



Eugene City Council

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EUGENE CITY COUNCIL AGENDA

Wednesday, September 10, 2025

12:00 p.m. CITY COUNCIL WORK SESSION

City Council Wednesday work sessions are held 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 September 10, 2025;
Her Honor Mayor Kaarin Knudson Presiding**

Councilors

Greg Evans, President
Eliza Kashinsky
Jennifer Yeh
Mike Clark

Lyndsie Leech, Vice President
Matt Keating
Alan Zelenka
Randy Groves

12:00 p.m. CITY COUNCIL WORK SESSION

- 1. WORK SESSION: 2025 Community Survey**
- 2. WORK SESSION: 2023-2026 Strategic Plan Annual Report**

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.

Eugene City Council

Agenda Item Summary



Work Session: 2025 Community Survey

Meeting Date: September 10, 2025
Department: Central Services
www.eugene-or.gov

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

ISSUE STATEMENT

This work session is an opportunity for council to receive results from the City of Eugene's 2025 Community Survey, one of many important engagement tools the City uses to hear from the community and advance the City's Strategic Plan.

BACKGROUND

The City's 2023-2026 Strategic Plan contains several goals related to community engagement, and tools such as the Community Survey provide information essential to assessing progress on the plan. 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 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 work together to paint the picture of the overall community experience and sentiment and to assist the City in assessing progress toward goals.

This year's survey provided important data showing how community sentiment has shifted since 2022 on key metrics. It also featured new questions that help to baseline important data related to the strategic goals that can then be tracked over time. In addition, the survey gathered 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.

Methodology

Staff worked with a survey research firm on question development and administration of the survey. Many of the questions from the 2022 survey were repeated in 2025, with new sections included on topics including safety, downtown and belonging. Two separate methodologies were utilized to adequately represent the views of the entire community:

- Representative Sample – A random sample of community members received an invitation from our consultant in early June 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 representative of community demographics such as race/ethnicity, gender and age.
- Opt-In Sample – 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 July 10 to August 3.

Results

A total of 1,419 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.

The representative sample survey was completed by 942 respondents. Results from the quantitative (multiple-choice) questions have been summarized by our consultant and are provided in Attachment A. Results from the qualitative (open-ended) questions have been summarized by City staff and are provided in Attachment B. Results from the Opt-In survey have been summarized by City staff and are provided in Attachment C. The Opt-In survey was completed by 477 community members. Attachment C does not include results from the qualitative (open-ended) questions as this information is still being analyzed, thus these are referred to as “preliminary” results. A final version of these findings will be prepared once all analysis is complete. The survey instrument that was utilized for both methodologies is provided as Attachment D.

A series of Focus Groups were conducted in late-August and early-September with a subset of Representative Sample respondents to explore some of the survey results in more detail. Themes from these Focus Groups will be included in the staff presentation.

RELATED CITY POLICIES

This work supports performance and reporting on the entire City of Eugene Strategic Plan.

PREVIOUS COUNCIL DIRECTION

This is the first Council Work Session regarding 2025 Community Survey results.

Related Work Sessions

[September 21, 2022 City Council Work Session](#)

City Council received a presentation of the results from the 2022 Community Survey.

CITY MANAGER’S RECOMMENDATION

This agenda item is informational only.

ATTACHMENTS

- A. Representative Sample Results - Multiple-Choice Questions (ETC)
- B. Representative Sample Qualitative – Open-Ended Questions (Staff)
- C. Opt-In Sample Preliminary Results – Multiple-Choice Questions (Staff)
- D. Survey Instrument

FOR MORE INFORMATION

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

2025 City of Eugene Community Survey Findings Report

Presented to the City of Eugene, Oregon

August 2025





September, 2025

The 2025 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 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 a supplemental opt-in online version that any community member could take. Each version of the survey contained the same questions.

The report below summarizes only the results of the random, representative sample of community members. Additional documents supporting the results of this survey (open-ended question data, maps, analysis) are available on the Community Survey webpage. A separate report summarizes results from the online, supplemental opt-in version that was posted on the City's Engage Eugene platform. The two results were kept separate given the different methodologies employed and demographics of respondents.

Representative Survey Expectation Gap Analysis

The results from Questions 12 and 13 (p. 23-26) benefit greatly from additional analysis, which is shown in the table below. Question 12 establishes how important various community attributes are to respondents. Question 13 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” (Q12) and “Delivered” (Q13) followed by the “Gap” or difference between the two scores. Below this table are separate tables for “importance” and “delivered,” with a comparison to 2022.

Question 12 & 13 Analysis – Expectation Gap*

Item	Importance	Delivered	Gap
Affordable housing choices	4.45	2.30	2.15
Sense of personal safety	4.68	2.84	1.83
Career opportunities for the next generation	4.35	2.53	1.82
Quality K-12 Education	4.63	2.88	1.75
Cleanliness of public spaces	4.50	2.90	1.61
Reliable response of police services	4.50	2.98	1.52
After-school and childcare programs	4.21	2.76	1.45
A vibrant downtown	3.89	2.50	1.39
Safe and well-maintained streets	4.44	3.07	1.37
Reliable response of fire and emergency medical services	4.73	3.49	1.23
Availability of jobs for my skillset and income needs	3.88	2.75	1.13
Resilience to natural and human-caused disasters	4.21	3.10	1.11
Smooth traffic flow on major streets	4.07	3.06	1.01
A healthy natural environment	4.45	3.54	0.91
Sense of community	4.13	3.27	0.86
Parks, public spaces and open spaces	4.52	3.69	0.83
Safe and accessible biking and walking infrastructure	4.28	3.61	0.68
Parking availability	3.74	3.10	0.64
Leadership in addressing and adapting to climate change	3.71	3.10	0.61
Housing options near where I work	3.30	2.77	0.53
Accessible and timely waste management	4.27	3.80	0.47
Reliable and frequent public transit system	3.86	3.40	0.46
Events, social activities, and recreation opportunities	4.03	3.62	0.41
Diversity, equity and inclusion	3.85	3.48	0.36
Arts and culture institutions	4.01	3.67	0.33

*Response values ranged from a value of 1 indicating low importance or poor delivery and a value of 5 indicating high importance or good delivery. Gap scores were created by subtracting mean scores for “delivery” from mean scores for “importance.”

Question 12 – How important is it to you that our community has the following attributes?*

Item	Importance	2022**
Reliable response of fire and emergency medical services	4.73	--
Sense of personal safety	4.68	4.71
Quality K-12 Education	4.63	4.66
Parks, public spaces and open spaces	4.52	4.51
Cleanliness of public spaces	4.50	4.54
Reliable response of police services	4.50	--
Affordable housing choices	4.45	4.48
A healthy natural environment	4.45	4.50
Safe and well-maintained streets	4.44	4.48
Career opportunities for the next generation	4.35	4.31
Safe and accessible biking and walking infrastructure	4.28	4.27
Accessible and timely waste management	4.27	4.36
Resilience to natural and human-caused disasters	4.21	--
After-school and childcare programs	4.21	4.22
Sense of community	4.13	4.16
Smooth traffic flow on major streets	4.07	4.08
Events, social activities, and recreation opportunities	4.03	3.97
Arts and culture institutions	4.01	3.94
A vibrant downtown	3.89	--
Availability of jobs for my skillset and income needs	3.88	3.91
Reliable and frequent public transit system	3.86	3.89
Diversity, equity and inclusion	3.85	4.09
Parking availability	3.74	3.79
Leadership in addressing and adapting to climate change	3.71	3.95
Housing options near where I work	3.30	3.31

*Response values ranged from a value of 1 indicating low importance or poor delivery and a value of 5 indicating high importance or good delivery. Gap scores were created by subtracting mean scores for “delivery” from mean scores for “importance.”

**Items with “--” were not included in the 2022 survey

Question 13 – How do you feel that local governmental entities have delivered on the following attributes?*

Item	Delivered	2022**
Affordable housing choices	2.30	2.26
A vibrant downtown	2.50	--
Career opportunities for the next generation	2.53	2.72
Availability of jobs for my skillset and income needs	2.75	2.99
After-school and childcare programs	2.76	2.86
Housing options near where I work	2.77	2.73
Sense of personal safety	2.84	2.72
Quality K-12 Education	2.88	2.99
Cleanliness of public spaces	2.90	2.78
Reliable response of police services	2.98	--
Smooth traffic flow on major streets	3.06	3.05
Safe and well-maintained streets	3.07	3.05
Resilience to natural and human-caused disasters	3.10	--
Parking availability	3.10	3.07
Leadership in addressing and adapting to climate change	3.10	2.96
Sense of community	3.27	3.15
Reliable and frequent public transit system	3.40	3.41
Diversity, equity and inclusion	3.48	3.19
Reliable response of fire and emergency medical services	3.49	--
A healthy natural environment	3.54	3.39
Safe and accessible biking and walking infrastructure	3.61	3.58
Events, social activities, and recreation opportunities	3.62	3.55
Arts and culture institutions	3.67	3.62
Parks, public spaces and open spaces	3.69	3.54
Accessible and timely waste management	3.80	3.65

*Response values ranged from a value of 1 indicating low importance or poor delivery and a value of 5 indicating high importance or good delivery. Gap scores were created by subtracting mean scores for “delivery” from mean scores for “importance.”

**Items with “--” were not included in the 2022 survey.

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1 Executive Summary

2025 City of Eugene Community Survey Findings Report



Purpose and Methodology

ETC Institute administered a community survey to residents of the City of Eugene during the summer of 2025. The purpose of this survey was to gather input from residents to help inform decisions about the City's future by guiding City leadership in determining how best to prioritize programs and policies.

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households throughout 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. The cover letter contained a link to the online survey.

To prevent people who were not residents 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 completed surveys from at least 800 households including at least 100 from each City ward. These goals were far exceeded, with a total of 942 households completing the survey, including more than 100 in each City ward. The overall results for the sample of 942 households have a precision of at least $\pm 3.2\%$ at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings (section 1),
- charts and graphs for each question on the survey and trends that compare results to the 2022 survey (section 2)
- benchmarking data that shows how Eugene compares to other communities (section 3),
- tables that show the results of the random sample for each question on the survey (section 4),
- a copy of the survey instrument (section 5).

The following pages contain a summary of key findings.

2025 City of Eugene Community Survey Findings Report



Overall Satisfaction with Life in Eugene

Eighty-one percent (81%) of respondents are either “very satisfied” (37%) or “somewhat satisfied” (44%) with their life as a whole right now; 6% are “neither satisfied or dissatisfied”, 10% are “dissatisfied”, and 3% are “very dissatisfied.” There was an overall 4% increase in satisfaction from 2022 to 2025.

Half of respondents (50%) say Eugene as a place to live is “worse” (39%) or “much worse (11%) as a place to live as compared to five years ago, 39% feel it is about the same. Eight percent (8%) more respondents think it is about the same as compared to 2022.

Respondents were asked to rate eight aspects regarding quality of life in Eugene. Respondents were most satisfied (rating “excellent” or “good”) with the overall quality of life in their neighborhood (80%), feeling as though they belong in their neighborhood (69%), and overall quality of life in Eugene (67%). Regarding trends, there was an increase in three of the categories, results stayed the same in one, and decreases in five categories. There was only a significant change (a change of 5% or more) in one category: overall quality of life in the neighborhood, where there was a 5% increase.

Respondents were then asked to rate their level of agreement with 10 statements about the City of Eugene. Respondents most often agreed (rating “agree” or “strongly agree”) that they feel emotionally connected to Eugene (63%), people in Eugene welcome and include them in activities (61%), and they feel comfortable expressing their opinions in Eugene (58%).

The spaces or places the highest percentage of respondents feel they belong is outdoor spaces or in nature (74%) and in the community where they live (68%).

Regarding downtown Eugene, respondents greatly vary regarding how often they visit downtown. Over half of respondents (52%) feel downtown Eugene is “improving” (13%) or “staying the same” (39%).

Financial Stability

Almost half of respondents (48%) described their current financial situation as “living comfortably”, 33% said they are “doing fine.” Two percent (2%) more respondents feel they are “living comfortably” as compared to 2022.

2025 City of Eugene Community Survey Findings Report



Confidence in Government

Over half (52%) of respondents feel not confident (either rating “no confidence” or “not much confidence”) in the Eugene City Council when it comes to handling issues in the City, 36% feel either “some confidence” or “a great deal of confidence.” These results closely resemble answers from 2022.

Regarding City staff, respondents feel more confidence with over half (51%) feeling “some confidence” or “a great deal of confidence” in their ability to handle issues in the City, 36% feel “no confidence” or “not much confidence.” These results also resemble answers from 2022.

Importance of Attributes in Eugene

Respondents were asked to rate the level of importance of 25 attributes to the City of Eugene. Respondents thought the most important attributes (rated “important” or “very important”) were reliable response of fire and EMS (97%), sense of personal safety (94%), and quality of K-12 Education (93%). These results are similar to answers collected in 2022.

Next, respondents were asked to rate these same attributes by how well the local government has delivered them. The items respondents thought were delivered best (rated “well” or “very well”) were accessible and timely waste management (68%), parks/public spaces/ and open spaces (62%), and safe and accessible biking and walking infrastructure (60%). Some notable changes in trends include a 7% increase in satisfaction with the delivery of accessible and timely waste management, 6% increase in a healthy, natural environment, and a 6% increase in leadership addressing/adapting to climate change.

Perspectives On Housing and Persons Who Are Unsheltered and Unhoused

Regarding homelessness, sixty percent of respondents (60%) felt the community is headed in the wrong direction. This is a 4% increase as compared to 2022. Regarding efforts to mitigate the impacts of unsheltered homelessness, half of respondents (50%) feel that community is headed in the wrong direction.

For housing, about half (49%) of respondents feel the community is headed in the wrong direction, similar to the answer provided in 2022 (51%).

Feelings of Safety

Respondents feel safest (rating “safe” or “very safe”) when walking in their neighborhood during the day (89%) and when visiting the park nearest their home (72%).

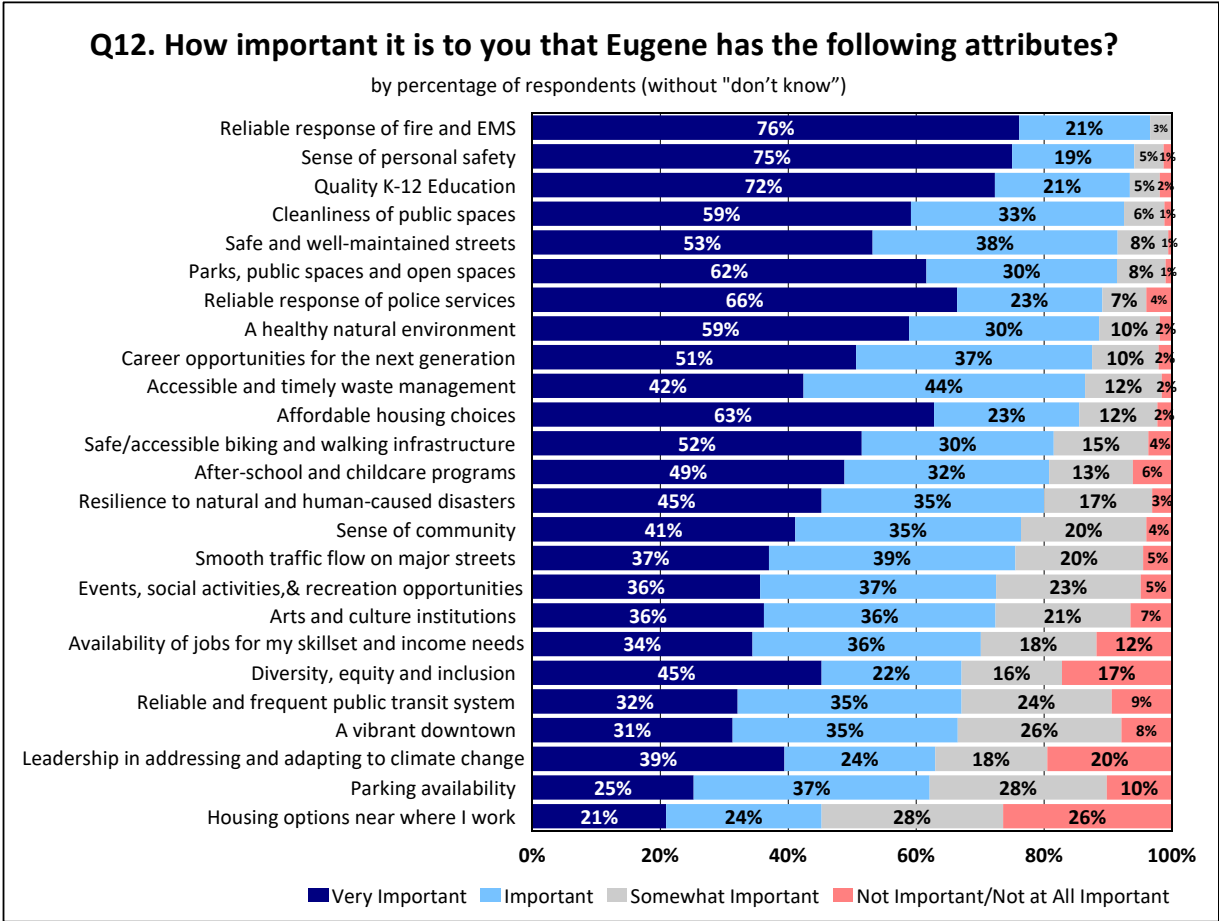
Most respondents (60%) say that in the past year their feelings of safety have stayed the same.



2025 City of Eugene Community Survey Findings Report

Most Important Attributes for the City of Eugene

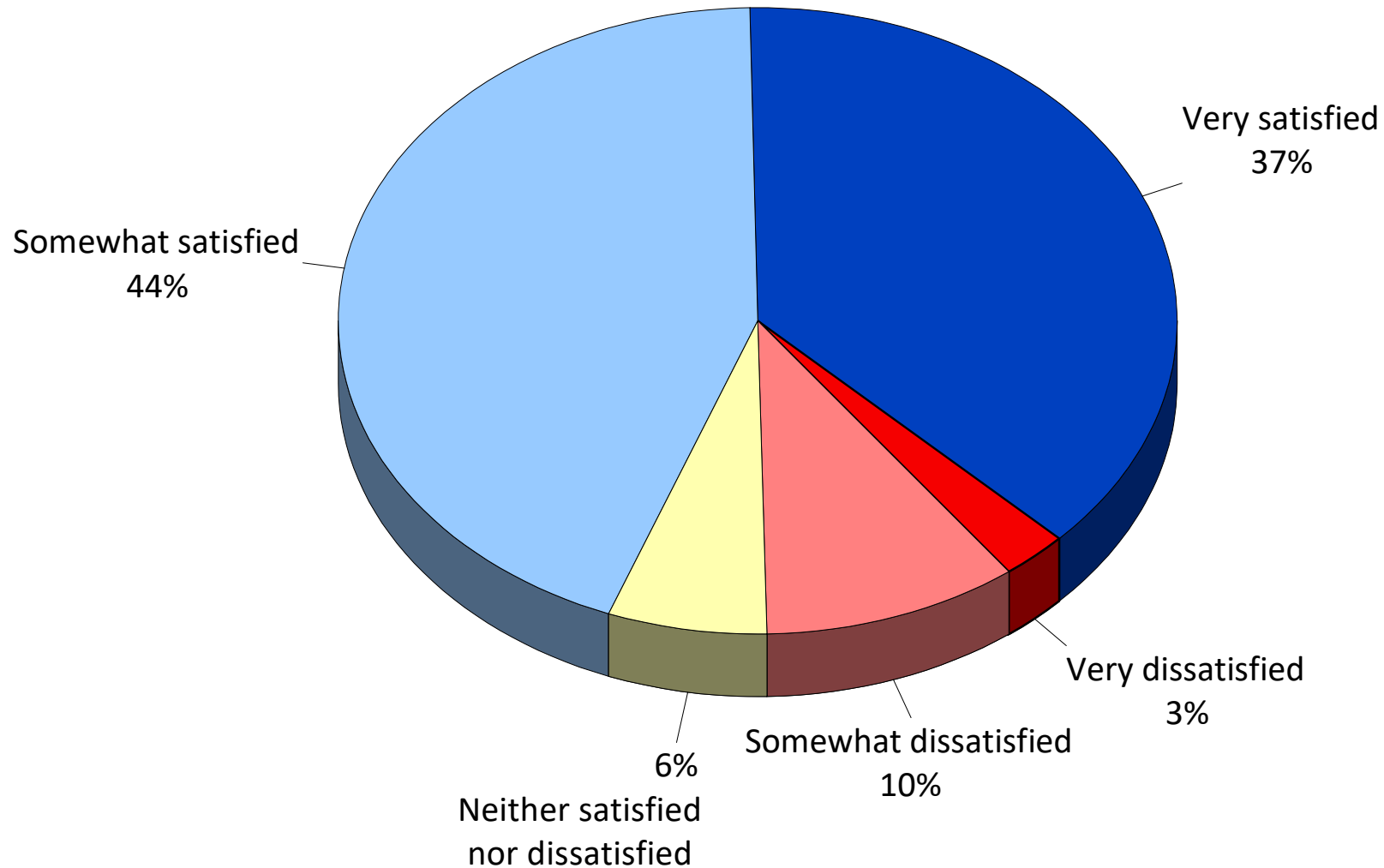
The attributes that the highest percentage of respondents feel are “very important” or “important” for the City of Eugene to have are reliable response of fire and EMS (97%), sense of personal safety (94%), and quality K-12 education (93%).



2 Charts and Graphs:

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

by percentage of respondents (without "don't know")

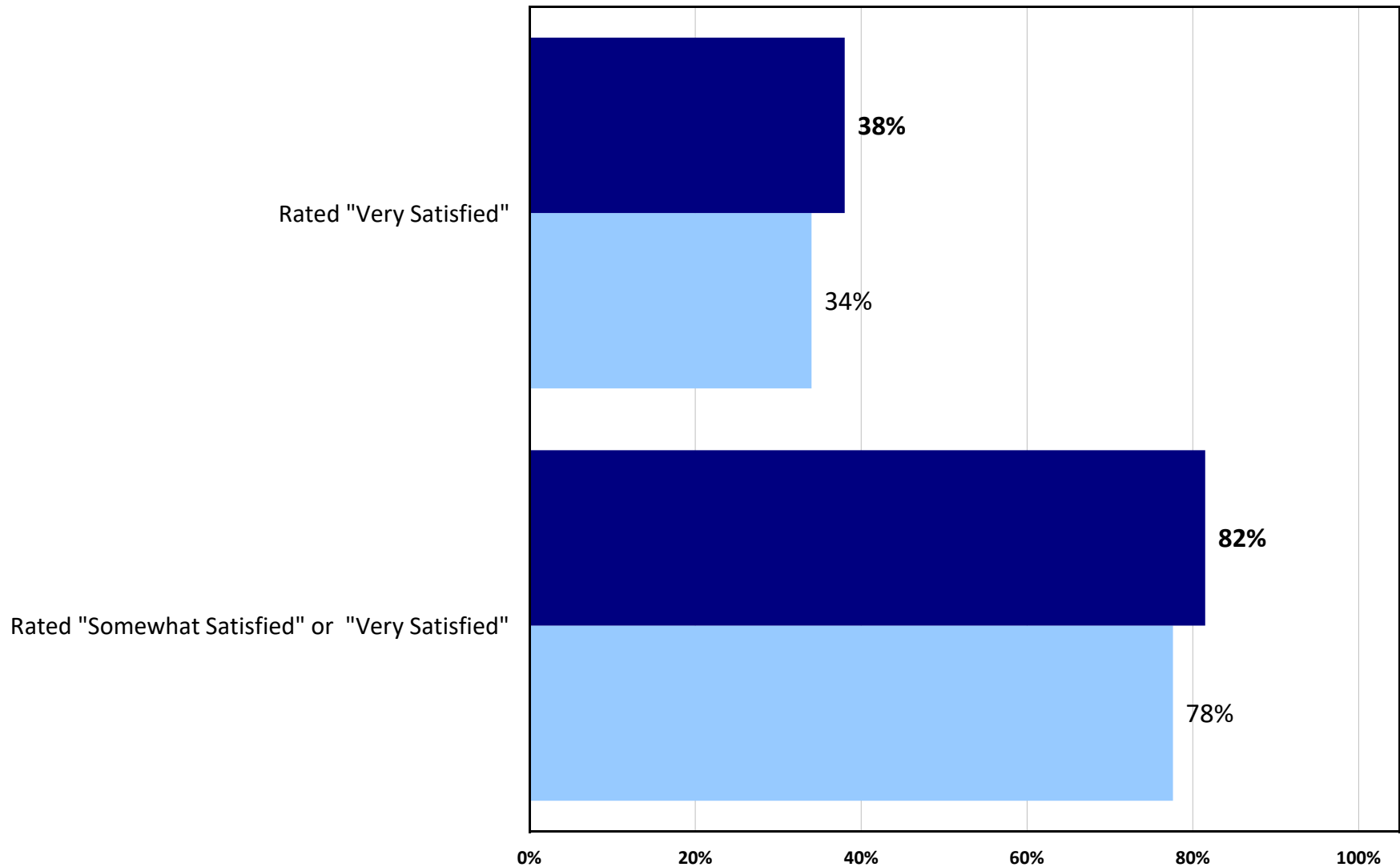


TRENDS

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

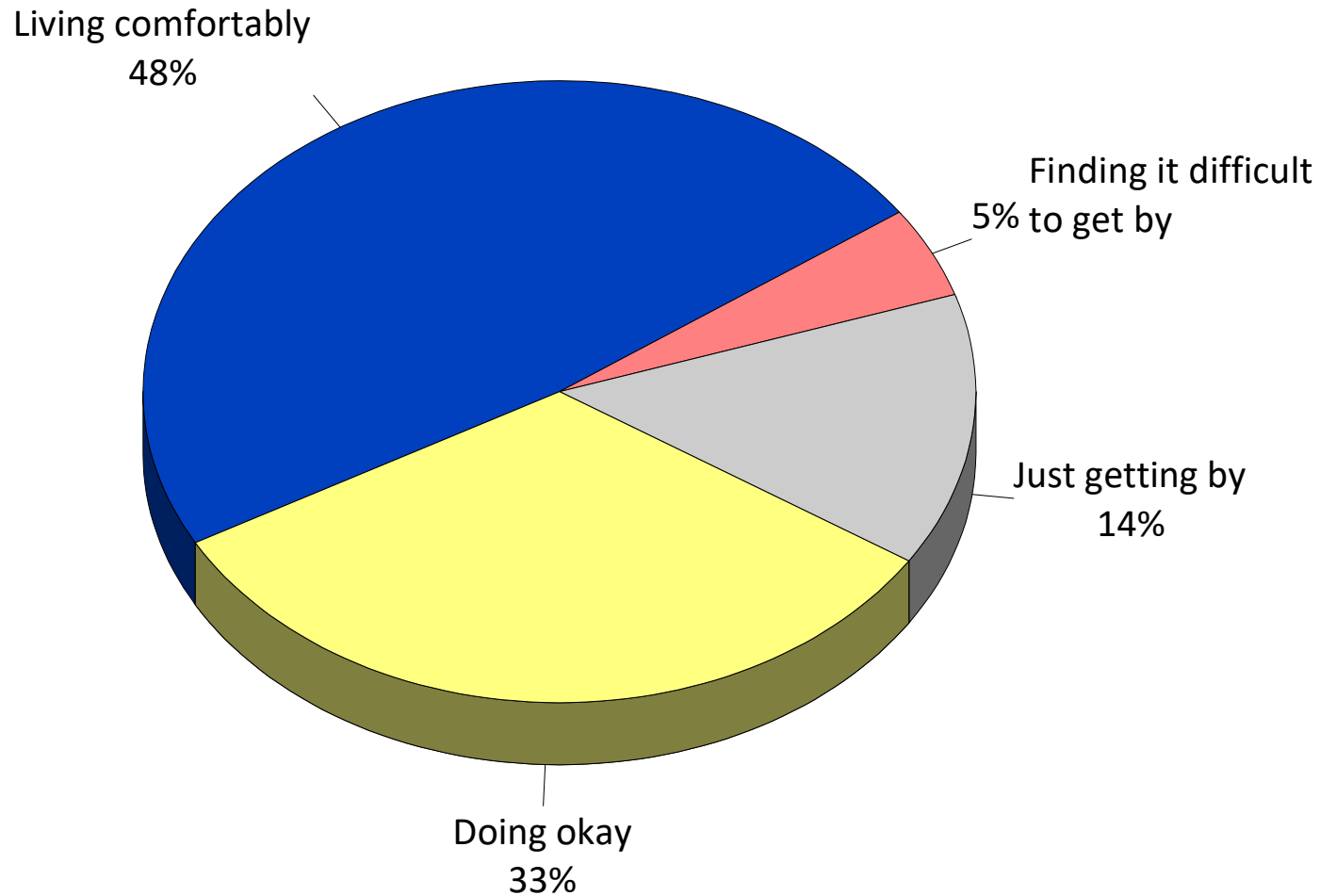
by percentage of respondents (excluding "don't know")

