

☐ (1) Yes ☐ (2) No

14. If you are employed, are you working primarily at your place of employment or remotely?

☐ (1) Place of employment ☐ (2) Remotely ☐ (3) Not applicable

15. Please indicate if your life has changed in any of the following ways as a result of the coronavirus (COVID-19) pandemic. [Check all that apply.]

- | | |
|--|--|
| ☐ (01) Started working more from home | ☐ (07) Watching more TV news |
| ☐ (02) My children have stopped going to school/college | ☐ (08) Not going to church/religious services |
| ☐ (03) Ordering more online to avoid people at stores | ☐ (09) Spending more time with my family |
| ☐ (04) Purchasing more things to prepare for long-term crisis (e.g., food, water, paper products) | ☐ (10) Spending more time on social media |
| ☐ (05) Cancelled travel plans | ☐ (11) Volunteered to help others |
| ☐ (06) Avoiding hospitals/doctors' offices | ☐ (12) Other: _____ |
| | ☐ (13) None of these |

16. Please indicate if you or someone in your family has applied for any of the following assistance programs. Note: If you'd like more information on any of these resources, please follow the link at the end of the survey. [Check all that apply.]

- | | |
|--|---|
| ☐ (1) EWEB credits for utility assistance | ☐ (5) City of Eugene Business Assistance and Resources e.g. grants, loans, PPE handouts, City of Eugene Business Help Team |
| ☐ (2) United Way COVID-19 assistance program (e.g., childcare, basic needs) | ☐ (6) Rent assistance |
| ☐ (3) City of Eugene Recreation program scholarship | ☐ (7) Lane County Dislocated Worker Program |
| ☐ (4) Food Assistance (e.g., FOOD for Lane County programs, Meals on Wheels, food pantry, supplemental school nutrition programs) | ☐ (8) Other: _____ |
| | ☐ (9) None of the above |

17. Are you having trouble with any of the following areas right now? Note: If you'd like more information on community resources and assistance programs, please follow the link at the end of the survey. [Check all that apply.]

- | | |
|--|--|
| ☐ (01) Housing | ☐ (07) Childcare |
| ☐ (02) Utilities | ☐ (08) Internet access |
| ☐ (03) Food | ☐ (09) Maintaining employment |
| ☐ (04) Cleaning products and supplies | ☐ (10) Education |
| ☐ (05) Medical care | ☐ (11) Other: _____ |
| ☐ (06) Transportation | ☐ (12) None of the above |

18. Is anyone in your home attending pre-school, grade school, or a university?

- ☐ (1) Yes [Answer Q18a.] ☐ (2) No [Skip to Q19.]

18a. Do they have the equipment needed to attend school virtually (e.g., computer, Internet access)?

- ☐ (1) Yes ☐ (2) No

19. How often are you effectively able to do the following activities using your home Internet?

	Frequently	Sometimes	Occasionally	Seldom	Never	Don't Know
1. Work at home	5	4	3	2	1	9
2. School at home	5	4	3	2	1	9

20. What are your primary sources of information about the coronavirus (COVID-19)? [Check all that apply.]

- | | | |
|--|---|---|
| ☐ (01) National TV News | ☐ (05) Local Newspaper | ☐ (09) Local/National Websites via Search Engine |
| ☐ (02) Local TV News | ☐ (06) Social Media | ☐ (10) Other: _____ |
| ☐ (03) Local Radio | ☐ (07) Friends/Family/Colleagues | ☐ (11) None of the above |
| ☐ (04) National Newspaper | ☐ (08) Health Professionals | |

21. In your opinion, what are the most urgent concerns for Eugene in the next year? Please list your top three concerns.

1. _____
2. _____
3. _____

22. In your opinion, what are the most urgent concerns for Eugene in the next 3 to 5 years? Please list your top three concerns.

1. _____
2. _____
3. _____

23. Thank you for the information on your concerns. The City also wants to make sure that while we address these concerns as best we can, we also build on the things that make Eugene special. In your opinion, what makes Eugene special?

Demographics

24. What is your gender?

☐ (1) Male ☐ (2) Female ☐ (3) Another gender identity ☐ (4) Prefer not to answer

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

☐ (1) American Indian or Alaska Native ☐ (6) Native Hawaiian or Other Pacific Islander
☐ (2) Asian ☐ (7) White
☐ (3) Black or African American ☐ (8) Another race/ethnicity: _____
☐ (4) Hispanic, Latino, or Spanish origin ☐ (9) Prefer not to answer
☐ (5) Middle Eastern or North African

26. What is your age?

☐ (1) Under 35 ☐ (2) 35 to 44 ☐ (3) 45 to 54 ☐ (4) 55 to 64 ☐ (5) 65+

27. What was your household income last year?

☐ (1) Under \$30,000 ☐ (2) \$30,000 to \$59,999 ☐ (3) \$60,000 to \$99,999 ☐ (4) \$100,000 or more

Would you like to receive City of Eugene COVID-19 Community Update emails?

☐ (1) Yes (Please provide your email address: _____)
☐ (2) No
☐ (3) I already receive these email updates

Please let us know if you'd like to be entered into a drawing to win a \$100 gift certificate to the Lane County Farmers Market (only applicable to those who complete the full survey). To enter the prize drawing, please enter your email below.

☐ (1) Yes, enter me into the drawing (Email: _____)
☐ (2) No, do not enter me into the drawing

*If you would like more information on available community resources, please visit this webpage:
eugene-or.gov/communityresources*

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