■ 2025 ■ 2022



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

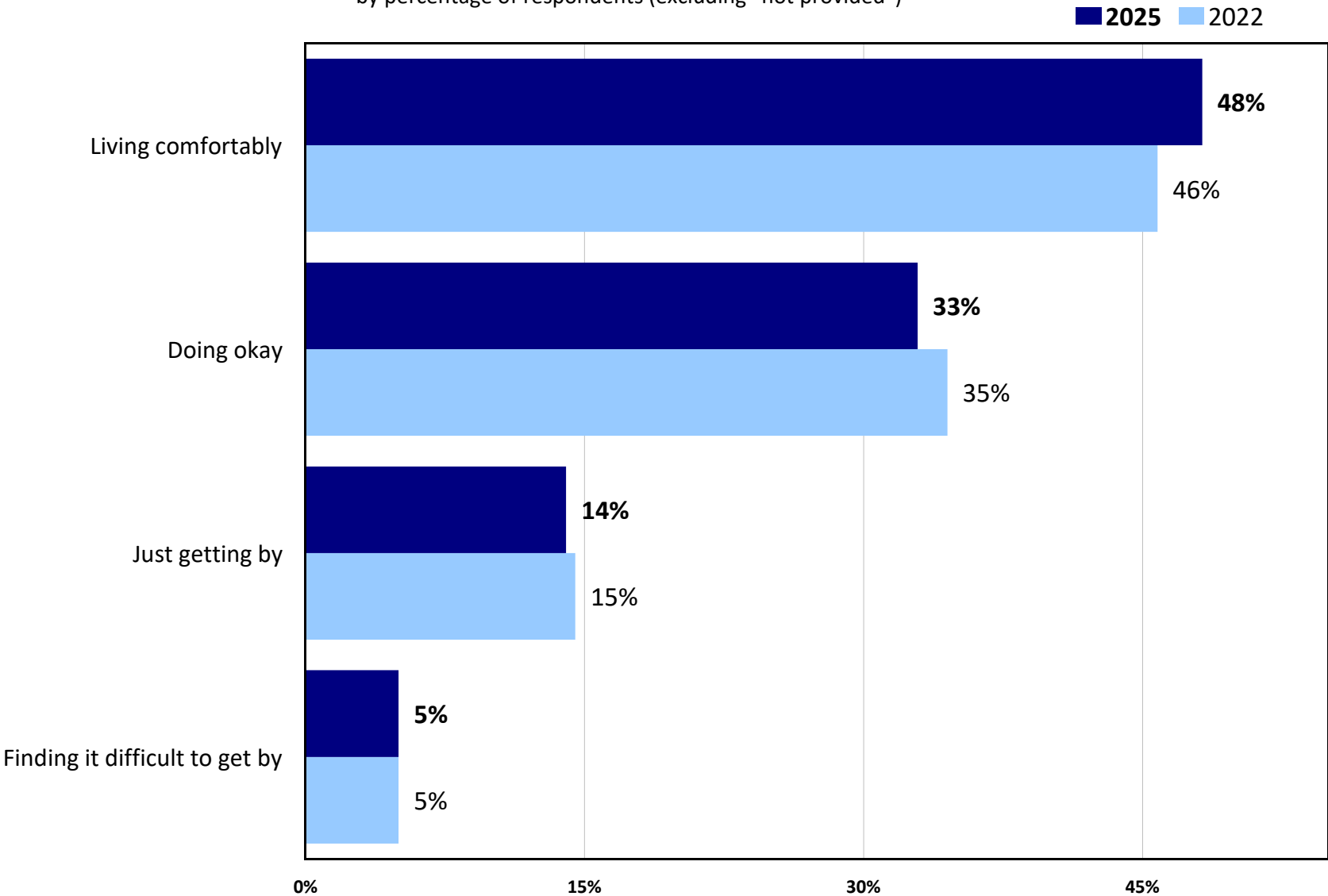
by percentage of respondents (without “not provided”)



TRENDS

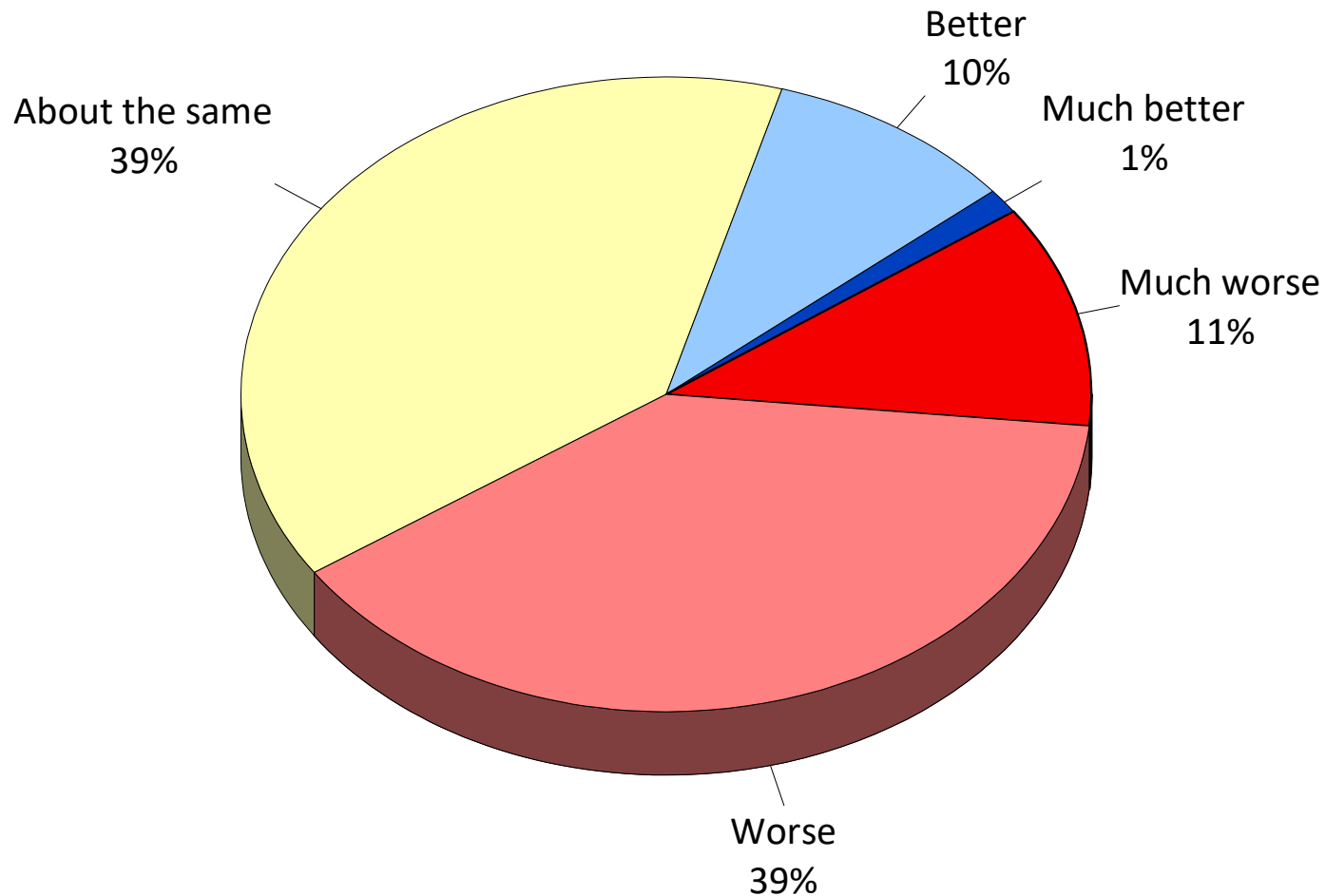
Q2. Which one of the following best describes your current financial situation?

by percentage of respondents (excluding "not provided")



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

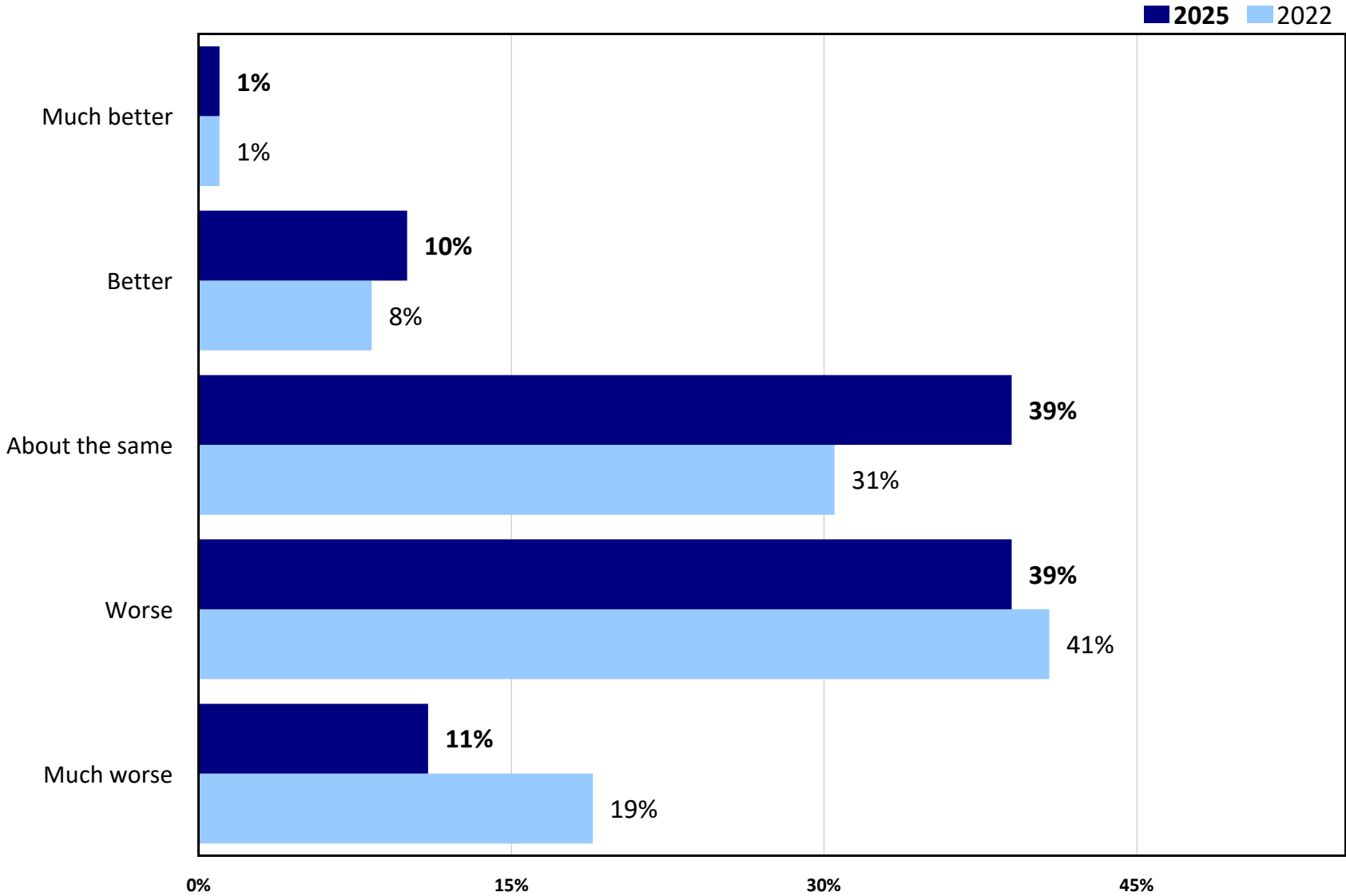
by percentage of respondents (without "have not lived in the area for 5+ years")



TRENDS

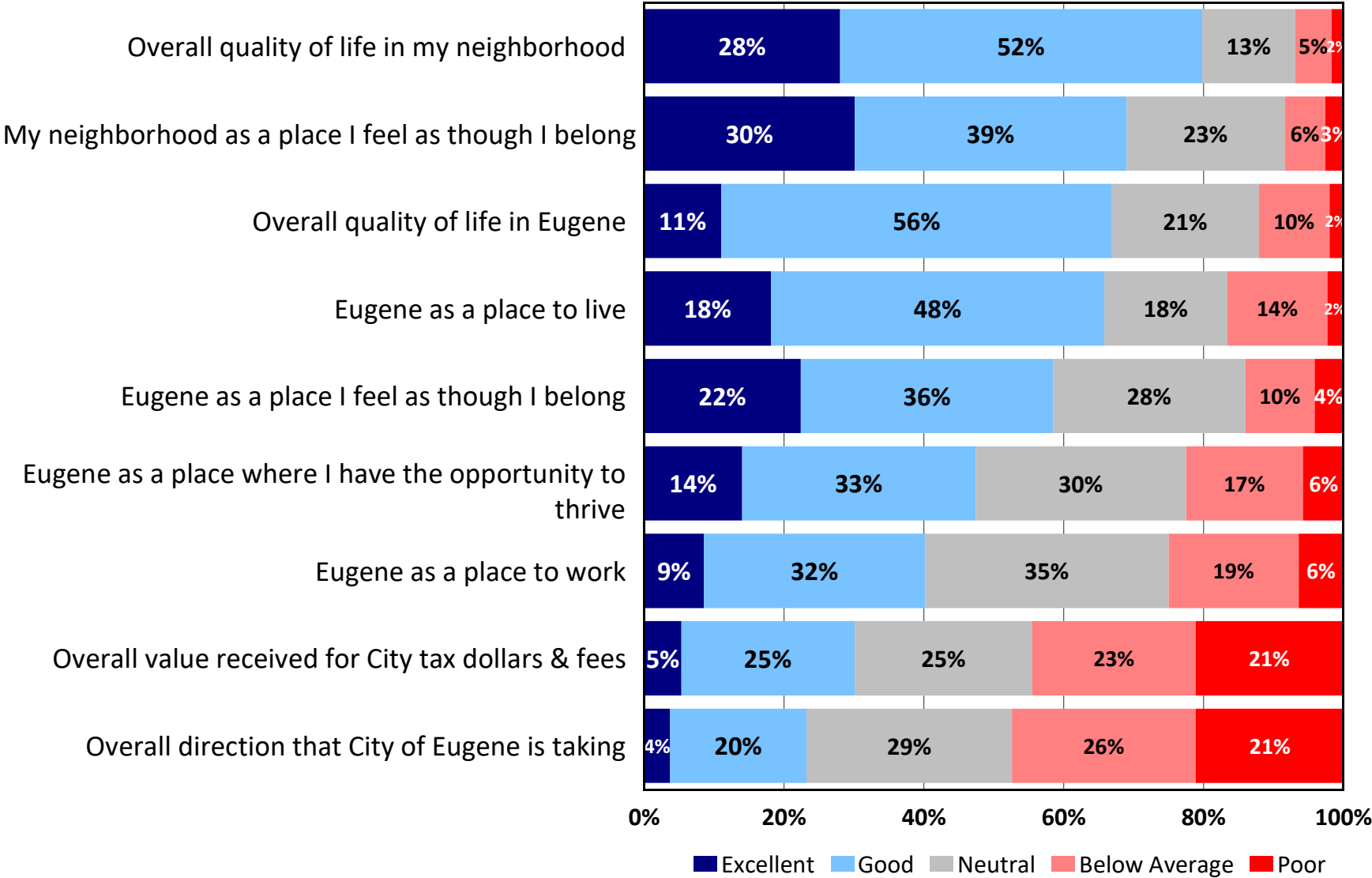
Q3. How would you rate Eugene as a place to live, compared to five years ago?

by percentage of respondents (without "have not lived in the area for 5+ years")



Q4. Please rate the quality of the following

by percentage of respondents (without "don't know")

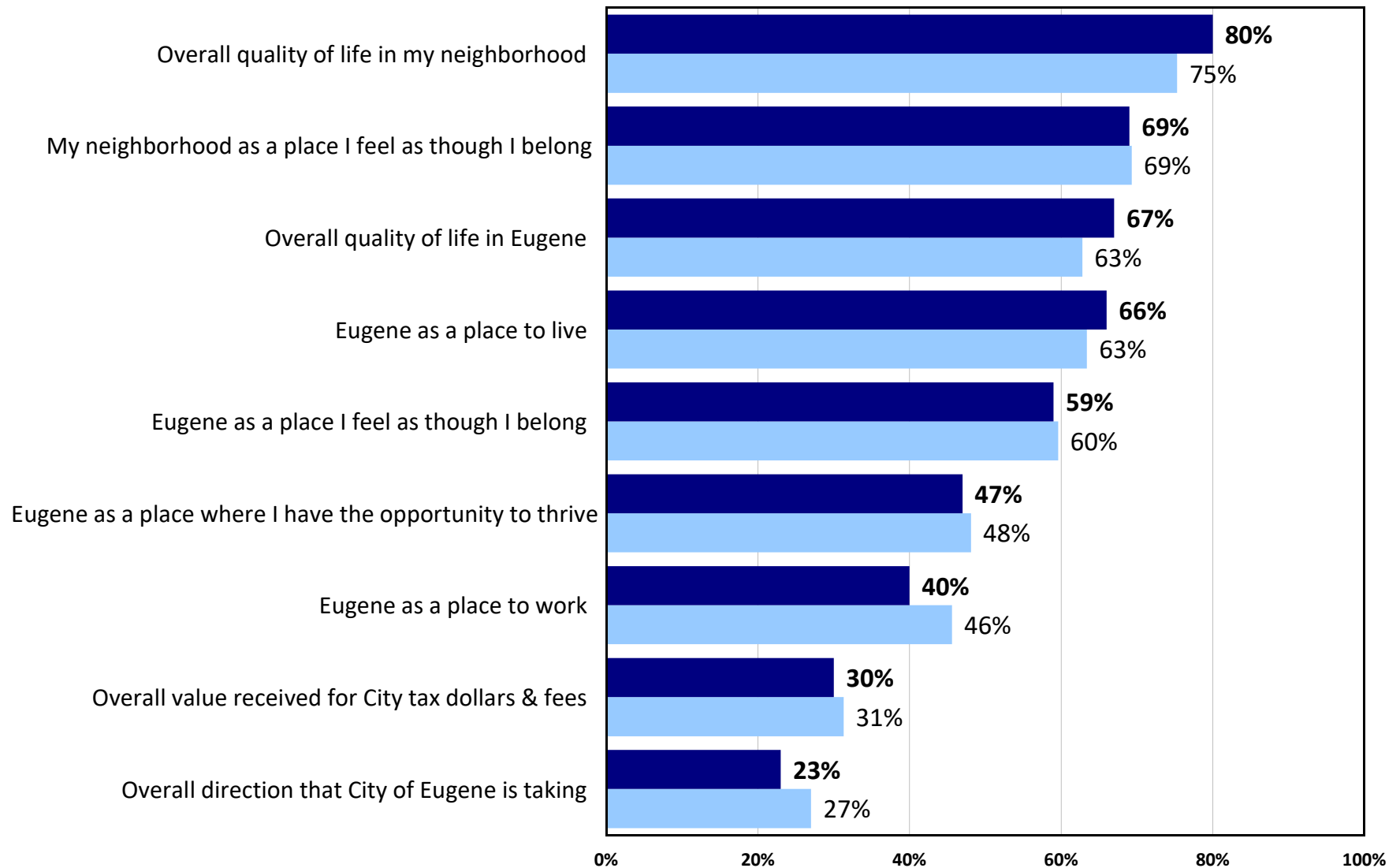


TRENDS

Q4. Please Rate The Quality of the Following

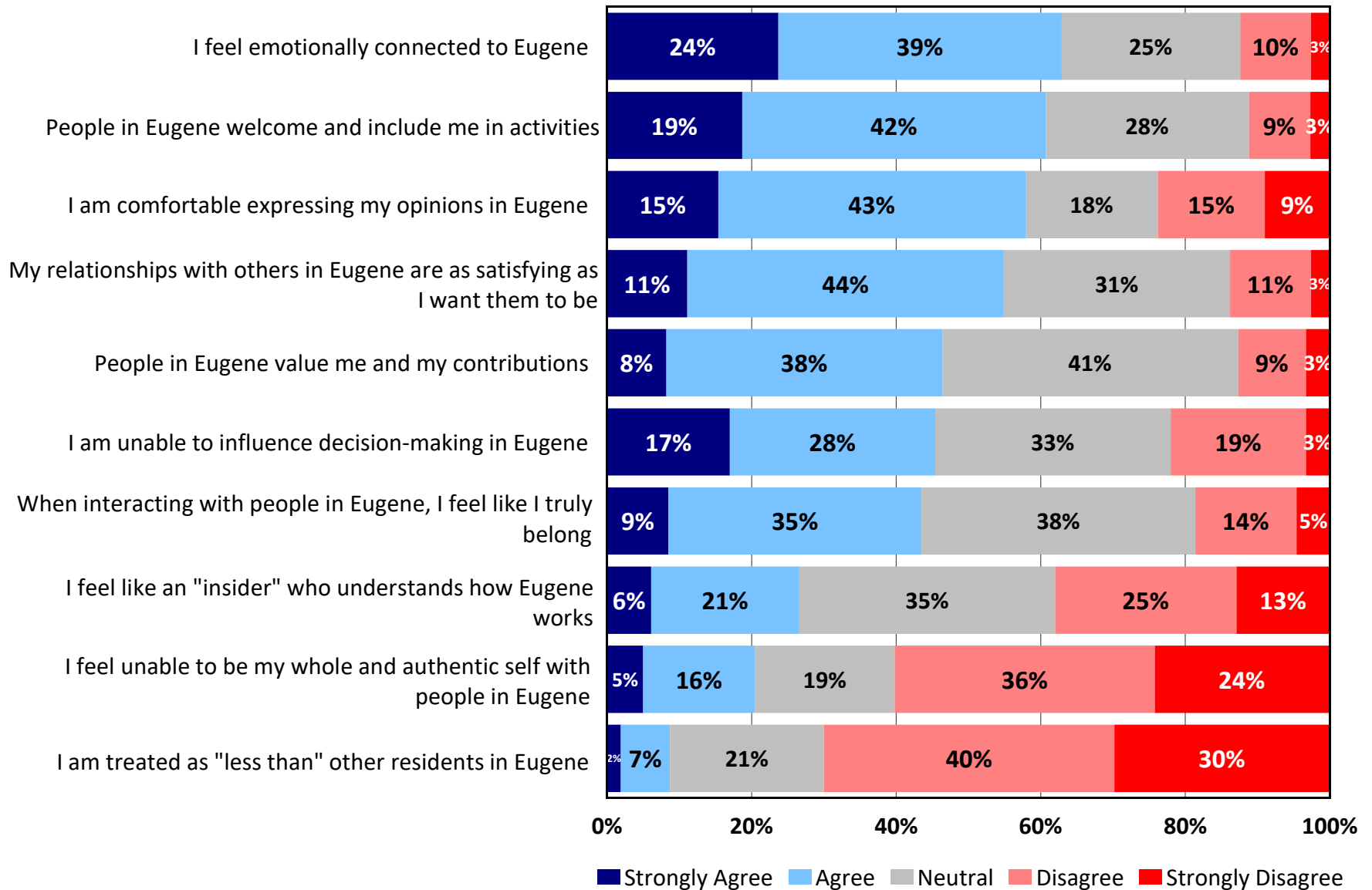
by percentage of respondents who selected "good" or "excellent" (without "don't know")

■ 2025 ■ 2022



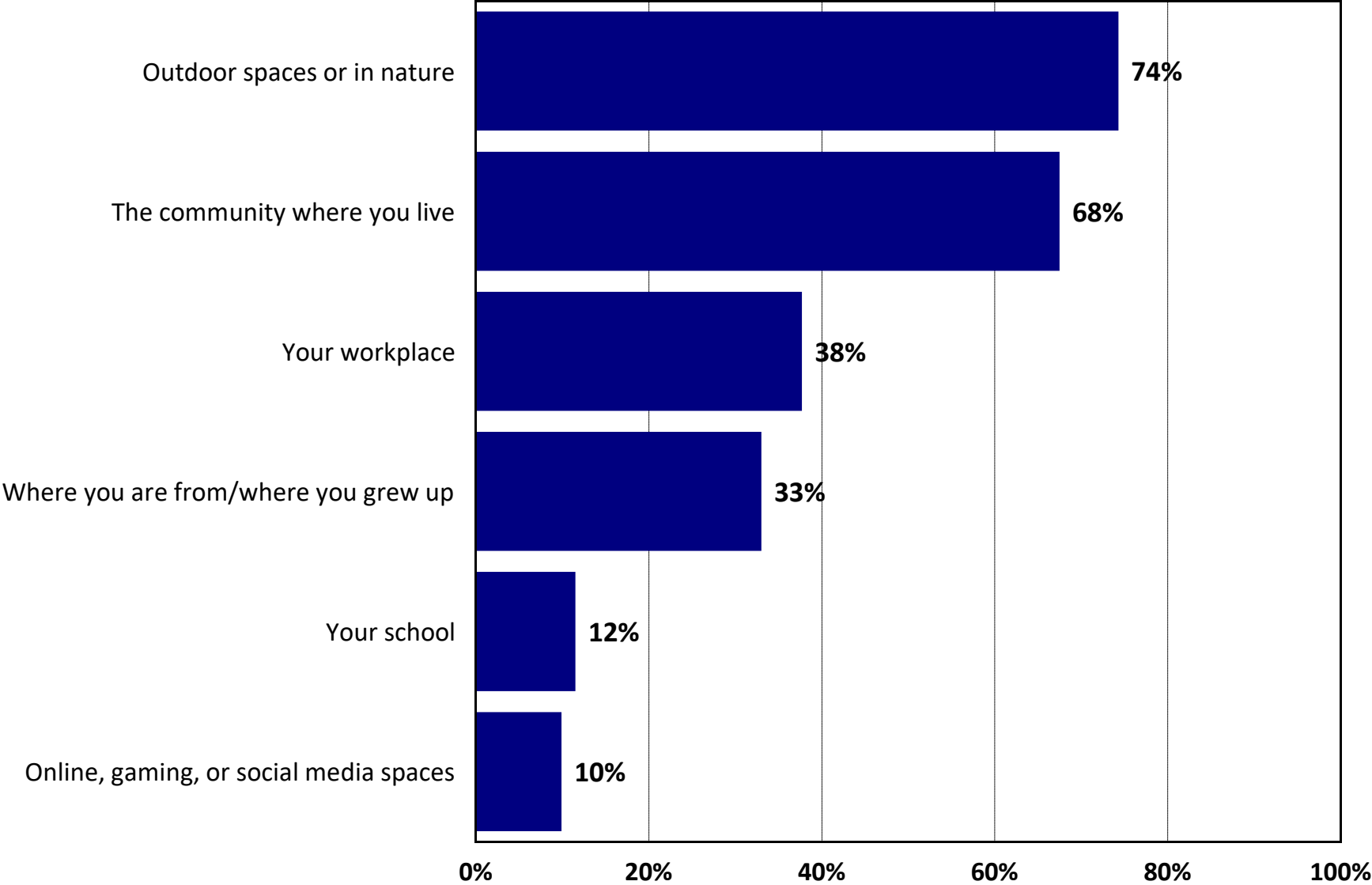
Q5. To what extent do you agree or disagree with the following statements?

by percentage of respondents (without "don't know")



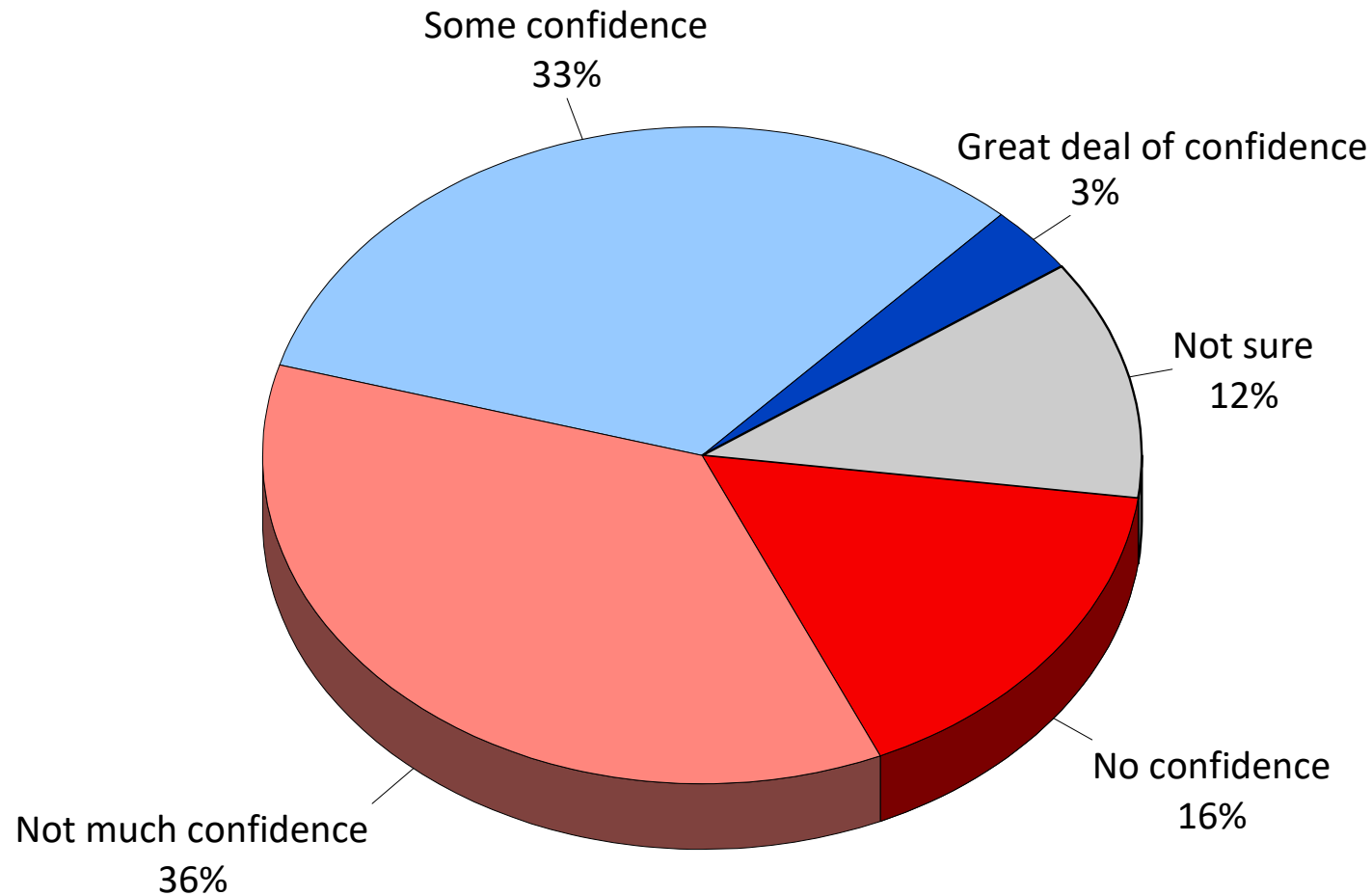
Q6. In general, in which of the following places or spaces do you feel like you belong?

by percentage of respondents (multiple selections could be made)



Q10. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

by percentage of respondents

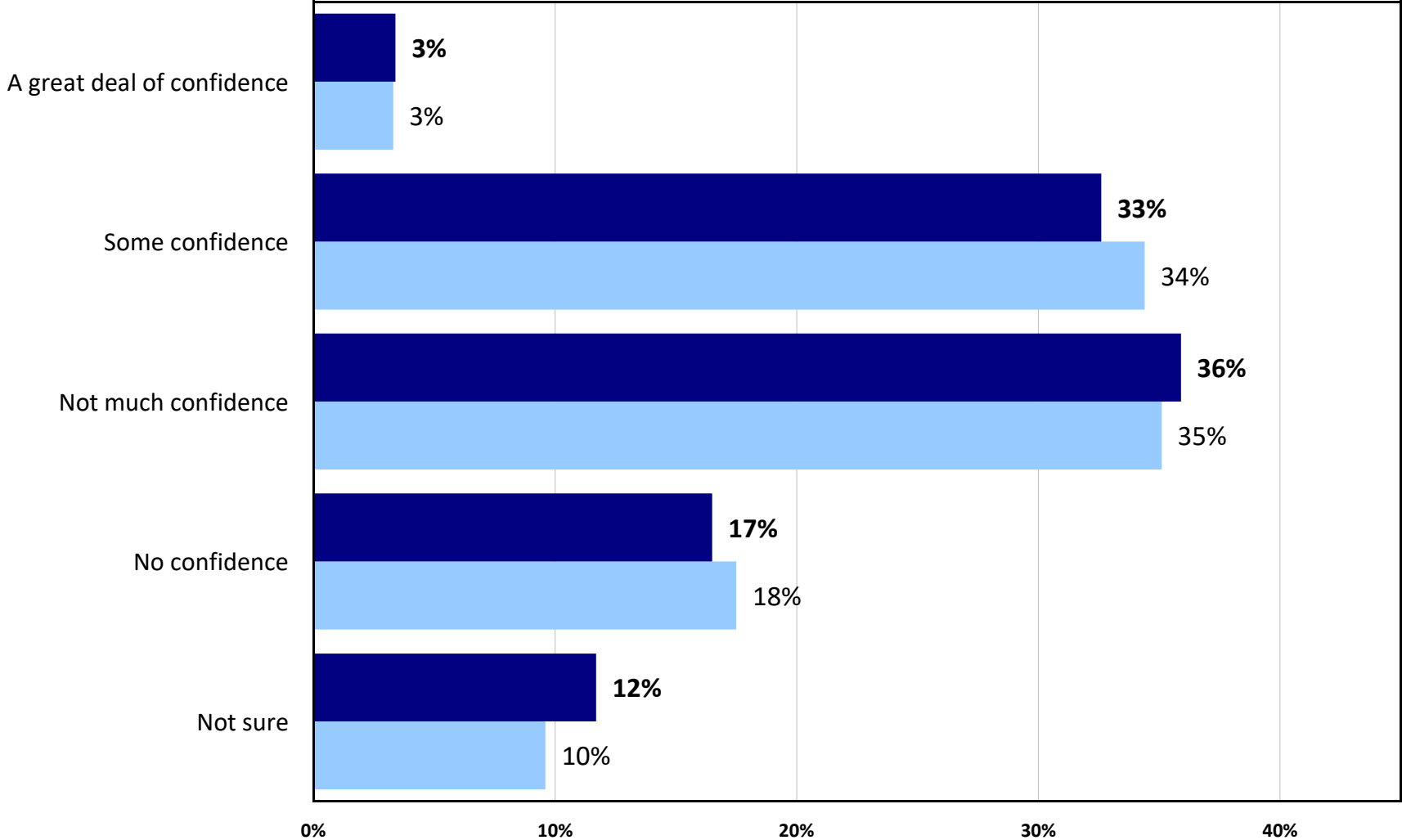


TRENDS

Q10. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

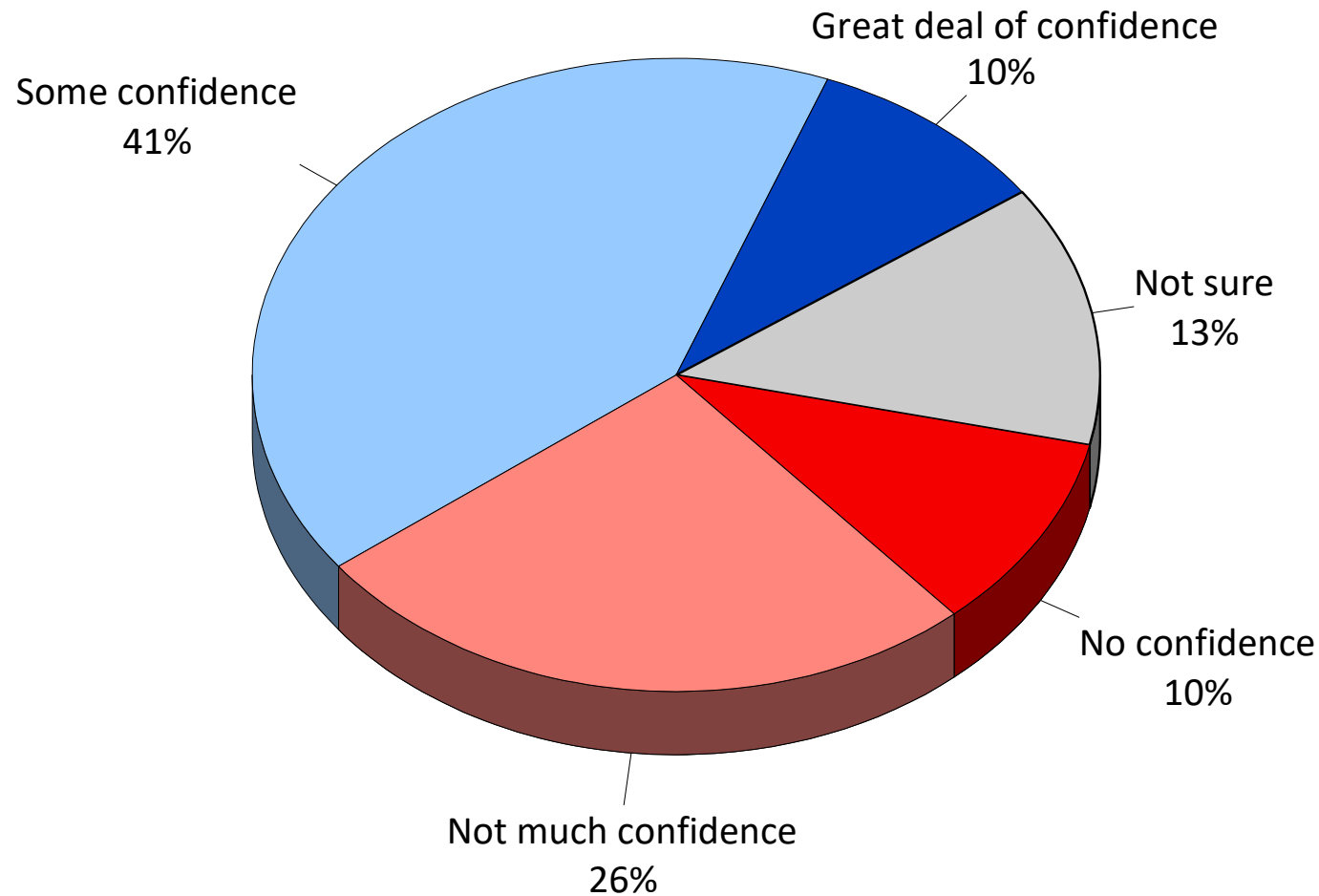
by percentage of respondents

2025 2022



Q11. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

by percentage of respondents

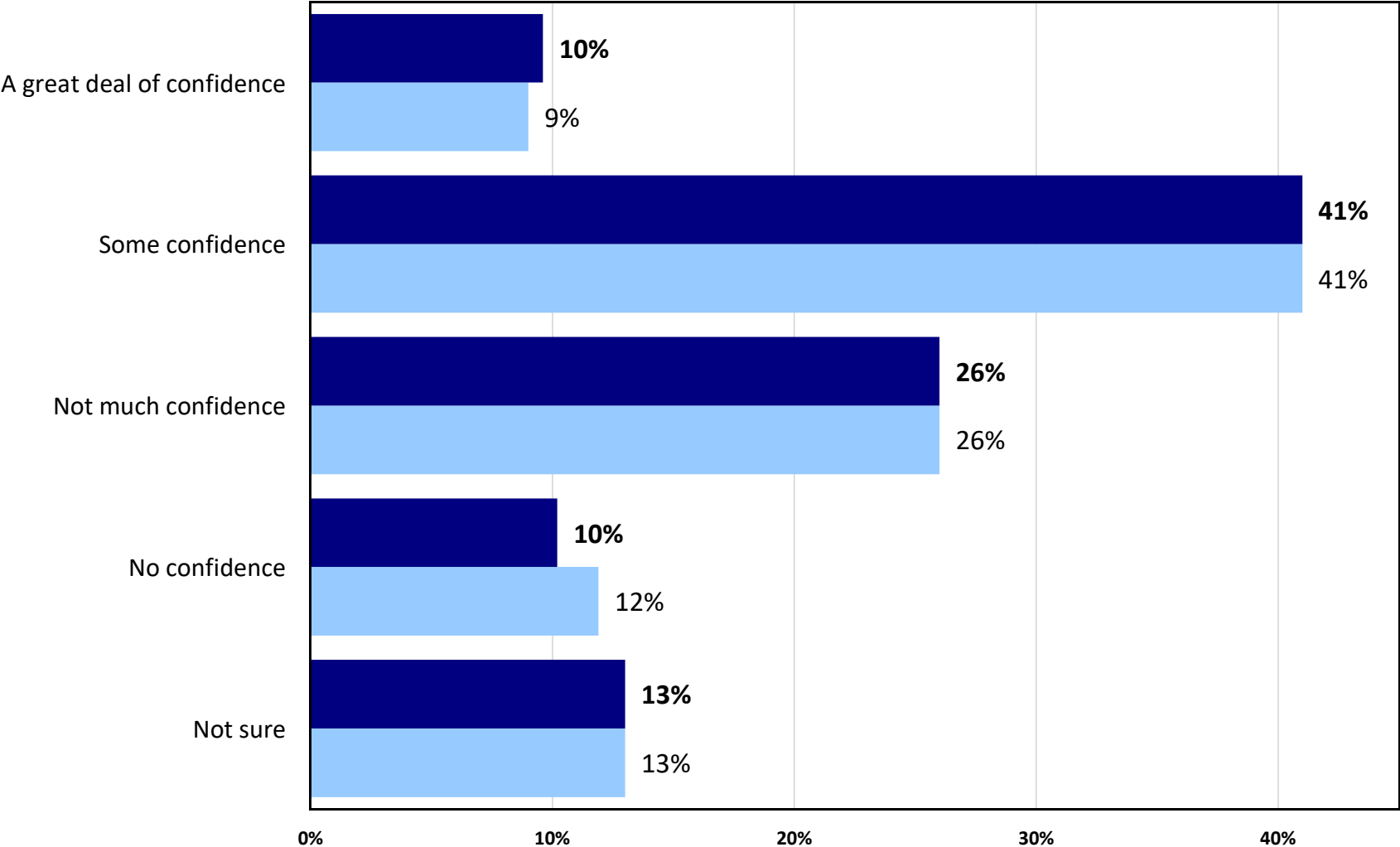


TRENDS

Q11. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

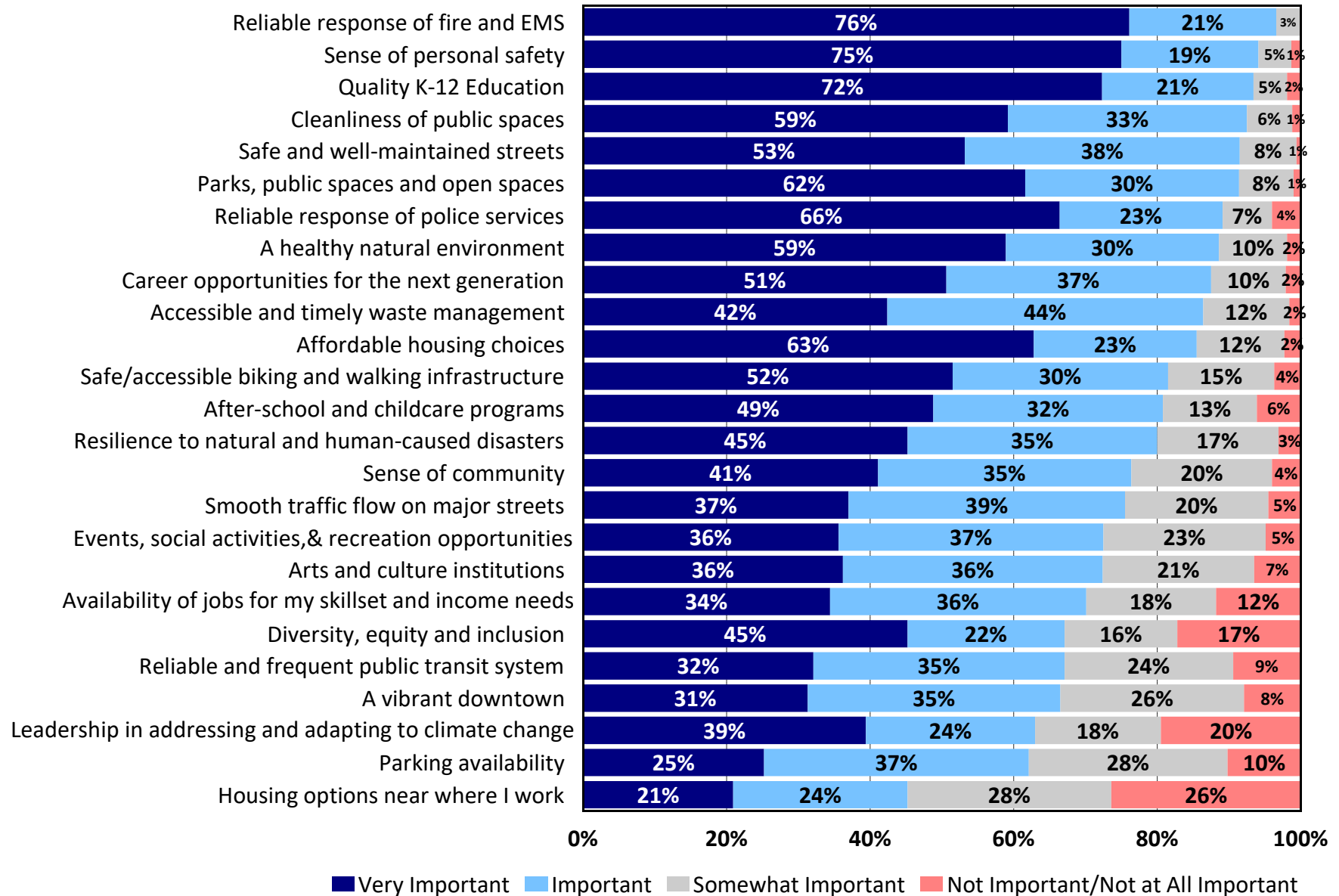
by percentage of respondents

2025 2022



Q12. How important it is to you that Eugene has the following attributes?

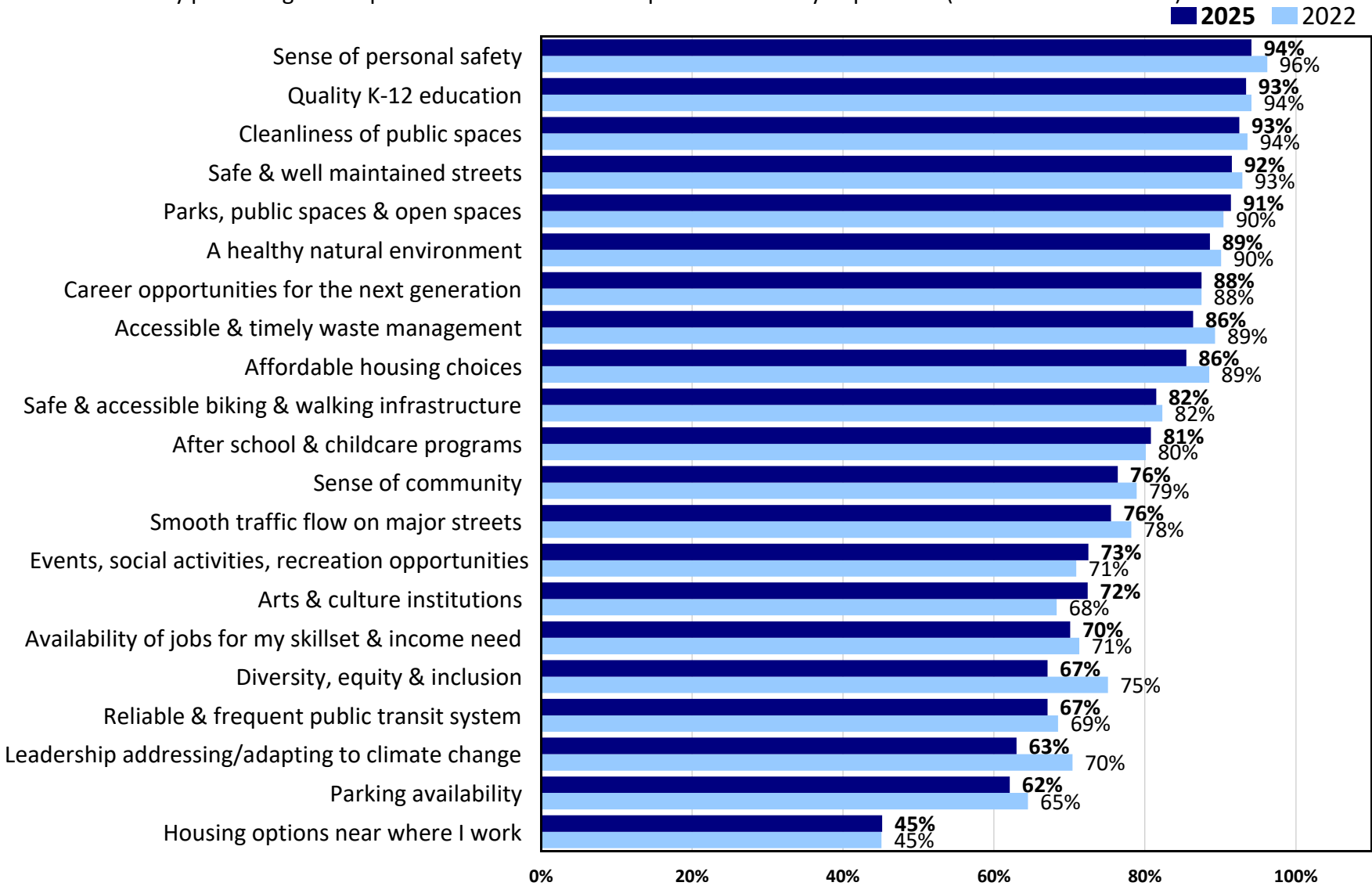
by percentage of respondents (without "don't know")



TRENDS

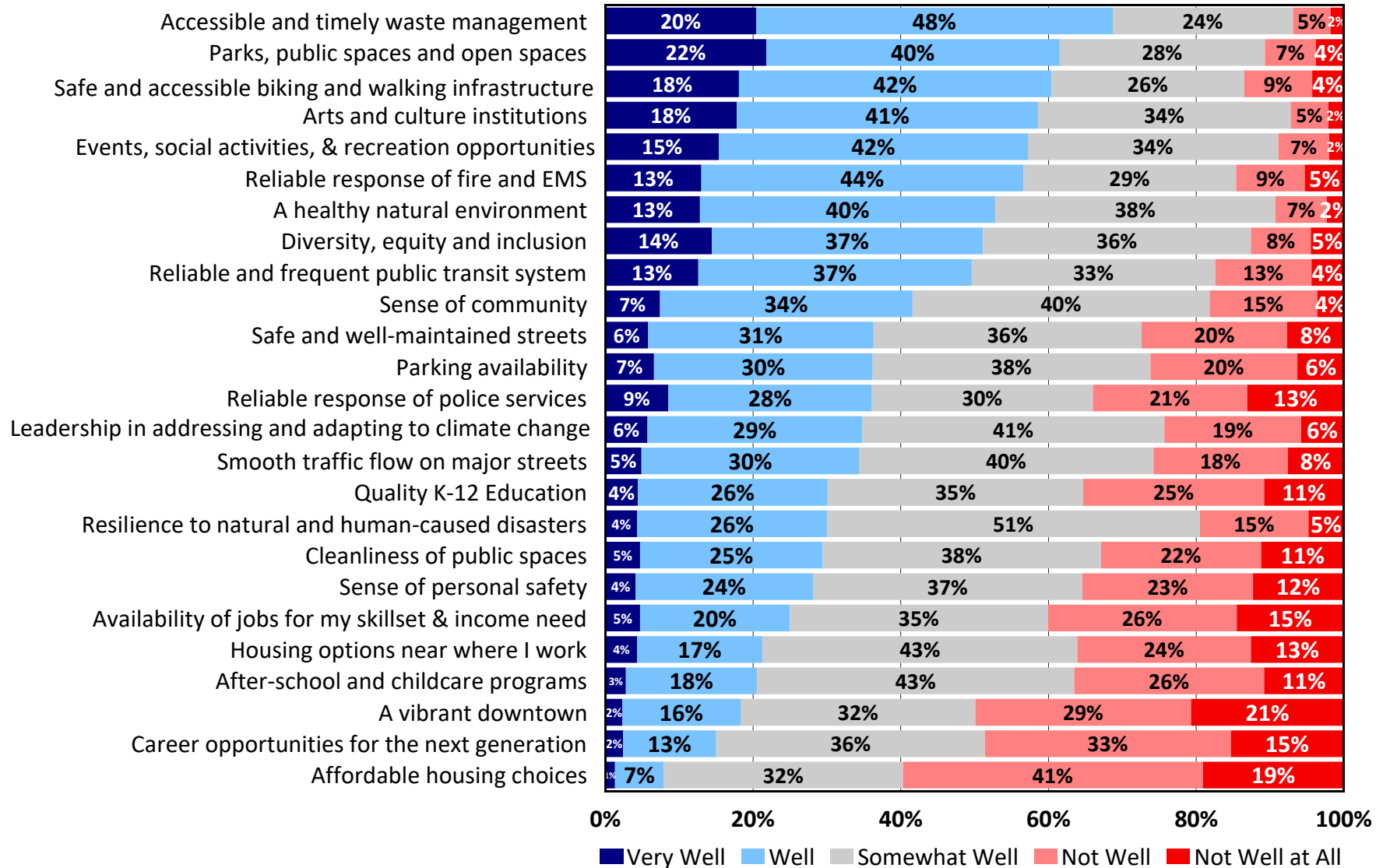
Q12. How important is it to you that our community has the following attributes?

by percentage of respondents who selected "important" or "very important" (without "don't know")



Q13. How do you feel that local government in Eugene has delivered on the following attributes?

by percentage of respondents (without "don't know")

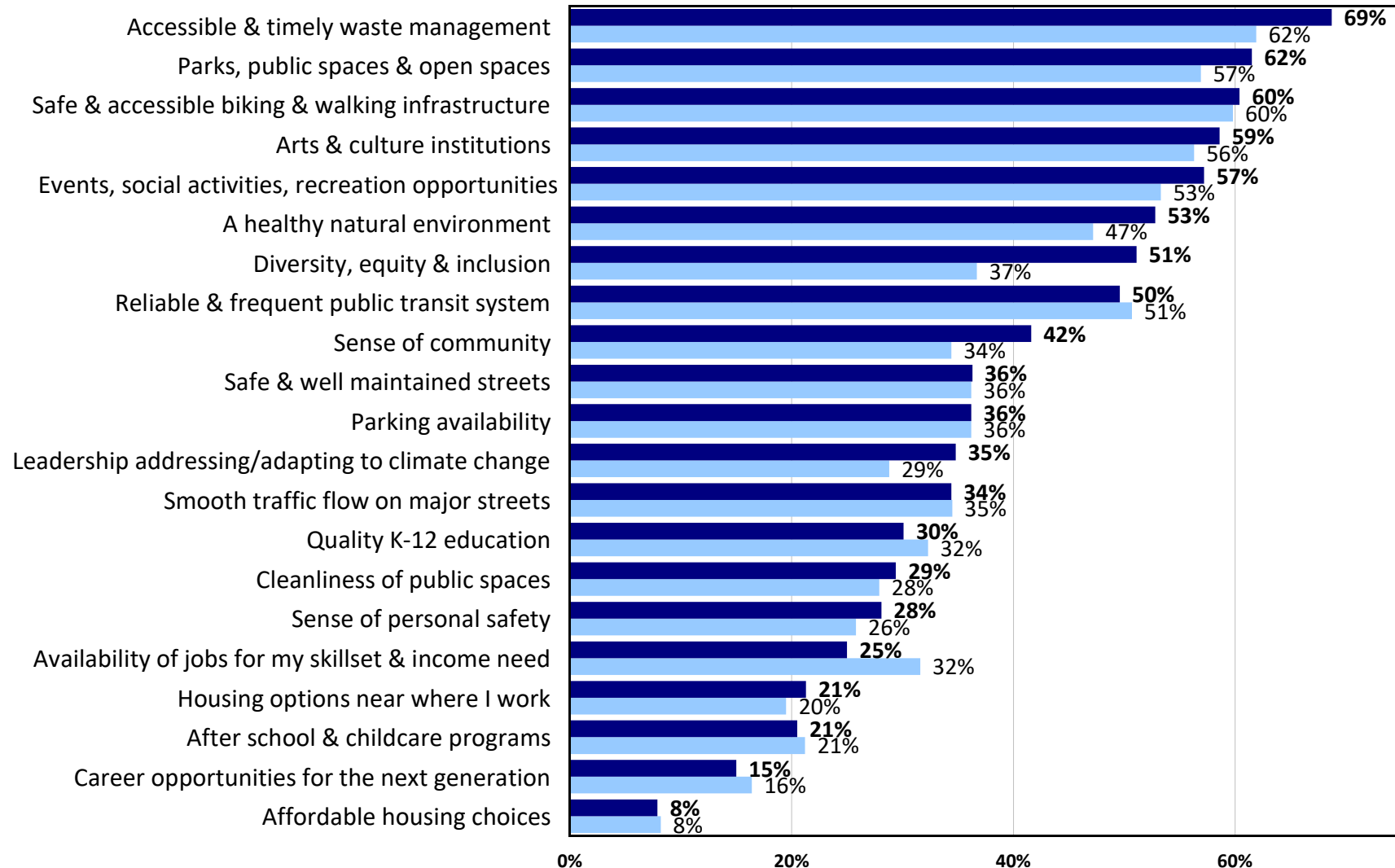


TRENDS

Q13. How do you feel that local government in Eugene has delivered on the following attributes?

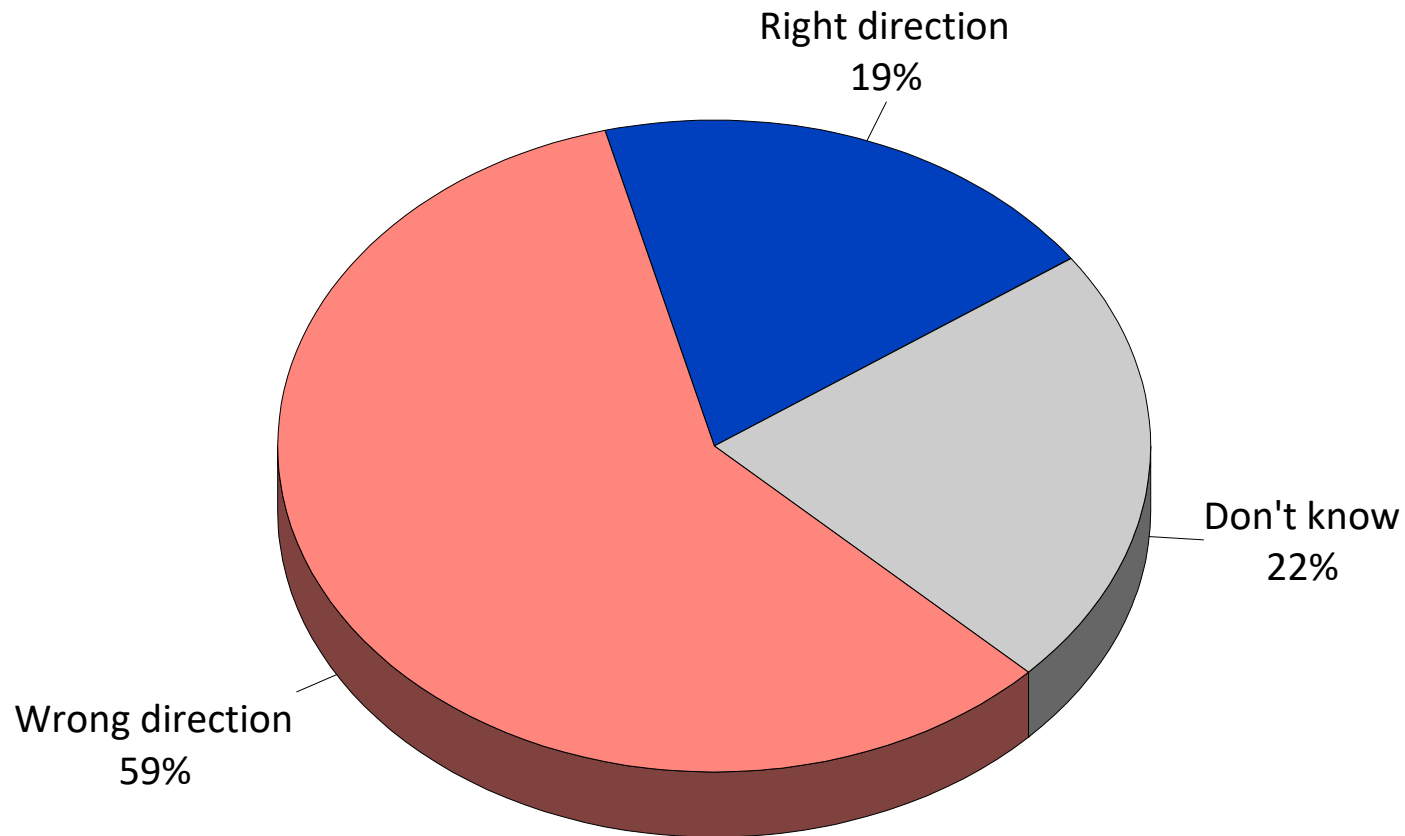
by percentage of respondents who selected "well" or "very well" (without "don't know")

■ 2025 ■ 2022



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

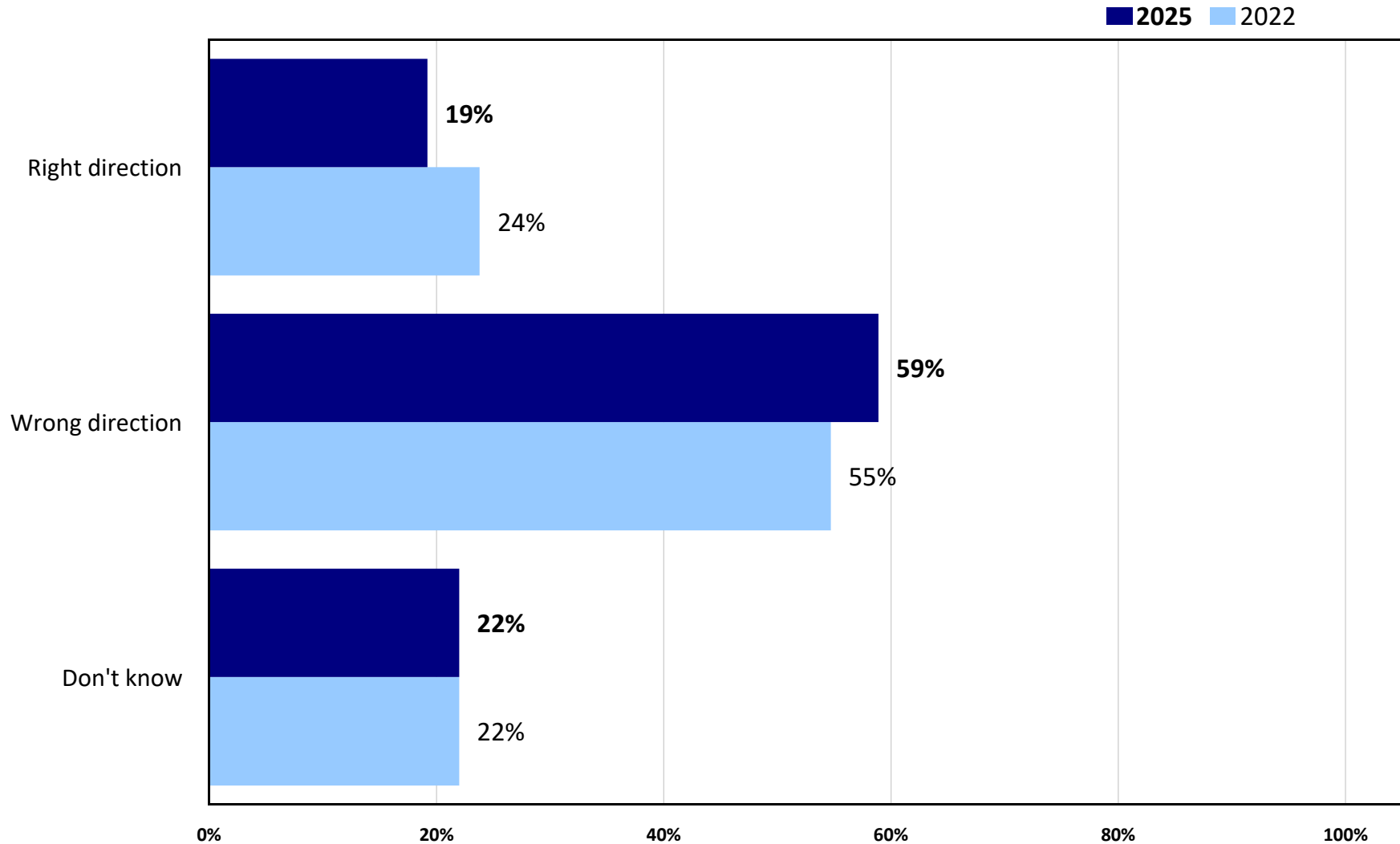
by percentage of respondents



TRENDS

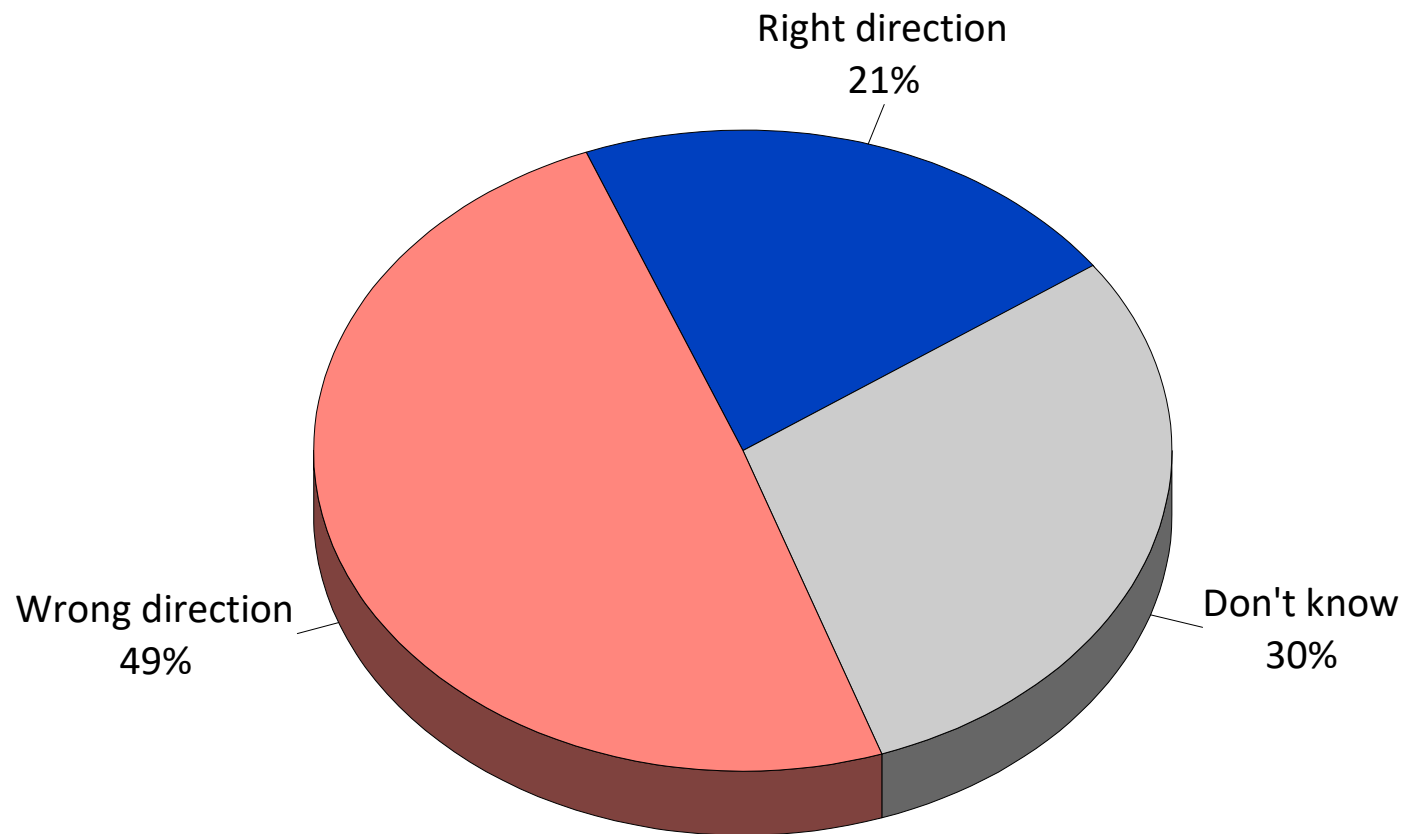
Q14. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?

by percentage of respondents



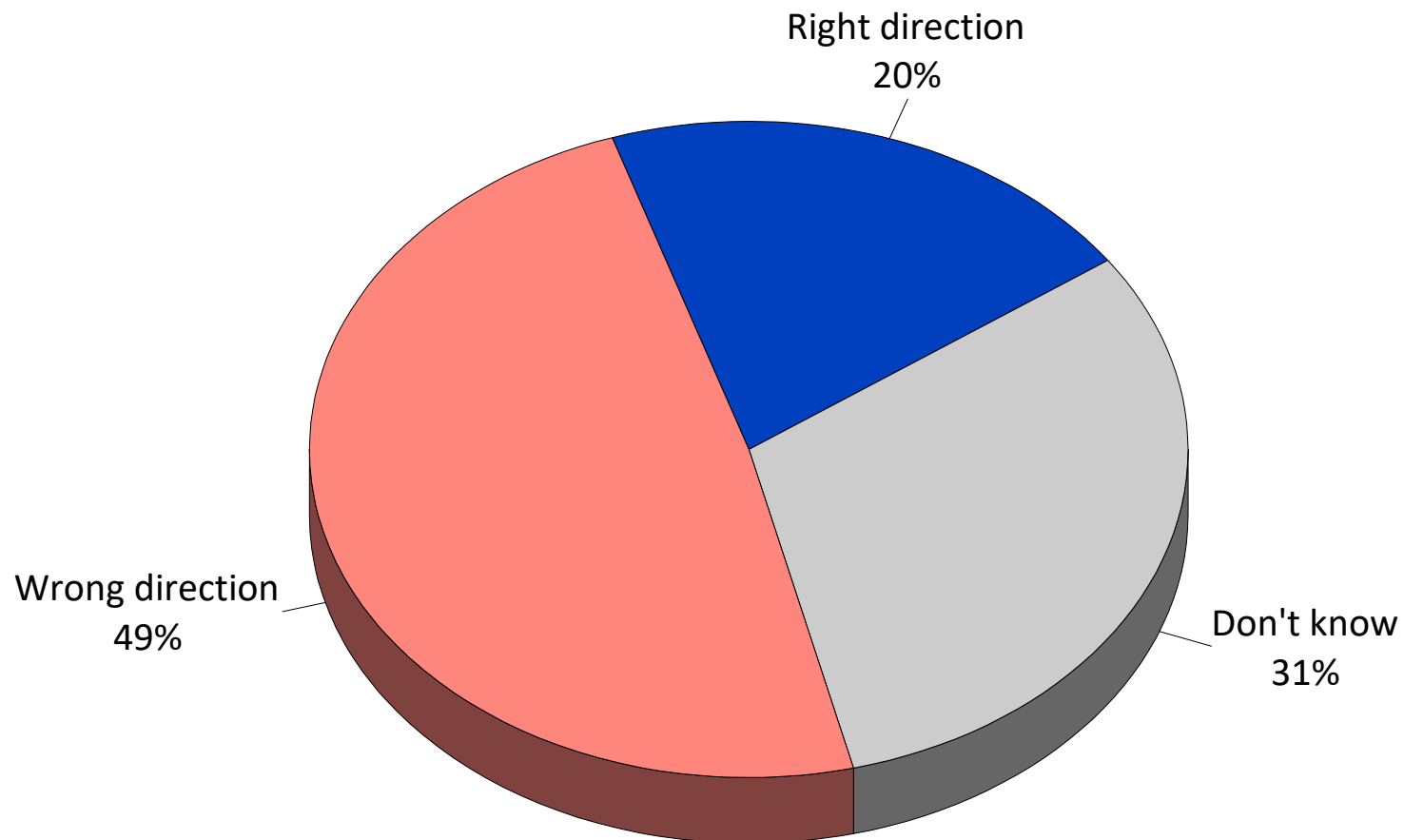
Q16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction?

by percentage of respondents



Q18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?

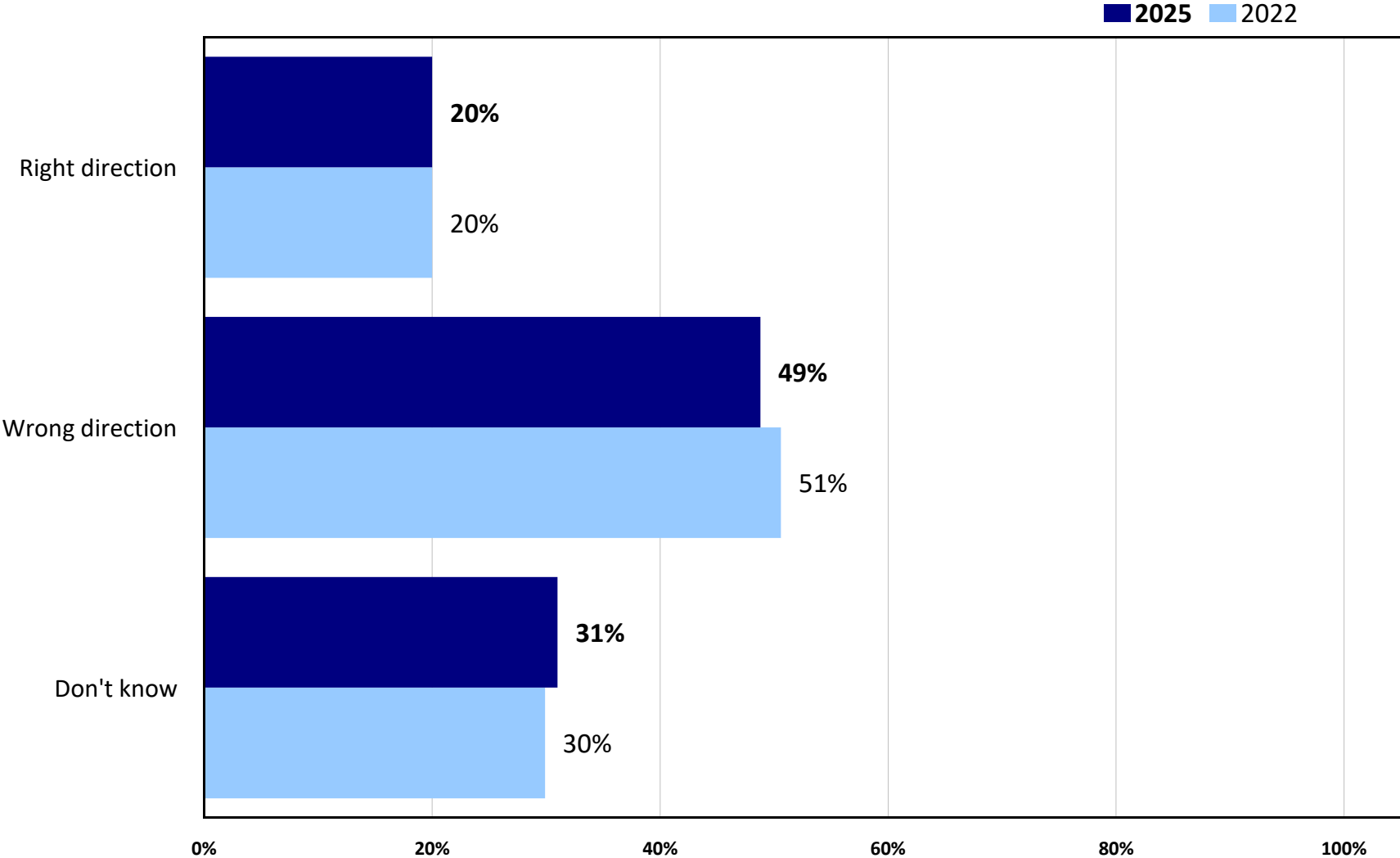
by percentage of respondents



TRENDS

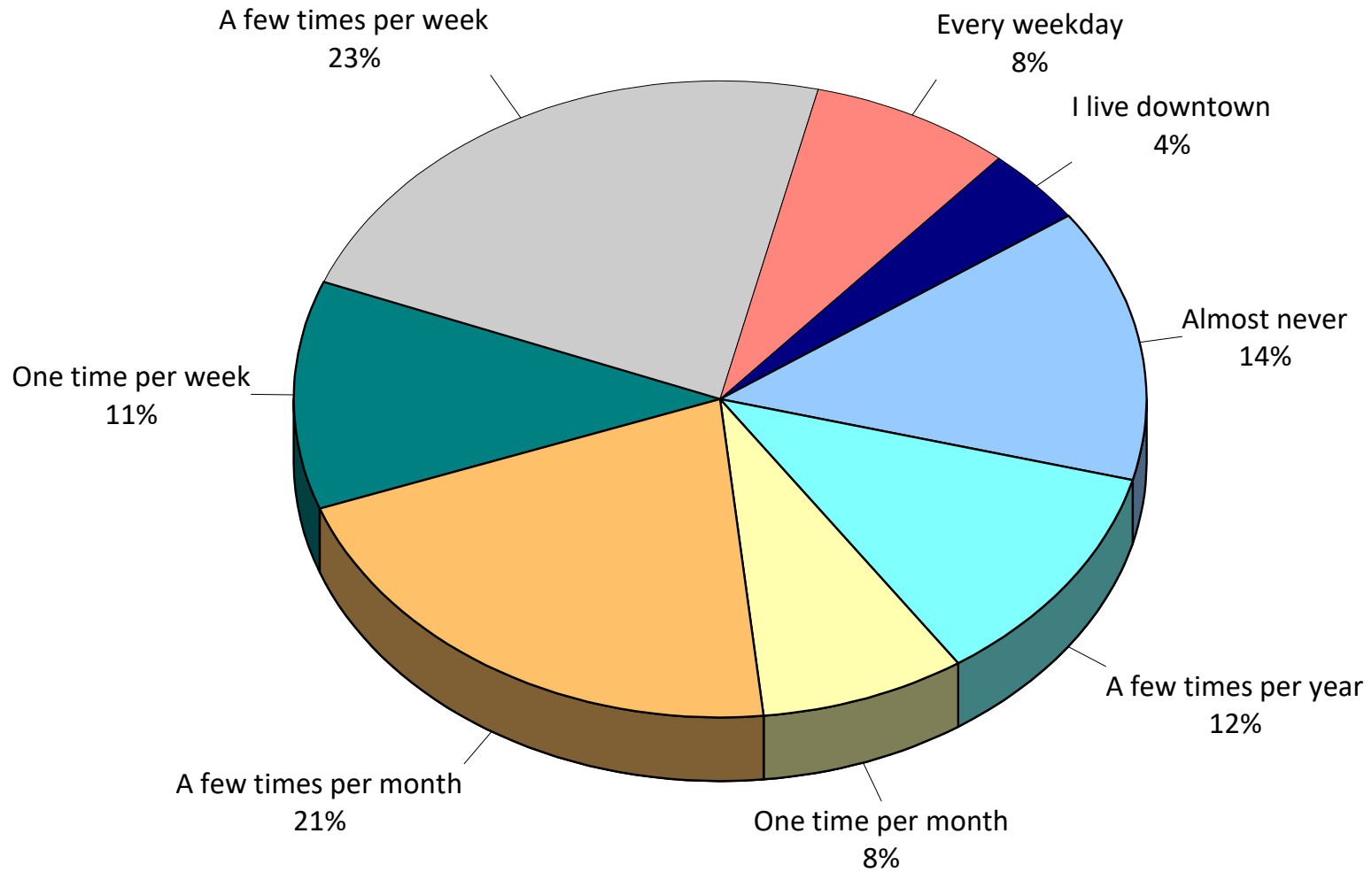
Q18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?

by percentage of respondents



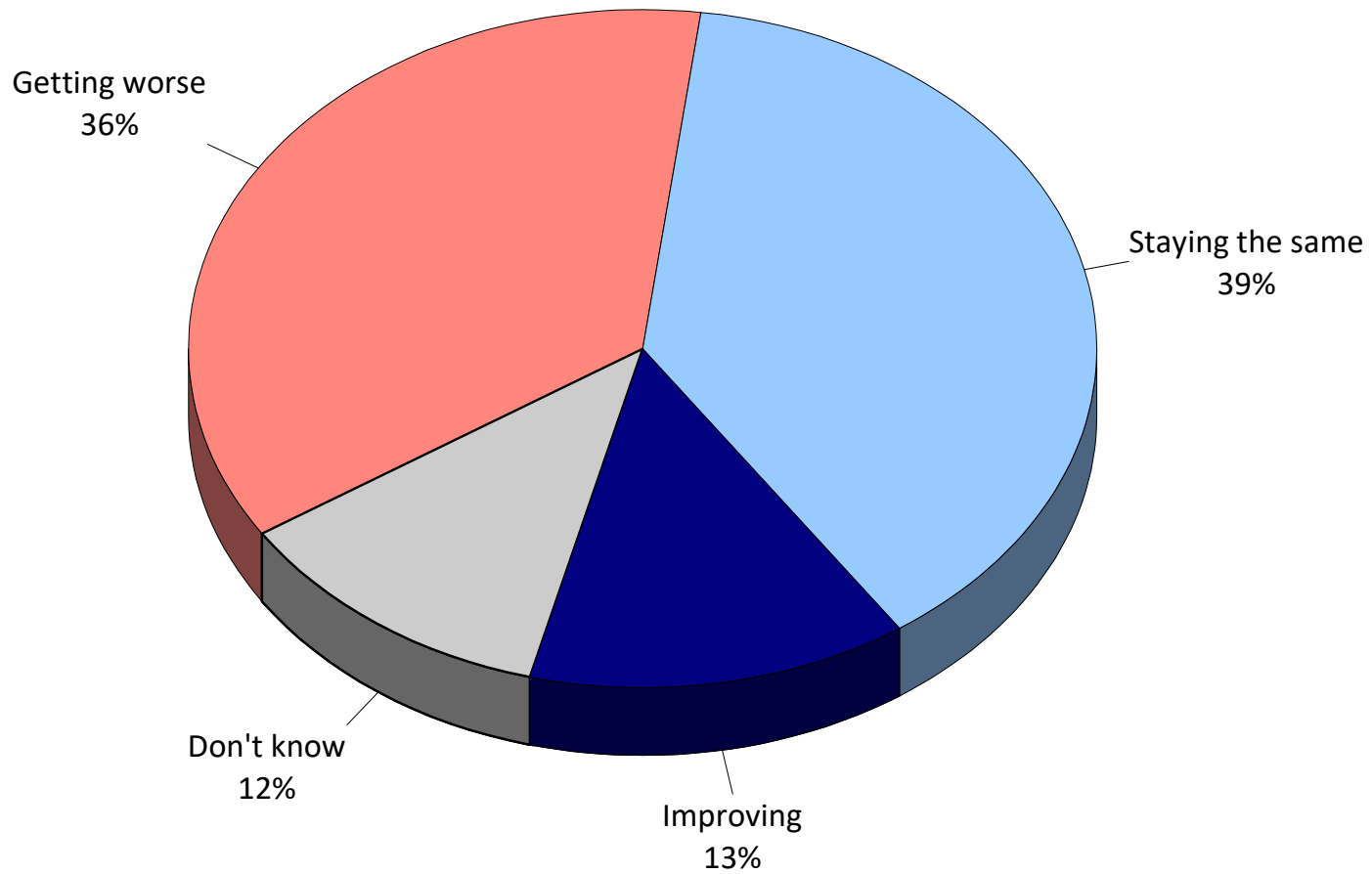
Q20. How often do you visit downtown?

by percentage of respondents (excluding "not provided")



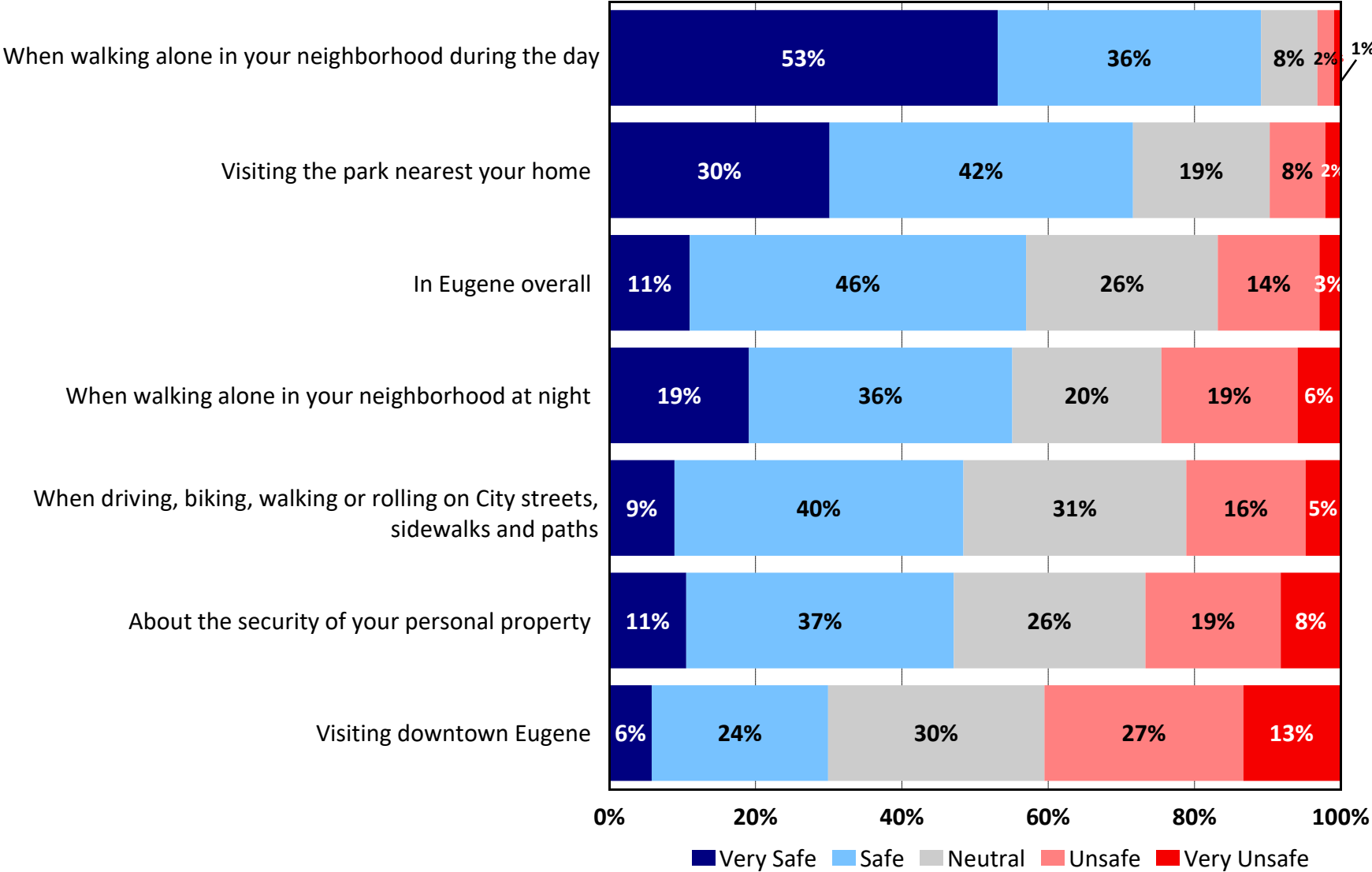
Q22. Generally, do you think downtown Eugene is...

by percentage of respondents



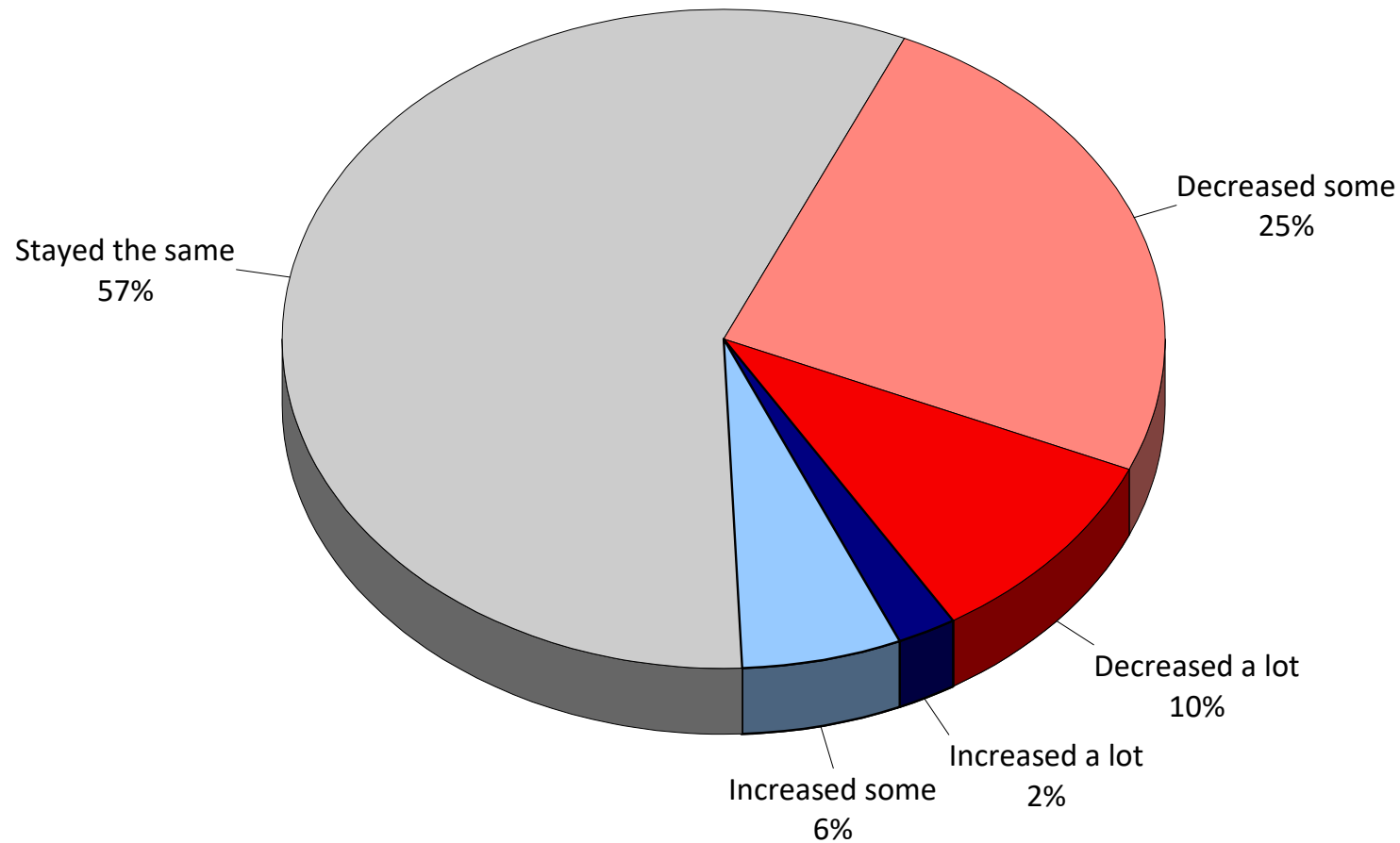
Q23. Regarding public safety, please rate how safe you feel in the following situations.

by percentage of respondents (without "don't know")



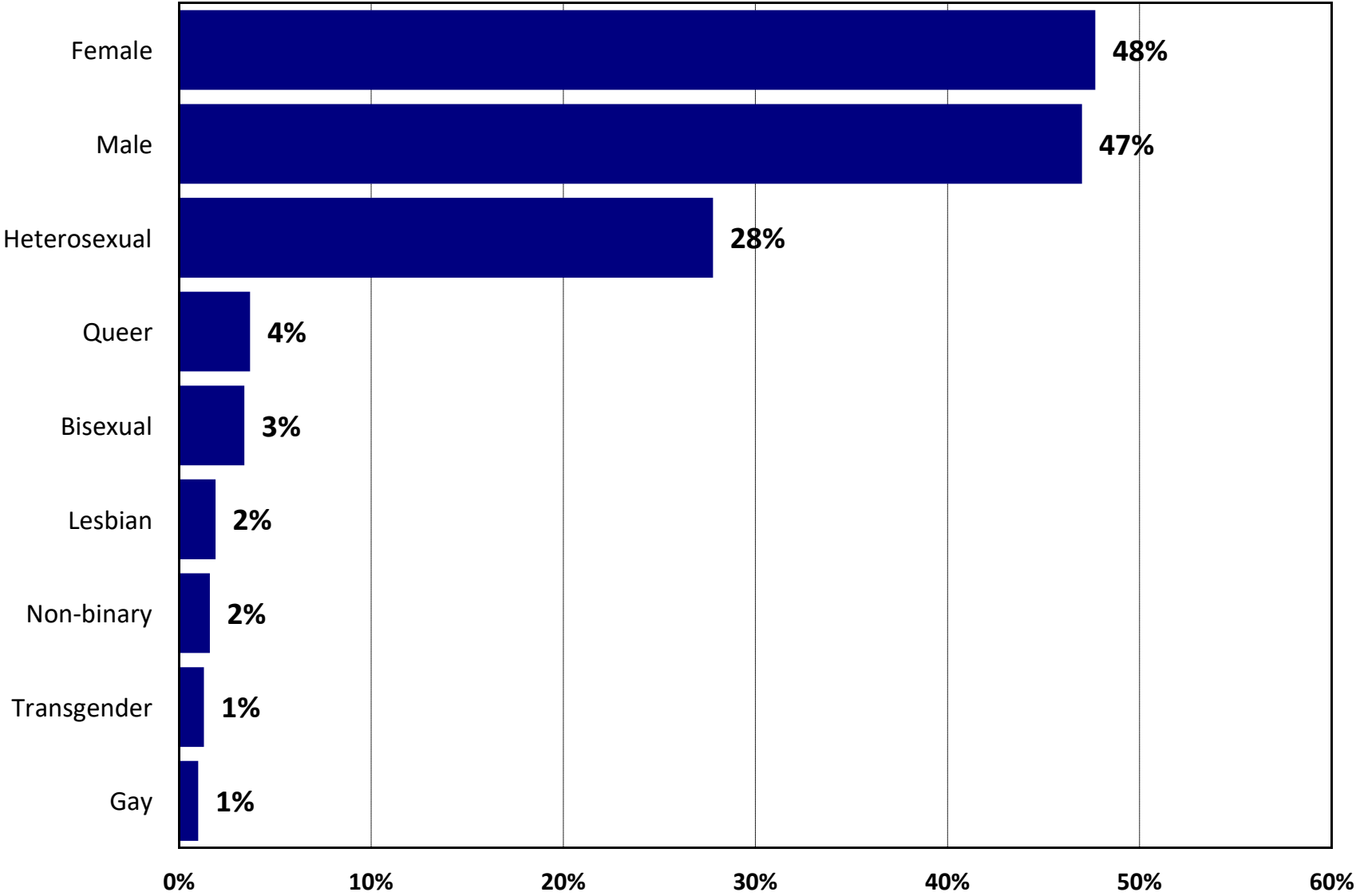
Q25. Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same?

by percentage of respondents (excluding "not provided")



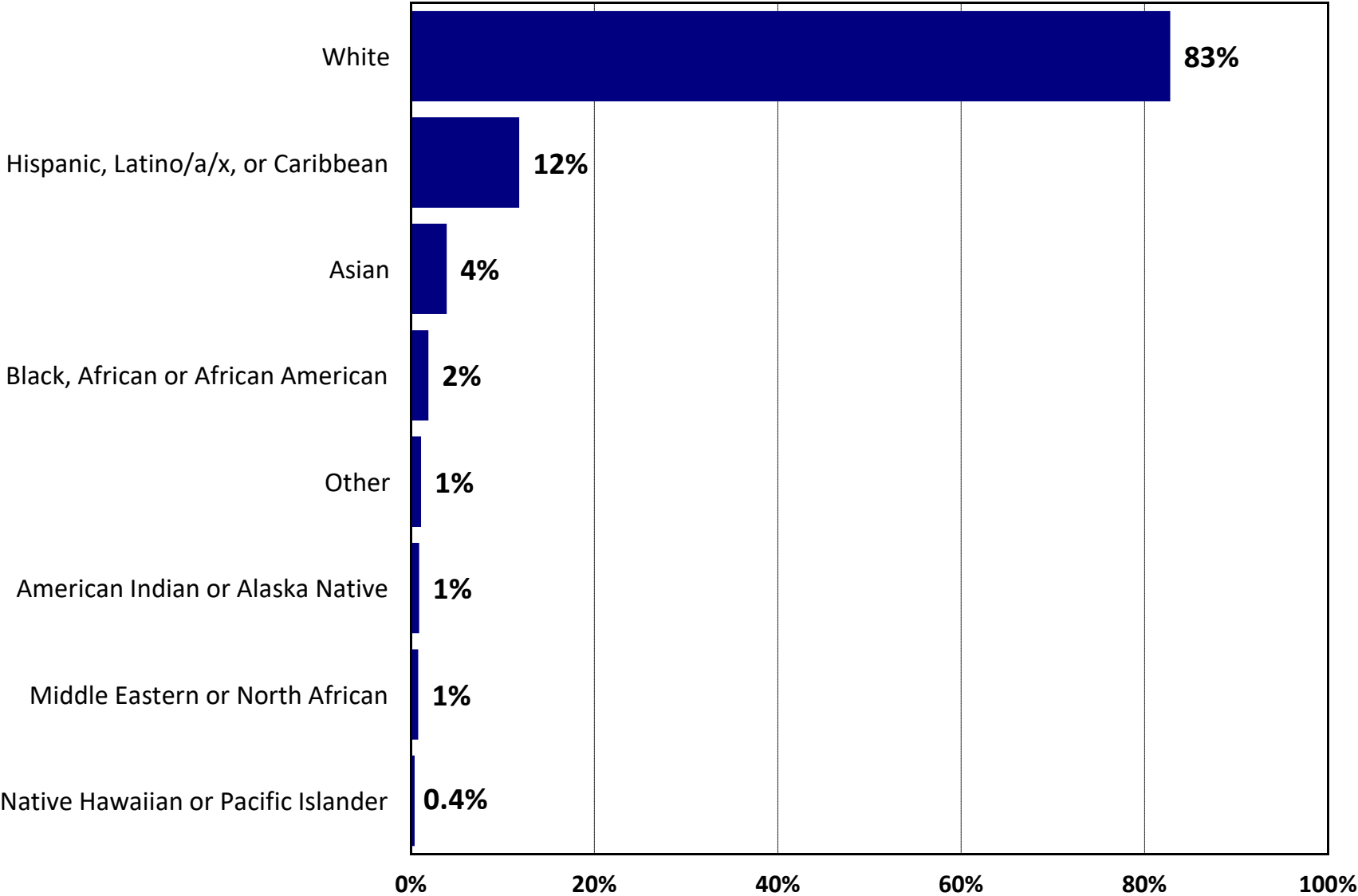
Q30. Demographics: Sex/Gender/Gender Identity

by percentage of respondents (multiple selections could be made) (excluding "decline to answer")



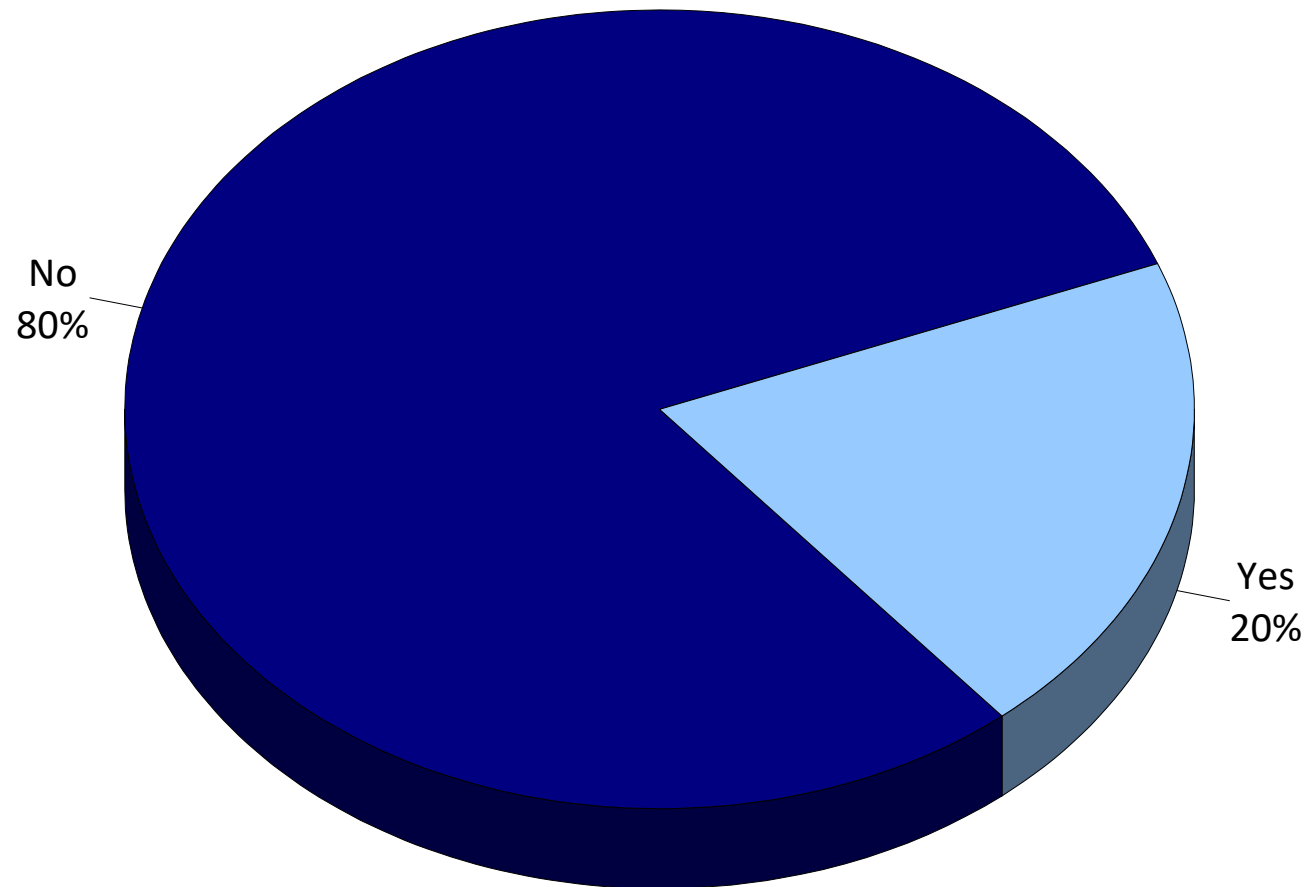
Q31. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made) (excluding "not provided")



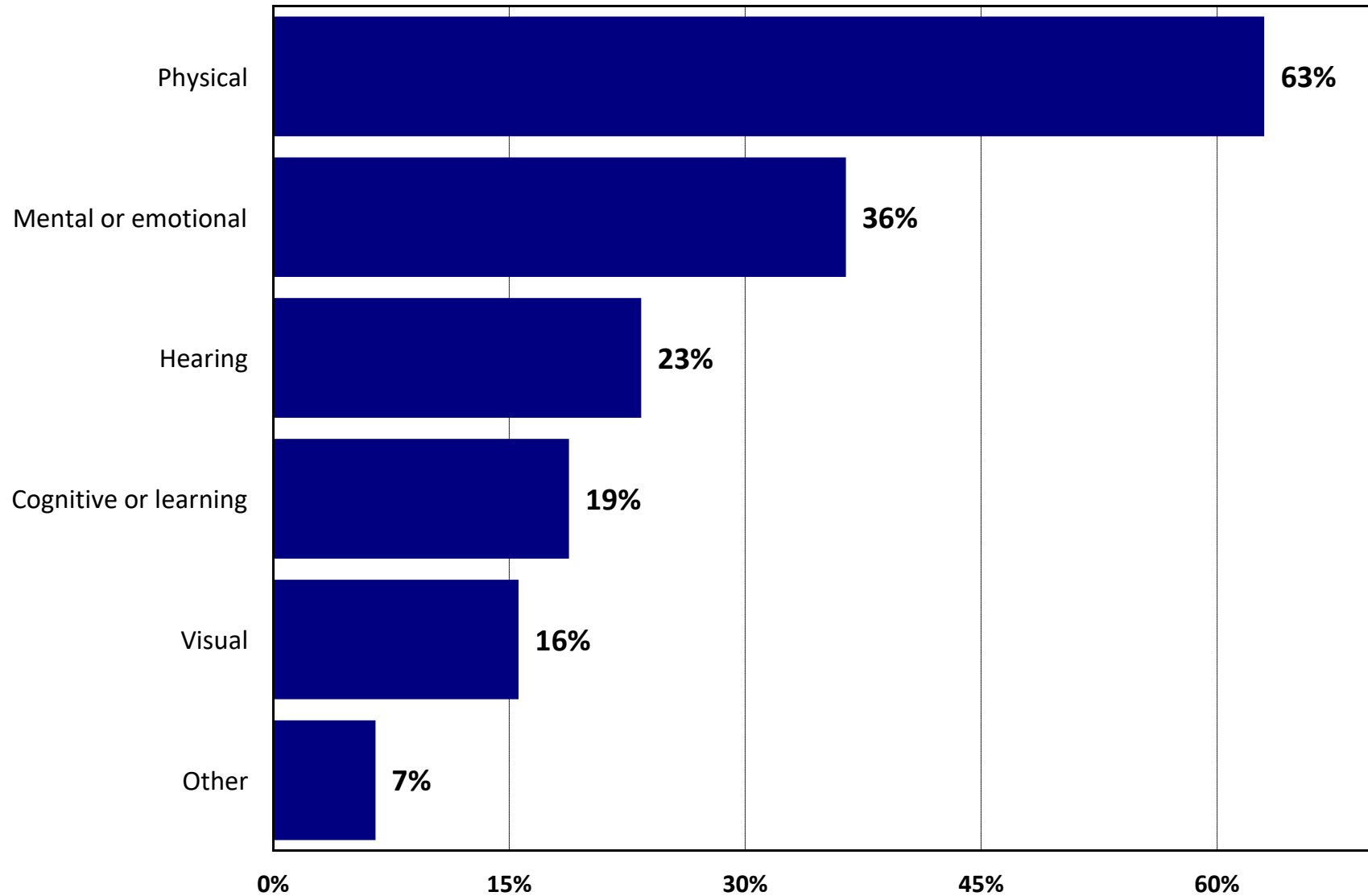
Q32. Please tell us if you live with a disability.

by percentage of respondents (without "not provided")



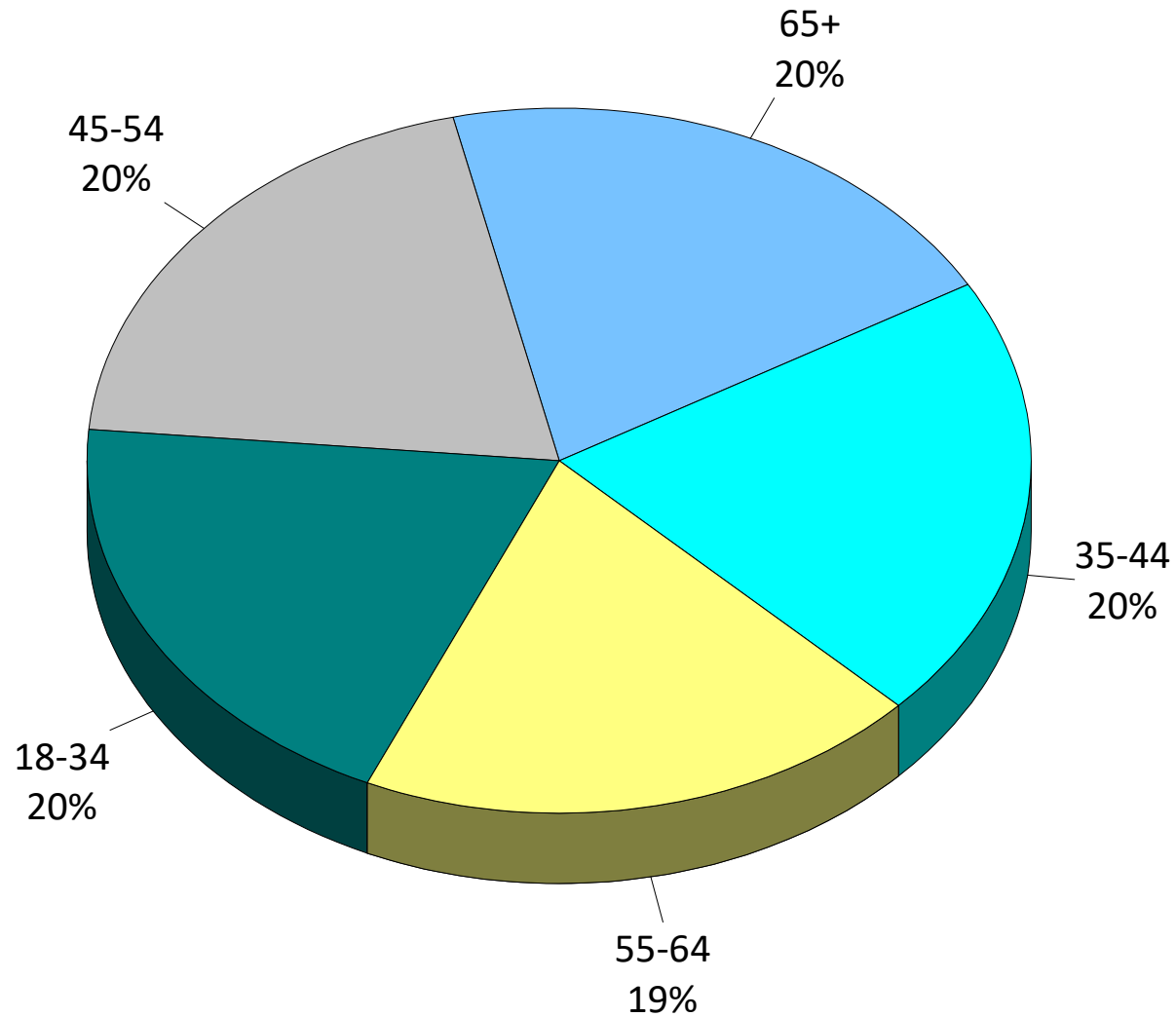
Q33. Please tell us in what way your ability is impacted.

by percentage of respondents (multiple selections could be made) (excluding "not provided")



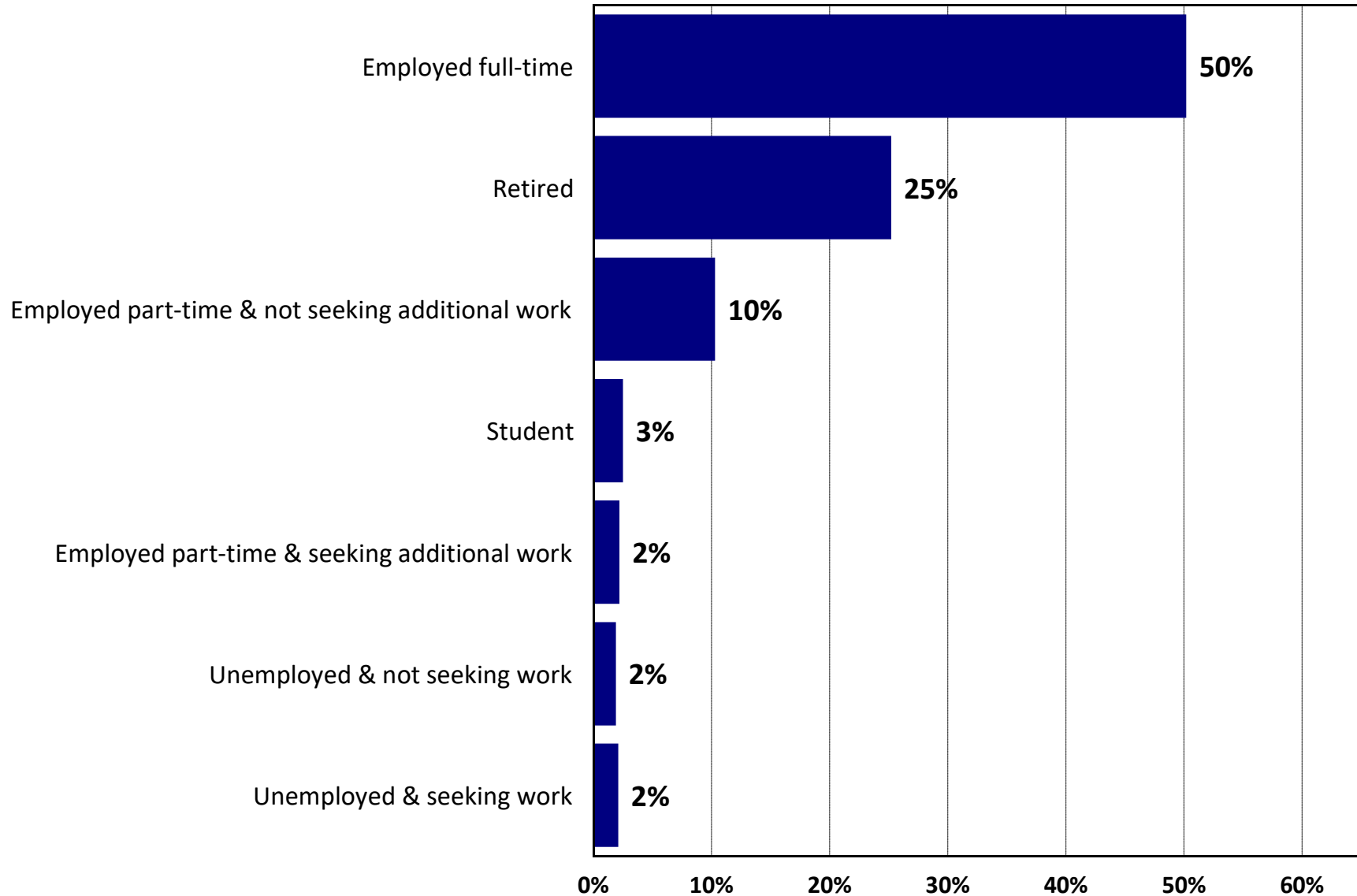
Q34. Demographics: Age

by percentage of respondents (without "not provided")



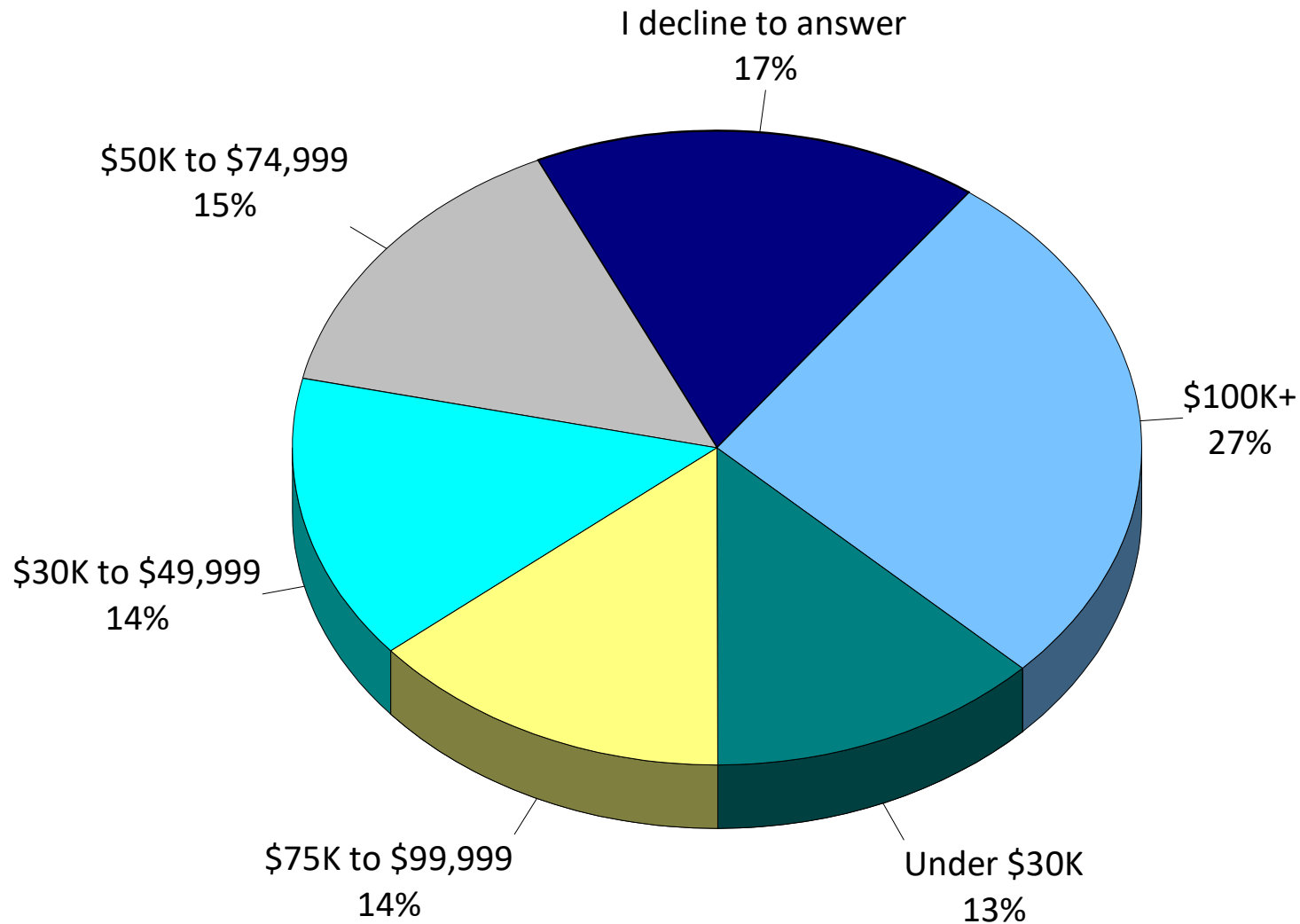
Q35. Demographics: Employment Status

by percentage of respondents (multiple selections could be made)



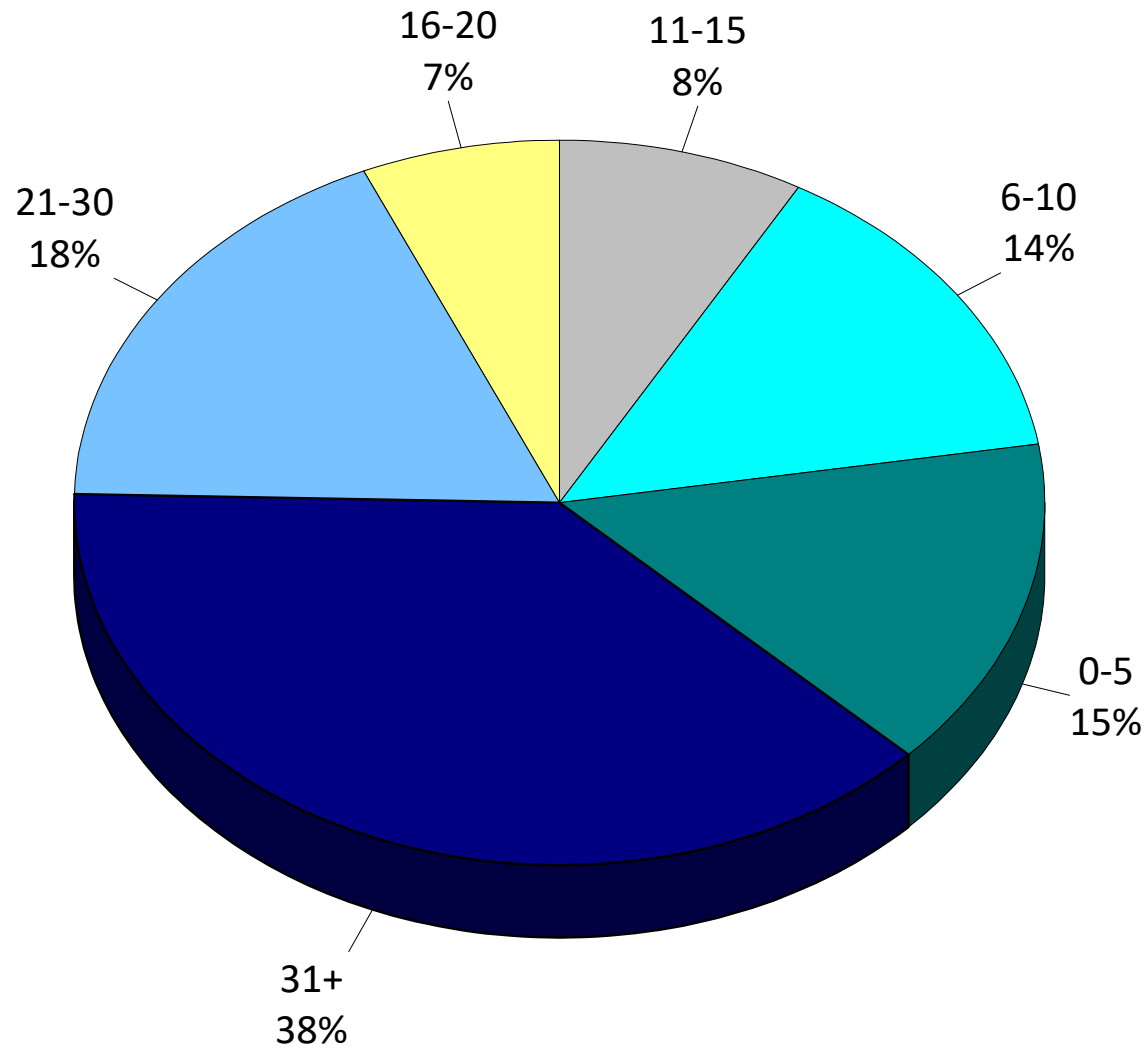
Q36. Demographics: Household Income

by percentage of respondents



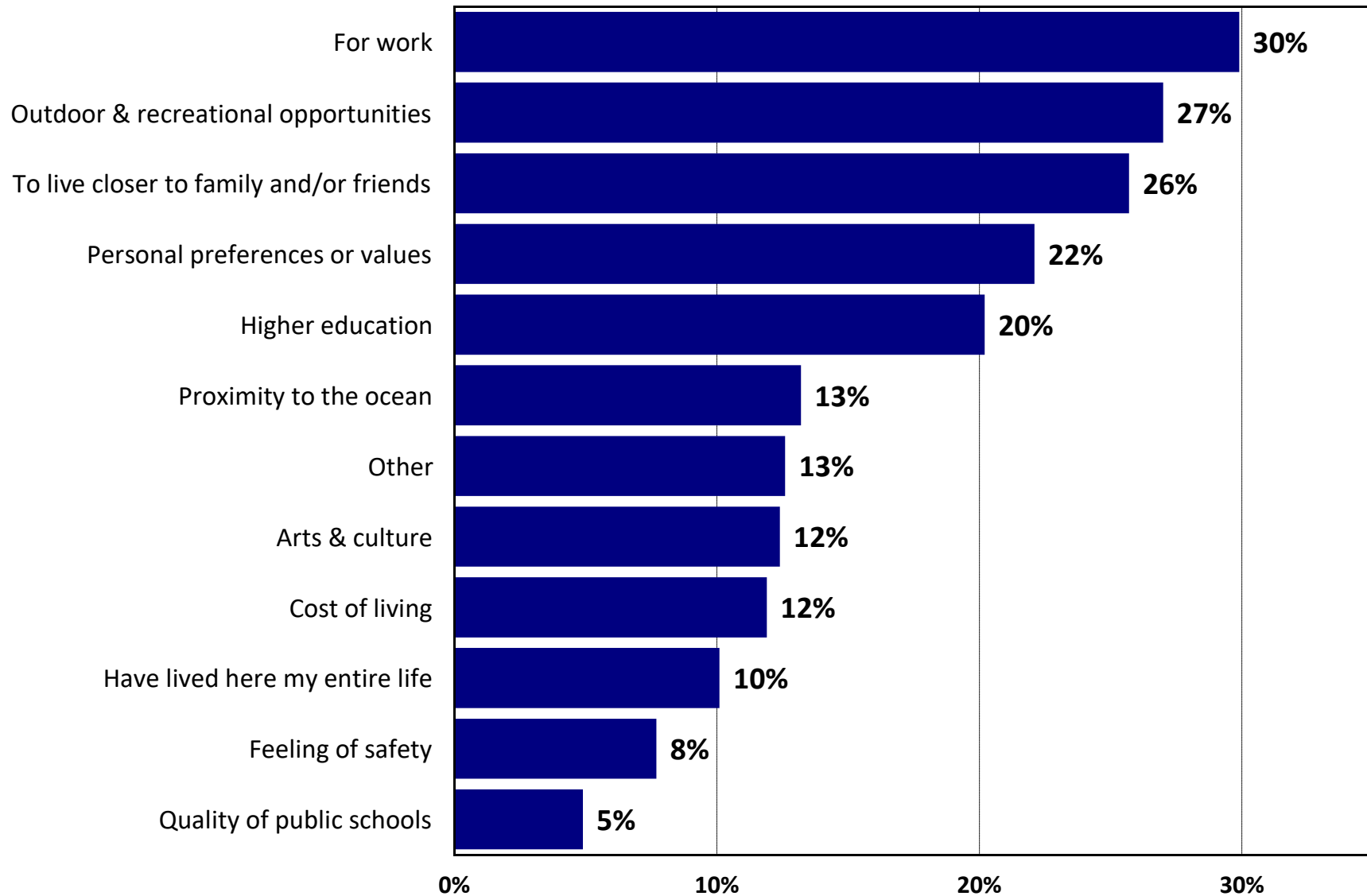
Q37. Demographics: Number of Years Lived in Eugene

by percentage of respondents



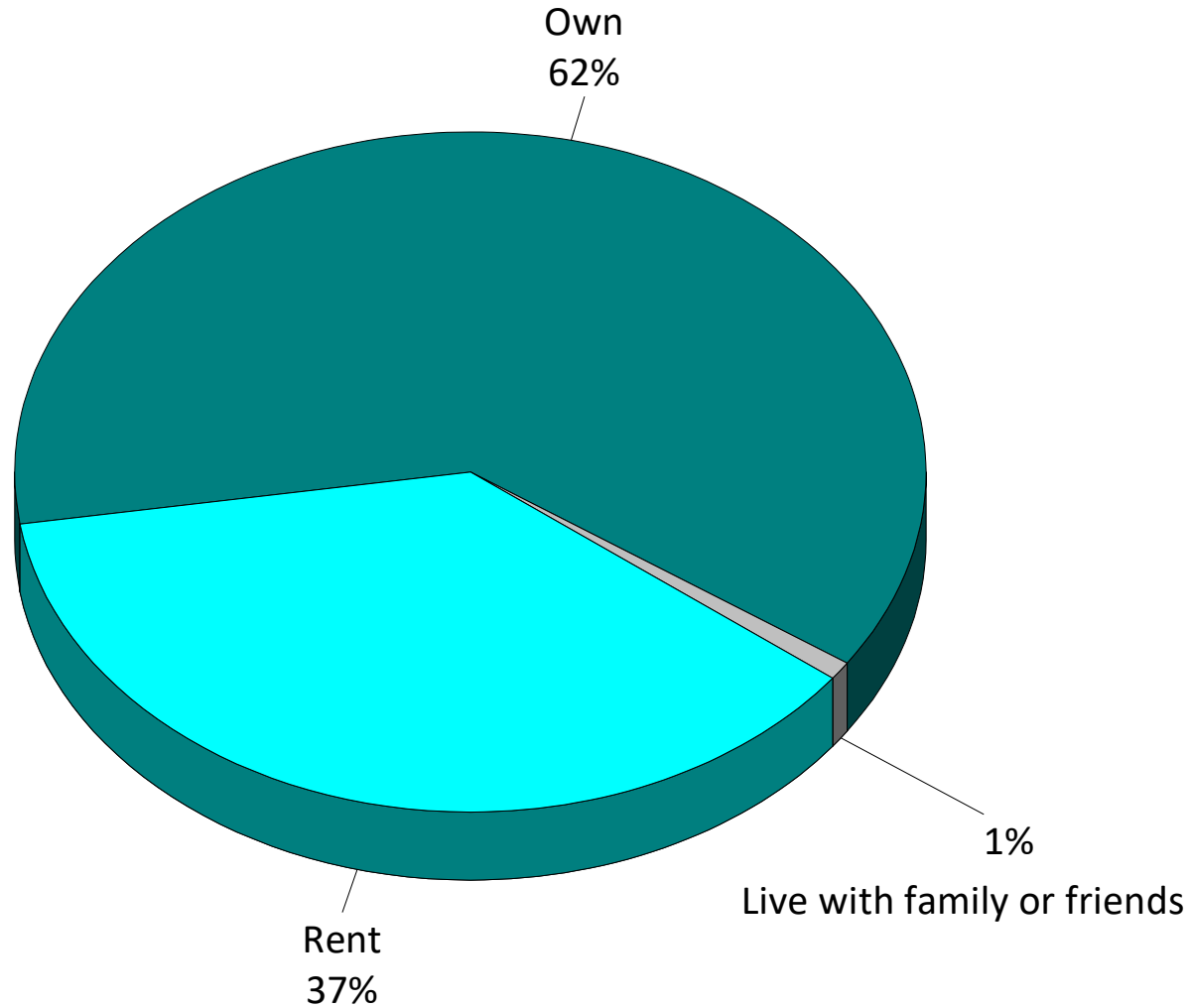
Q38. Demographics: Why did you originally move to Eugene?

by percentage of respondents (multiple selections could be made)



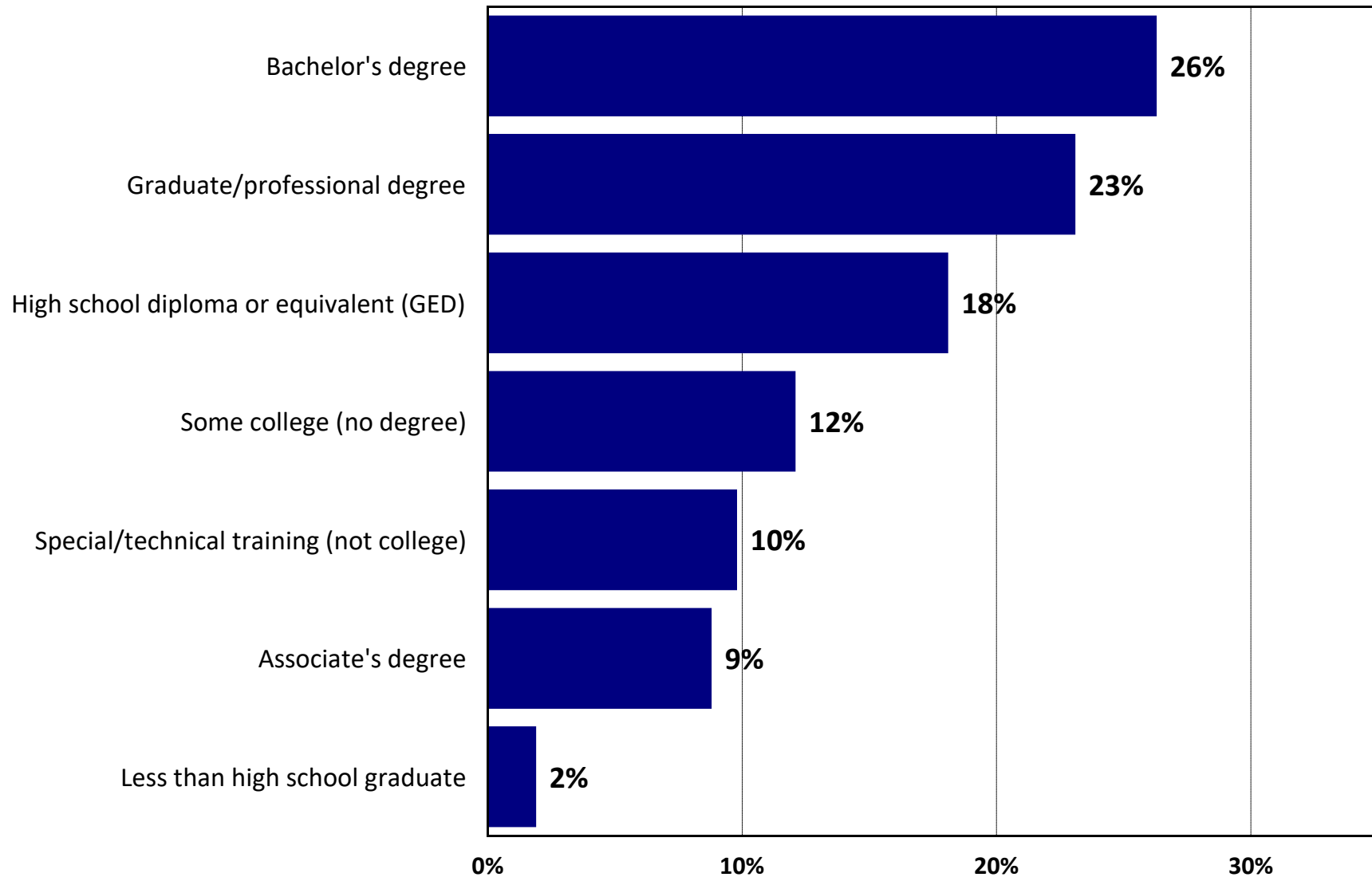
Q39. Demographics: Do you own or rent your current residence?

by percentage of respondents



Q33. Demographics: Highest Level of Education Completed

by percentage of respondents (excluding “not provided”)





3

Benchmarking Analysis

Benchmarking



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Northwest region (Alaska, Hawaii, Idaho, Montana, Oregon, and Washington).

The charts on the following pages show how the results for Eugene compare to the national average and the Northwest average. The dark blue bar shows the results for Eugene. The red bar shows the Northwest state average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

The charts on the following pages exclude the "don't know" responses to aid in data comparison.

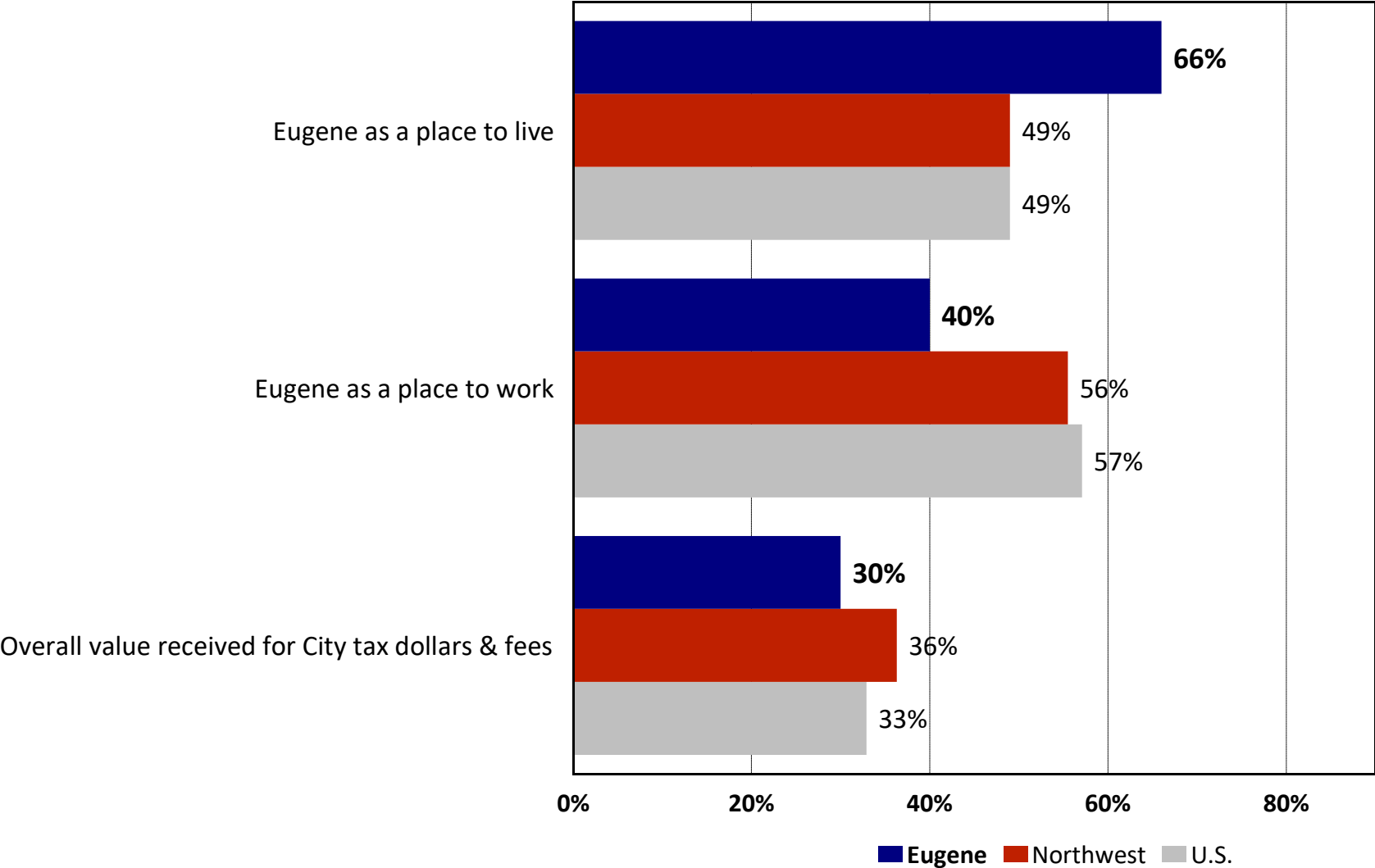
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Eugene, Oregon is not authorized without written consent from ETC Institute.

Perceptions of the City

Eugene vs. Northwest vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)





Tabular Data

Ward:

Ward	Number	Percent
1	129	13.7 %
2	128	13.6 %
3	107	11.4 %
4	115	12.2 %
5	125	13.3 %
6	110	11.7 %
7	108	11.5 %
8	120	12.7 %
Total	942	100.0 %

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	343	36.4 %
Somewhat satisfied	403	42.8 %
Neither satisfied nor dissatisfied	55	5.8 %
Somewhat dissatisfied	90	9.6 %
Very dissatisfied	24	2.5 %
Don't know	27	2.9 %
Total	942	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	343	37.5 %
Somewhat satisfied	403	44.0 %
Neither satisfied nor dissatisfied	55	6.0 %
Somewhat dissatisfied	90	9.8 %
Very dissatisfied	24	2.6 %
Total	915	100.0 %

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

Q2. Which following best describes your current financial situation	Number	Percent
Living comfortably	448	47.6 %
Doing okay	306	32.5 %
Just getting by	130	13.8 %
Finding it difficult to get by	45	4.8 %
Not provided	13	1.4 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

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

Q2. Which following best describes your current financial situation	Number	Percent
Living comfortably	448	48.2 %
Doing okay	306	32.9 %
Just getting by	130	14.0 %
Finding it difficult to get by	45	4.8 %
Total	929	100.0 %

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

Q3. How would you rate Eugene as a place to live compared to five years ago	Number	Percent
Much better	11	1.2 %
Better	81	8.6 %
About the same	323	34.3 %
Worse	326	34.6 %
Much worse	94	10.0 %
Have not lived in the area for five or more years	89	9.4 %
Not provided	18	1.9 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q3. How would you rate Eugene as a place to live, compared to five years ago? (without "not provided")

Q3. How would you rate Eugene as a place to live compared to five years ago	Number	Percent
Much better	11	1.2 %
Better	81	8.8 %
About the same	323	35.0 %
Worse	326	35.3 %
Much worse	94	10.2 %
Have not lived in the area for five or more years	89	9.6 %
Total	924	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=942)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of life in Eugene	10.9%	55.5%	20.9%	10.1%	1.9%	0.6%
Q4-2. Overall quality of life in my neighborhood	27.9%	51.7%	13.3%	5.2%	1.7%	0.2%
Q4-3. My neighborhood as a place I feel as though I belong	29.8%	38.6%	22.4%	5.7%	2.7%	0.7%
Q4-4. Eugene as a place to live	18.0%	47.5%	17.5%	14.2%	2.2%	0.5%
Q4-5. Eugene as a place to work	7.2%	27.0%	29.6%	15.8%	5.4%	15.0%
Q4-6. Eugene as a place I feel as though I belong	22.1%	35.6%	27.1%	9.8%	3.9%	1.6%
Q4-7. Eugene as a place where I have the opportunity to thrive	13.7%	32.7%	29.5%	16.3%	5.7%	2.0%
Q4-8. Overall direction that City of Eugene is taking	3.5%	18.6%	28.0%	25.1%	20.2%	4.7%
Q4-9. Overall value that you receive for your City tax dollars & fees	5.1%	23.7%	24.2%	22.3%	20.1%	4.7%

(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=942)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of life in Eugene	11.0%	55.9%	21.0%	10.1%	1.9%
Q4-2. Overall quality of life in my neighborhood	28.0%	51.8%	13.3%	5.2%	1.7%
Q4-3. My neighborhood as a place I feel as though I belong	30.1%	38.9%	22.6%	5.8%	2.7%
Q4-4. Eugene as a place to live	18.1%	47.7%	17.6%	14.3%	2.2%
Q4-5. Eugene as a place to work	8.5%	31.7%	34.8%	18.6%	6.4%
Q4-6. Eugene as a place I feel as though I belong	22.4%	36.1%	27.5%	9.9%	4.0%
Q4-7. Eugene as a place where I have the opportunity to thrive	14.0%	33.4%	30.1%	16.7%	5.9%
Q4-8. Overall direction that City of Eugene is taking	3.7%	19.5%	29.4%	26.3%	21.2%
Q4-9. Overall value that you receive for your City tax dollars & fees	5.3%	24.8%	25.4%	23.4%	21.0%

Q5. To what extent do you agree or disagree with the following statements?

(N=942)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-1. I feel emotionally connected to Eugene	23.4%	38.6%	24.3%	9.7%	2.7%	1.4%
Q5-2. People in Eugene welcome & include me in activities	18.2%	40.8%	27.3%	8.3%	2.5%	3.0%
Q5-3. I am unable to influence decision-making in Eugene	15.6%	26.1%	29.9%	17.2%	3.0%	8.2%
Q5-4. I feel unable to be my whole & authentic self with people in Eugene	4.9%	15.1%	18.8%	35.0%	23.5%	2.8%
Q5-5. People in Eugene value me & my contributions	7.5%	35.2%	37.8%	8.7%	3.1%	7.6%
Q5-6. My relationships with others in Eugene are as satisfying as I want them to be	10.8%	42.7%	30.5%	10.9%	2.4%	2.7%
Q5-7. I feel like an insider who understands how Eugene works	5.9%	20.0%	34.4%	24.4%	12.5%	2.8%
Q5-8. I am comfortable expressing my opinions in Eugene	15.1%	41.5%	17.9%	14.4%	8.8%	2.2%
Q5-9. I am treated as less than other residents in Eugene	1.8%	6.6%	20.7%	39.1%	29.0%	2.9%
Q5-10. When interacting with people in Eugene, I feel like I truly belong	8.3%	34.2%	37.0%	13.7%	4.6%	2.2%

(WITHOUT "DON'T KNOW")

Q5. To what extent do you agree or disagree with the following statements? (without "don't know")

(N=942)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. I feel emotionally connected to Eugene	23.7%	39.2%	24.7%	9.8%	2.7%
Q5-2. People in Eugene welcome & include me in activities	18.7%	42.0%	28.1%	8.5%	2.6%
Q5-3. I am unable to influence decision-making in Eugene	17.0%	28.4%	32.6%	18.7%	3.2%
Q5-4. I feel unable to be my whole & authentic self with people in Eugene	5.0%	15.5%	19.3%	36.0%	24.1%
Q5-5. People in Eugene value me & my contributions	8.2%	38.2%	40.9%	9.4%	3.3%
Q5-6. My relationships with others in Eugene are as satisfying as I want them to be	11.1%	43.8%	31.3%	11.2%	2.5%
Q5-7. I feel like an insider who understands how Eugene works	6.1%	20.5%	35.4%	25.1%	12.9%
Q5-8. I am comfortable expressing my opinions in Eugene	15.4%	42.5%	18.3%	14.8%	9.0%
Q5-9. I am treated as less than other residents in Eugene	1.9%	6.8%	21.3%	40.2%	29.8%
Q5-10. When interacting with people in Eugene, I feel like I truly belong	8.5%	35.0%	37.9%	14.0%	4.7%

Q6. In general, in which of the following places or spaces do you feel like you belong?

Q6. In which following places or spaces do you feel like you belong	Number	Percent
The community where you live	636	67.5 %
Where you are from/where you grew up	311	33.0 %
Your school	108	11.5 %
Your workplace	355	37.7 %
Online, gaming, or social media spaces	93	9.9 %
Outdoor spaces or in nature	700	74.3 %
Prefer to self-describe	88	9.3 %
Total	2291	

Q10. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

Q10. How much confidence do you have in Eugene City Council	Number	Percent
A great deal of confidence	32	3.4 %
Some confidence	307	32.6 %
Not much confidence	338	35.9 %
No confidence	155	16.5 %
Not sure	110	11.7 %
Total	942	100.0 %

(WITHOUT "NOT SURE")

Q10. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City? (without "not sure")

Q10. How much confidence do you have in Eugene City Council	Number	Percent
A great deal of confidence	32	3.8 %
Some confidence	307	36.9 %
Not much confidence	338	40.6 %
No confidence	155	18.6 %
Total	832	100.0 %

Q11. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

Q11. How much confidence do you have in Eugene City staff	Number	Percent
A great deal of confidence	90	9.6 %
Some confidence	386	41.0 %
Not much confidence	246	26.1 %
No confidence	96	10.2 %
Not sure	124	13.2 %
Total	942	100.0 %

(WITHOUT "NOT SURE")

Q11. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City? (without "not sure")

Q11. How much confidence do you have in Eugene City staff	Number	Percent
A great deal of confidence	90	11.0 %
Some confidence	386	47.2 %
Not much confidence	246	30.1 %
No confidence	96	11.7 %
Total	818	100.0 %

Q12. How important is it to you that our community has the following attributes?

(N=942)

	Very important	Important	Somewhat important	Not important	Not at all important	Don't know
Q12-1. Affordable housing choices	61.7%	22.3%	12.0%	1.4%	0.8%	1.8%
Q12-2. Housing options near where I work	16.3%	19.0%	22.2%	13.2%	7.5%	21.8%
Q12-3. Quality K-12 education	70.0%	20.4%	4.6%	1.1%	0.7%	3.3%
Q12-4. After-school & childcare programs	46.3%	30.4%	12.4%	3.8%	2.0%	5.1%
Q12-5. Sense of personal safety	74.0%	18.8%	4.6%	1.1%	0.2%	1.4%
Q12-6. Diversity, equity & inclusion	43.7%	21.2%	15.2%	6.7%	10.0%	3.2%
Q12-7. Sense of community	39.8%	34.2%	19.0%	3.1%	0.7%	3.2%
Q12-8. Cleanliness of public spaces	58.5%	32.9%	6.3%	0.7%	0.3%	1.3%
Q12-9. Events, social activities, & recreation opportunities	35.0%	36.3%	22.2%	4.0%	0.7%	1.7%
Q12-10. Arts & culture institutions	35.5%	35.5%	20.7%	5.0%	1.4%	2.0%
Q12-11. Leadership in addressing & adapting to climate change	38.6%	23.1%	17.2%	7.7%	11.5%	1.8%
Q12-12. Parks, public spaces & open spaces	60.5%	29.3%	7.4%	0.8%	0.1%	1.8%
Q12-13. Accessible & timely waste management	41.5%	43.1%	11.8%	1.5%	0.1%	2.0%
Q12-14. Safe & accessible biking & walking infrastructure	50.8%	29.6%	14.6%	3.0%	0.7%	1.2%
Q12-15. Safe & well-maintained streets	52.5%	37.9%	7.9%	0.3%	0.2%	1.2%
Q12-16. Reliable & frequent public transit system	31.3%	34.1%	22.9%	5.6%	3.5%	2.5%
Q12-17. Smooth traffic flow on major streets	36.4%	37.9%	19.7%	3.6%	0.8%	1.5%

Q12. How important is it to you that our community has the following attributes?

	Very important	Important	Somewhat important	Not important	Not at all important	Don't know
Q12-18. Parking availability	24.7%	36.2%	27.2%	7.6%	2.4%	1.8%
Q12-19. Availability of jobs for my skillset & income needs	28.1%	29.2%	14.8%	5.4%	4.2%	18.3%
Q12-20. Career opportunities for the next generation	48.6%	35.5%	10.0%	1.5%	0.5%	3.9%
Q12-21. A healthy natural environment	57.7%	29.1%	9.3%	1.4%	0.5%	1.9%
Q12-22. A vibrant downtown	30.4%	34.2%	24.8%	6.5%	1.2%	3.0%
Q12-23. Resilience to natural & human-caused disasters	43.7%	33.7%	16.3%	2.4%	0.6%	3.2%
Q12-24. Reliable response of fire & emergency medical services	75.2%	20.3%	3.2%	0.1%	0.0%	1.3%
Q12-25. Reliable response of police services	65.5%	22.4%	6.8%	2.3%	1.6%	1.4%

(WITHOUT "DON'T KNOW")

Q12. How important is it to you that our community has the following attributes? (without "don't know")

(N=942)

	Very important	Important	Somewhat important	Not important	Not at all important
Q12-1. Affordable housing choices	62.8%	22.7%	12.2%	1.4%	0.9%
Q12-2. Housing options near where I work	20.9%	24.3%	28.4%	16.8%	9.6%
Q12-3. Quality K-12 education	72.3%	21.1%	4.7%	1.1%	0.8%
Q12-4. After-school & childcare programs	48.8%	32.0%	13.1%	4.0%	2.1%
Q12-5. Sense of personal safety	75.0%	19.1%	4.6%	1.1%	0.2%
Q12-6. Diversity, equity & inclusion	45.2%	21.9%	15.7%	6.9%	10.3%
Q12-7. Sense of community	41.1%	35.3%	19.6%	3.2%	0.8%
Q12-8. Cleanliness of public spaces	59.2%	33.3%	6.3%	0.8%	0.3%
Q12-9. Events, social activities, & recreation opportunities	35.6%	36.9%	22.6%	4.1%	0.8%
Q12-10. Arts & culture institutions	36.2%	36.2%	21.1%	5.1%	1.4%
Q12-11. Leadership in addressing & adapting to climate change	39.4%	23.6%	17.5%	7.9%	11.7%
Q12-12. Parks, public spaces & open spaces	61.6%	29.8%	7.6%	0.9%	0.1%
Q12-13. Accessible & timely waste management	42.4%	44.0%	12.0%	1.5%	0.1%
Q12-14. Safe & accessible biking & walking infrastructure	51.5%	30.0%	14.8%	3.0%	0.8%
Q12-15. Safe & well-maintained streets	53.2%	38.3%	7.9%	0.3%	0.2%
Q12-16. Reliable & frequent public transit system	32.1%	35.0%	23.5%	5.8%	3.6%

(WITHOUT "DON'T KNOW")

Q12. How important is it to you that our community has the following attributes? (without "don't know")

	Very important	Important	Somewhat important	Not important	Not at all important
Q12-17. Smooth traffic flow on major streets	37.0%	38.5%	20.0%	3.7%	0.9%
Q12-18. Parking availability	25.2%	36.9%	27.7%	7.8%	2.5%
Q12-19. Availability of jobs for my skillset & income needs	34.4%	35.7%	18.1%	6.6%	5.2%
Q12-20. Career opportunities for the next generation	50.6%	36.9%	10.4%	1.5%	0.6%
Q12-21. A healthy natural environment	58.9%	29.7%	9.5%	1.4%	0.5%
Q12-22. A vibrant downtown	31.3%	35.2%	25.6%	6.7%	1.2%
Q12-23. Resilience to natural & human-caused disasters	45.2%	34.8%	16.9%	2.5%	0.7%
Q12-24. Reliable response of fire & emergency medical services	76.1%	20.5%	3.2%	0.1%	0.0%
Q12-25. Reliable response of police services	66.4%	22.7%	6.9%	2.4%	1.6%

Q13. How do you feel that local governmental entities have delivered on the following attributes?

(N=942)

	Very well	Well	Somewhat well	Not well	Not well at all	Don't know
Q13-1. Affordable housing choices	1.2%	5.8%	28.7%	36.0%	16.9%	11.5%
Q13-2. Housing options near where I work	2.2%	8.9%	22.3%	12.3%	6.6%	47.7%
Q13-3. Quality K-12 education	3.5%	20.7%	27.8%	19.7%	8.7%	19.5%
Q13-4. After-school & childcare programs	1.5%	9.6%	23.2%	13.9%	5.8%	46.0%
Q13-5. Sense of personal safety	3.8%	22.6%	34.3%	21.8%	11.6%	5.9%
Q13-6. Diversity, equity & inclusion	11.1%	28.5%	28.1%	6.3%	3.5%	22.5%
Q13-7. Sense of community	6.6%	30.5%	35.8%	13.0%	3.2%	11.0%
Q13-8. Cleanliness of public spaces	4.5%	23.7%	36.1%	20.8%	10.8%	4.1%
Q13-9. Events, social activities, & recreation opportunities	13.8%	37.5%	30.4%	6.2%	1.8%	10.4%
Q13-10. Arts & culture institutions	15.7%	36.0%	30.1%	4.5%	1.8%	11.9%
Q13-11. Leadership in addressing & adapting to climate change	3.9%	20.1%	28.2%	12.7%	4.0%	31.0%
Q13-12. Parks, public spaces & open spaces	20.7%	37.7%	26.4%	6.6%	3.6%	5.0%
Q13-13. Accessible & timely waste management	18.2%	43.1%	21.8%	4.6%	1.6%	10.8%
Q13-14. Safe & accessible biking & walking infrastructure	16.9%	39.5%	24.4%	8.6%	4.0%	6.6%
Q13-15. Safe & well-maintained streets	5.5%	29.2%	34.8%	18.9%	7.4%	4.1%
Q13-16. Reliable & frequent public transit system	9.8%	28.7%	25.6%	10.1%	3.4%	22.5%
Q13-17. Smooth traffic flow on major streets	4.6%	27.7%	37.4%	17.1%	7.1%	6.2%
Q13-18. Parking availability	5.9%	26.5%	33.8%	17.8%	5.7%	10.2%

Q13. How do you feel that local governmental entities have delivered on the following attributes?

	Very well	Well	Somewhat well	Not well	Not well at all	Don't know
Q13-19. Availability of jobs for my skillset & income needs	2.8%	12.0%	20.7%	15.2%	8.6%	40.8%
Q13-20. Career opportunities for the next generation	1.5%	7.7%	22.4%	20.5%	9.4%	38.4%
Q13-21. A healthy natural environment	11.6%	36.2%	34.3%	6.4%	2.0%	9.6%
Q13-22. A vibrant downtown	2.1%	14.6%	29.2%	26.8%	19.0%	8.3%
Q13-23. Resilience to natural & human-caused disasters	2.8%	16.5%	32.4%	9.4%	3.1%	35.9%
Q13-24. Reliable response of fire & emergency medical services	10.7%	36.0%	23.8%	7.6%	4.5%	17.4%
Q13-25. Reliable response of police services	7.1%	23.1%	25.1%	17.5%	10.9%	16.2%

(WITHOUT "DON'T KNOW")

Q13. How do you feel that local governmental entities have delivered on the following attributes?
(without "don't know")

(N=942)

	Very well	Well	Somewhat well	Not well	Not well at all
Q13-1. Affordable housing choices	1.3%	6.6%	32.4%	40.6%	19.1%
Q13-2. Housing options near where I work	4.3%	17.0%	42.6%	23.5%	12.6%
Q13-3. Quality K-12 education	4.4%	25.7%	34.6%	24.5%	10.8%
Q13-4. After-school & childcare programs	2.8%	17.7%	43.0%	25.7%	10.8%
Q13-5. Sense of personal safety	4.1%	24.0%	36.5%	23.1%	12.3%
Q13-6. Diversity, equity & inclusion	14.4%	36.7%	36.3%	8.1%	4.5%
Q13-7. Sense of community	7.4%	34.2%	40.2%	14.6%	3.6%
Q13-8. Cleanliness of public spaces	4.7%	24.7%	37.7%	21.7%	11.3%
Q13-9. Events, social activities, & recreation opportunities	15.4%	41.8%	33.9%	6.9%	2.0%
Q13-10. Arts & culture institutions	17.8%	40.8%	34.2%	5.1%	2.0%
Q13-11. Leadership in addressing & adapting to climate change	5.7%	29.1%	40.9%	18.5%	5.8%
Q13-12. Parks, public spaces & open spaces	21.8%	39.7%	27.8%	6.9%	3.8%
Q13-13. Accessible & timely waste management	20.4%	48.3%	24.4%	5.1%	1.8%
Q13-14. Safe & accessible biking & walking infrastructure	18.1%	42.3%	26.1%	9.2%	4.3%
Q13-15. Safe & well-maintained streets	5.8%	30.5%	36.3%	19.7%	7.8%
Q13-16. Reliable & frequent public transit system	12.6%	37.0%	33.0%	13.0%	4.4%

(WITHOUT "DON'T KNOW")

Q13. How do you feel that local governmental entities have delivered on the following attributes? (without "don't know")

	Very well	Well	Somewhat well	Not well	Not well at all
Q13-17. Smooth traffic flow on major streets	4.9%	29.5%	39.8%	18.2%	7.6%
Q13-18. Parking availability	6.6%	29.6%	37.6%	19.9%	6.4%
Q13-19. Availability of jobs for my skillset & income needs	4.7%	20.3%	34.9%	25.6%	14.5%
Q13-20. Career opportunities for the next generation	2.4%	12.6%	36.4%	33.3%	15.3%
Q13-21. A healthy natural environment	12.8%	40.0%	37.9%	7.0%	2.2%
Q13-22. A vibrant downtown	2.3%	16.0%	31.8%	29.2%	20.7%
Q13-23. Resilience to natural & human-caused disasters	4.3%	25.7%	50.5%	14.7%	4.8%
Q13-24. Reliable response of fire & emergency medical services	13.0%	43.6%	28.8%	9.3%	5.4%
Q13-25. Reliable response of police services	8.5%	27.6%	29.9%	20.9%	13.1%

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

Q14. Is our community headed in right or wrong direction regarding homelessness	Number	Percent
Right direction	181	19.2 %
Wrong direction	555	58.9 %
Don't know	206	21.9 %
Total	942	100.0 %

(WITHOUT "DON'T KNOW")

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

Q14. Is our community headed in right or wrong direction regarding homelessness	Number	Percent
Right direction	181	24.6 %
Wrong direction	555	75.4 %
Total	736	100.0 %

Q16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction?

Q16. Are those efforts headed in right or wrong direction regarding City's efforts to mitigate impacts of unsheltered homelessness	Number	Percent
Right direction	199	21.1 %
Wrong direction	464	49.3 %
Don't know	279	29.6 %
Total	942	100.0 %

(WITHOUT "DON'T KNOW")

Q16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction? (without "don't know")

Q16. Are those efforts headed in right or wrong direction regarding City's efforts to mitigate impacts of unsheltered homelessness	Number	Percent
Right direction	199	30.0 %
Wrong direction	464	70.0 %
Total	663	100.0 %

Q18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?

Q18. Is our community headed in right or wrong direction regarding housing	Number	Percent
Right direction	190	20.2 %
Wrong direction	460	48.8 %
Don't know	292	31.0 %
Total	942	100.0 %

(WITHOUT "DON'T KNOW")

Q18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction? (without "don't know")

Q18. Is our community headed in right or wrong direction regarding housing	Number	Percent
Right direction	190	29.2 %
Wrong direction	460	70.8 %
Total	650	100.0 %

Q20. How often do you visit downtown?

Q20. How often do you visit downtown	Number	Percent
I live downtown	37	3.9 %
Every weekday	72	7.6 %
A few times per week	212	22.5 %
One time per week	106	11.3 %
A few times per month	197	20.9 %
One time per month	73	7.7 %
A few times per year	109	11.6 %
Almost never	128	13.6 %
Not provided	8	0.8 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q20. How often do you visit downtown? (without "not provided")

Q20. How often do you visit downtown	Number	Percent
I live downtown	37	4.0 %
Every weekday	72	7.7 %
A few times per week	212	22.7 %
One time per week	106	11.3 %
A few times per month	197	21.1 %
One time per month	73	7.8 %
A few times per year	109	11.7 %
Almost never	128	13.7 %
Total	934	100.0 %

Q22. Generally, do you think downtown Eugene is...

Q22. What do you think of downtown Eugene	Number	Percent
Improving	126	13.4 %
Staying the same	363	38.5 %
Getting worse	340	36.1 %
Don't know	113	12.0 %
Total	942	100.0 %

(WITHOUT "DON'T KNOW")

Q22. Generally, do you think downtown Eugene is... (without "don't know")

Q22. What do you think of downtown Eugene	Number	Percent
Improving	126	15.2 %
Staying the same	363	43.8 %
Getting worse	340	41.0 %
Total	829	100.0 %

Q23. Regarding public safety, using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=942)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q23-1. In Eugene overall	10.7%	44.9%	25.6%	13.6%	2.8%	2.4%
Q23-2. When walking alone in your neighborhood during the day	52.2%	35.5%	7.5%	2.2%	1.0%	1.6%
Q23-3. When walking alone in your neighborhood at night	18.3%	34.4%	19.4%	17.7%	5.6%	4.6%
Q23-4. Visiting downtown Eugene	5.6%	23.2%	28.6%	26.2%	12.7%	3.6%
Q23-5. Visiting the park nearest your home	29.0%	40.0%	18.0%	7.3%	2.0%	3.6%
Q23-6. About the security of your personal property	10.3%	36.1%	25.8%	18.3%	8.1%	1.5%
Q23-7. When driving, biking, walking or rolling on City streets, sidewalks & paths	8.6%	38.1%	29.5%	15.7%	4.7%	3.4%

(WITHOUT "DON'T KNOW")

Q23. Regarding public safety, using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=942)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q23-1. In Eugene overall	11.0%	46.0%	26.2%	13.9%	2.8%
Q23-2. When walking alone in your neighborhood during the day	53.1%	36.0%	7.7%	2.3%	1.0%
Q23-3. When walking alone in your neighborhood at night	19.1%	36.0%	20.4%	18.6%	5.9%
Q23-4. Visiting downtown Eugene	5.8%	24.1%	29.6%	27.2%	13.2%
Q23-5. Visiting the park nearest your home	30.1%	41.5%	18.7%	7.6%	2.1%
Q23-6. About the security of your personal property	10.5%	36.6%	26.2%	18.5%	8.2%
Q23-7. When driving, biking, walking or rolling on City streets, sidewalks & paths	8.9%	39.5%	30.5%	16.3%	4.8%

Q25. Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same?

Q25. To what extent have your feelings of safety in our community increased, decreased or stayed the same over last 12 months

	Number	Percent
Decreased a lot	92	9.8 %
Decreased some	227	24.1 %
Stayed the same	525	55.7 %
Increased some	53	5.6 %
Increased a lot	20	2.1 %
Not provided	25	2.7 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q25. Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same? (without "not provided")

Q25. To what extent have your feelings of safety in our community increased, decreased or stayed the same over last 12 months

	Number	Percent
Decreased a lot	92	10.0 %
Decreased some	227	24.8 %
Stayed the same	525	57.3 %
Increased some	53	5.8 %
Increased a lot	20	2.2 %
Total	917	100.0 %

Q30. Please tell us about your sex, gender, gender identity, and/or sexual orientation.

Q30. Your gender identity	Number	Percent
Female	429	45.5 %
Male	423	44.9 %
Non-binary	14	1.5 %
Heterosexual	250	26.5 %
Lesbian	17	1.8 %
Gay	9	1.0 %
Bisexual	31	3.3 %
Transgender	12	1.3 %
Queer	33	3.5 %
Another	4	0.4 %
Decline to answer	42	4.5 %
Total	1264	

(WITHOUT "DECLINE TO ANSWER")

Q30. Please tell us about your sex, gender, gender identity, and/or sexual orientation. (without "decline to answer")

Q30. Your gender identity	Number	Percent
Female	429	47.7 %
Male	423	47.0 %
Heterosexual	250	27.8 %
Queer	33	3.7 %
Bisexual	31	3.4 %
Lesbian	17	1.9 %
Non-binary	14	1.6 %
Transgender	12	1.3 %
Gay	9	1.0 %
Another	4	0.4 %
Total	1222	

Q30-10. Self-describe your gender identity:

Q30-10. Self-describe your gender identity	Number	Percent
Agender, Asexual	1	25.0 %
Genderfluid & Pansexual	1	25.0 %
Female, Asexual	1	25.0 %
Pansexual	1	25.0 %
Total	4	100.0 %

Q31. Which of the following best describes your race/ethnicity?

Q31. Your race/ethnicity	Number	Percent
Asian	35	3.7 %
Black, African or African American	17	1.8 %
American Indian or Alaska Native	8	0.8 %
White	741	78.7 %
Native Hawaiian or Pacific Islander	4	0.4 %
Hispanic, Latino/a/x, or Caribbean	106	11.3 %
Middle Eastern or North African	7	0.7 %
I decline to answer this question	47	5.0 %
Other	10	1.1 %
Total	975	

(WITHOUT "I DECLINE TO ANSWER THIS QUESTION")

Q31. Which of the following best describes your race/ethnicity? (without "I decline to answer this question")

Q31. Your race/ethnicity	Number	Percent
White	741	82.8 %
Hispanic, Latino/a/x, or Caribbean	106	11.8 %
Asian	35	3.9 %
Black, African or African American	17	1.9 %
Other	10	1.1 %
American Indian or Alaska Native	8	0.9 %
Middle Eastern or North African	7	0.8 %
Native Hawaiian or Pacific Islander	4	0.4 %
Total	928	

Q31-9. Self-describe your race/ethnicity:

Q31-9. Self-describe your race/ethnicity	Number	Percent
Mixed	2	25.0 %
Scottish	1	12.5 %
European American	1	12.5 %
Irish	1	12.5 %
Multiple	1	12.5 %
African/White	1	12.5 %
Jewish	1	12.5 %
Total	8	100.0 %

Q32. Please tell us if you live with a disability.

Q32. Do you live with a disability	Number	Percent
Yes	176	18.7 %
No	713	75.7 %
Not provided	53	5.6 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q32. Please tell us if you live with a disability. (without "not provided")

Q32. Do you live with a disability	Number	Percent
Yes	176	19.8 %
No	713	80.2 %
Total	889	100.0 %

Q33. Please tell us in what way your ability is impacted.

Q33. In what way your ability is impacted	Number	Percent
Physical	97	55.1 %
Visual	24	13.6 %
Hearing	36	20.5 %
Cognitive or learning	29	16.5 %
Mental or emotional	56	31.8 %
Another	10	5.7 %
I decline to answer this question	22	12.5 %
Total	274	

(WITHOUT "I DECLINE TO ANSWER THIS QUESTION")

Q33. Please tell us in what way your ability is impacted. (without "I decline to answer this question")

Q33. In what way your ability is impacted	Number	Percent
Physical	97	63.0 %
Mental or emotional	56	36.4 %
Hearing	36	23.4 %
Cognitive or learning	29	18.8 %
Visual	24	15.6 %
Another	10	6.5 %
Total	252	

Q34. What is your age?

Q34. Your age	Number	Percent
18-34	174	18.5 %
35-44	180	19.1 %
45-54	177	18.8 %
55-64	170	18.0 %
65+	178	18.9 %
Not provided	63	6.7 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q34. What is your age? (without "not provided")

Q34. Your age	Number	Percent
18-34	174	19.8 %
35-44	180	20.5 %
45-54	177	20.1 %
55-64	170	19.3 %
65+	178	20.3 %
Total	879	100.0 %

Q35. Which of the following best describes your employment status?

Q35. Your employment status	Number	Percent
Employed full-time	473	50.2 %
Employed part-time & seeking additional work	21	2.2 %
Employed part-time & not seeking additional work	97	10.3 %
Unemployed & seeking work	20	2.1 %
Unemployed & not seeking work	18	1.9 %
Retired	237	25.2 %
Student	24	2.5 %
Total	890	

Q36. Would you say your total annual household income is...

Q36. Your total annual household income	Number	Percent
Under \$30K	120	12.7 %
\$30K to \$49,999	136	14.4 %
\$50K to \$74,999	139	14.8 %
\$75K to \$99,999	132	14.0 %
\$100K+	256	27.2 %
I decline to answer this question	159	16.9 %
Total	942	100.0 %

(WITHOUT "I DECLINE TO ANSWER THIS QUESTION")

Q36. Would you say your total annual household income is... (without "I decline to answer this question")

Q36. Your total annual household income	Number	Percent
Under \$30K	120	15.3 %
\$30K to \$49,999	136	17.4 %
\$50K to \$74,999	139	17.8 %
\$75K to \$99,999	132	16.9 %
\$100K+	256	32.7 %
Total	783	100.0 %

Q37. Approximately, how many years have you lived in Eugene?

Q37. How many years have you lived in Eugene	Number	Percent
0-5	129	13.7 %
6-10	126	13.4 %
11-15	71	7.5 %
16-20	57	6.1 %
21-30	159	16.9 %
31+	334	35.5 %
Not provided	66	7.0 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q37. Approximately, how many years have you lived in Eugene? (without "not provided")

Q37. How many years have you lived in Eugene	Number	Percent
0-5	129	14.7 %
6-10	126	14.4 %
11-15	71	8.1 %
16-20	57	6.5 %
21-30	159	18.2 %
31+	334	38.1 %
Total	876	100.0 %

Q38. Why did you originally move to Eugene?

Q38. Why did you originally move to Eugene	Number	Percent
To live closer to family and/or friends	242	25.7 %
For work	282	29.9 %
Quality of public schools	46	4.9 %
Higher education	190	20.2 %
Outdoor & recreational opportunities	254	27.0 %
Arts & culture	117	12.4 %
Proximity to the ocean	124	13.2 %
Feeling of safety	73	7.7 %
Cost of living	112	11.9 %
Have lived here my entire life	95	10.1 %
Personal preferences or values	208	22.1 %
Other	119	12.6 %
Total	1862	

Q39. Do you own or rent your current residence?

Q39. Do you own or rent your current residence	Number	Percent
Own	565	60.0 %
Rent	341	36.2 %
Live with family or friends	8	0.8 %
Other	1	0.1 %
Not provided	27	2.9 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q39. Do you own or rent your current residence? (without "not provided")

Q39. Do you own or rent your current residence	Number	Percent
Own	565	61.7 %
Rent	341	37.3 %
Live with family or friends	8	0.9 %
Other	1	0.1 %
Total	915	100.0 %

Q39-4. Other:

Q39-4. Other	Number	Percent
Senior park with space rent & property taxes	1	100.0 %
Total	1	100.0 %

Q40. Which of the following is the highest level of education you have completed?

Q40. Highest level of education you have completed	Number	Percent
Less than high school graduate	17	1.8 %
High school diploma or equivalent (GED)	163	17.3 %
Special/technical training (not college)	88	9.3 %
Some college (no degree)	109	11.6 %
Associate's degree	79	8.4 %
Bachelor's degree	237	25.2 %
Graduate/professional degree (Master's, PhD, Juris Doctor, etc.)	208	22.1 %
Not provided	41	4.4 %
Total	942	100.0 %

(WITHOUT "NOT PROVIDED")

Q40. Which of the following is the highest level of education you have completed? (without "not provided")

Q40. Highest level of education you have completed	Number	Percent
Less than high school graduate	17	1.9 %
High school diploma or equivalent (GED)	163	18.1 %
Special/technical training (not college)	88	9.8 %
Some college (no degree)	109	12.1 %
Associate's degree	79	8.8 %
Bachelor's degree	237	26.3 %
Graduate/professional degree (Master's, PhD, Juris Doctor, etc.)	208	23.1 %
Total	901	100.0 %



5 Survey Instrument



May 2025

Dear Eugene Resident,

In 2022, the City of Eugene re-established the Eugene Community Survey as part of our plan to increase community input and engagement in our strategic planning and budgeting process. Following that, the Eugene City Council adopted the 2023-2026 Strategic Plan that helped us focus our priorities on the issues that mattered most to the Eugene community.

While the City is currently in the midst of tackling numerous challenges, including a General Fund budget deficit and impacts to important City programs and services, we continue to remain focused on the future – in particular, the future that our community wants for Eugene. Your feedback will be instrumental in informing the City Council's strategic and budget priorities as the City begins to plan for the 2027-2029 biennium and beyond.

Your household was one of a limited number selected at random to receive this survey, and your participation is critical to making the survey a success. The survey should take about 10 - 15 minutes to complete and I acknowledge that this is time you may need to get through your day. I hope you will see the value in us hearing your voice and I greatly appreciate the investment of your time.

Importantly, the information you share with us will be kept confidential and no individual responses will be shared. Your participation will help us understand community member priorities and how we can serve you, and all of Eugene in the years to come.

We have selected ETC Institute, a group specializing in market research and surveys, to administer this survey for us. **Please return your survey or complete it online sometime during the next week.** Staff will present the results to City leadership in early Fall.

Your printed survey can be returned in the enclosed postage-paid envelope addressed to:
ETC Institute,
725 W. Frontier Circle,
Olathe, Kansas, 66061

If you would prefer to take the survey online, please visit eugenesurvey.org.

If you have any questions about the survey, please contact Jason Dedrick with the City of Eugene at jderrick@eugene-or.gov. Thank you 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



2025 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 understand your experience of the community and how it can inform our priorities. If you have questions, please contact Jason Dedrick at jderrick@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. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. I feel emotionally connected to Eugene	5	4	3	2	1	9
02. People in Eugene welcome and include me in activities	5	4	3	2	1	9
03. I am unable to influence decision-making in Eugene	5	4	3	2	1	9
04. I feel unable to be my whole and authentic self with people in Eugene	5	4	3	2	1	9
05. People in Eugene value me and my contributions	5	4	3	2	1	9
06. My relationships with others in Eugene are as satisfying as I want them to be	5	4	3	2	1	9
07. I feel like an "insider" who understands how Eugene works	5	4	3	2	1	9
08. I am comfortable expressing my opinions in Eugene	5	4	3	2	1	9
09. I am treated as "less than" other residents in Eugene	5	4	3	2	1	9
10. When interacting with people in Eugene, I feel like I truly belong	5	4	3	2	1	9

6. In general, in which of the following places or spaces do you feel like you belong? Mark all the ones that apply to you.

- ☐ (01) The community where you live ☐ (05) Online, gaming, or social media spaces
☐ (02) Where you are from/where you grew up ☐ (06) Outdoor spaces or in nature
☐ (03) Your school ☐ (07) Prefer to self-describe: _____
☐ (04) Your workplace

7. Tell us about your positive experiences related to your sense of belonging in Eugene.

8. Tell us about your negative experiences related to your sense of belonging in Eugene.

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

10. 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

11. 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

12. How important is it to you that our community has the following attributes?

How important is it for our community 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
22. A vibrant downtown	5	4	3	2	1	9
23. Resilience to natural and human-caused disasters	5	4	3	2	1	9
24. Reliable response of fire and emergency medical services	5	4	3	2	1	9
25. Reliable response of police services	5	4	3	2	1	9

13. How do you feel that local governmental entities have delivered on the following attributes?

How has local 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
22. A vibrant downtown	5	4	3	2	1	9
23. Resilience to natural and human-caused disasters	5	4	3	2	1	9
24. Reliable response of fire and emergency medical services	5	4	3	2	1	9
25. Reliable response of police services	5	4	3	2	1	9

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

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

15. What is the reason for your response to Question 14 above? _____**16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction?**

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

17. What is the reason for your response to Question 16 above? _____**18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?**

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

19. What is the reason for your response to Question 18 above? _____**20. How often do you visit downtown?** *[Link to access the City's Downtown webpage and then select "Downtown Eugene Map" from the Quick Links: www.eugene-or.gov/791/Downtown]*

____(1) I live downtown ____ (4) One time per week ____ (7) A few times per year
 ____ (2) Every weekday ____ (5) A few times per month ____ (8) Almost never
 ____ (3) A few times per week ____ (6) One time per month

21. What would encourage you to visit downtown more frequently? _____

22. Generally, do you think downtown Eugene is...

____(3) Improving ____ (2) Staying the same ____ (1) Getting worse ____ (9) Don't know

23. Regarding public safety, using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In Eugene overall	5	4	3	2	1	9
2. When walking alone in your neighborhood during the day	5	4	3	2	1	9
3. When walking alone in your neighborhood at night	5	4	3	2	1	9
4. Visiting downtown Eugene	5	4	3	2	1	9
5. Visiting the park nearest your home	5	4	3	2	1	9
6. About the security of your personal property	5	4	3	2	1	9
7. When driving, biking, walking or rolling on City streets, sidewalks and paths	5	4	3	2	1	9

24. Reflecting on a time or place where you felt very safe in public, what aspects of Eugene make you feel less safe in comparison?

25. Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same?

____ (1) Decreased a lot ____ (3) Stayed the same ____ (5) Increased a lot
 ____ (2) Decreased some ____ (4) Increased some

26. What is the most important action the City of Eugene can take to improve your sense of safety in Eugene?

27. 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: _____

28. 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: _____

29. 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

The data collected in this demographic section will help us improve our services and programs and who they reach. It can also inform policies and initiatives that will enhance equity and inclusion in Eugene. All demographic information provided below will be kept confidential. It will only be used for statistical analysis and with results presented in an aggregated, anonymized format.

30. Please tell us about your sex, gender, gender identity, and/or sexual orientation. [Check all that apply.]

- | | | |
|--|---|---|
| ☐ (01) Female | ☐ (05) Lesbian | ☐ (09) Queer |
| ☐ (02) Male | ☐ (06) Gay | ☐ (10) Another: _____ |
| ☐ (03) Non-binary | ☐ (07) Bisexual | ☐ (11) Decline to answer |
| ☐ (04) Heterosexual | ☐ (08) Transgender | |

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

- | | |
|---|--|
| ☐ (01) Asian | ☐ (06) Hispanic, Latino/a/x, or Caribbean |
| ☐ (02) Black, African or African American | ☐ (07) Middle Eastern or North African |
| ☐ (03) Native American or Alaska Native | ☐ (88) I decline to answer this question |
| ☐ (04) White | ☐ (99) Another: _____ |
| ☐ (05) Native Hawaiian or Pacific Islander | |

32. Please tell us if you live with a disability. ☐ (1) Yes ☐ (2) No

33. Please tell us in what way your ability is impacted. You may select all that apply AND enter additional details in the space provided.

- | | |
|--|--|
| ☐ (1) Physical | ☐ (5) Mental or emotional |
| ☐ (2) Visual | ☐ (6) Another: _____ |
| ☐ (3) Hearing | ☐ (7) I decline to answer this question |
| ☐ (4) Cognitive or learning | |

34. What is your age? _____ years

35. Which of the following best describes your employment status? [Check all that apply.]

- | | |
|---|--|
| ☐ (1) Employed full-time | ☐ (5) Unemployed and not seeking work |
| ☐ (2) Employed part-time and seeking additional work | ☐ (6) Retired |
| ☐ (3) Employed part-time and not seeking additional work | ☐ (7) Student |
| ☐ (4) Unemployed and seeking work | |

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

- | | | |
|---|---|--|
| ☐ (1) Under \$30,000 | ☐ (3) \$50,000 to \$74,999 | ☐ (5) \$100,000 or more |
| ☐ (2) \$30,000 to \$49,999 | ☐ (4) \$75,000 to \$99,999 | ☐ (6) I decline to answer this question |

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

38. Why did you originally move to Eugene? [Check all that apply.]

- | | |
|---|--|
| ☐ (01) To live closer to family and/or friends | ☐ (07) Proximity to the ocean |
| ☐ (02) For work | ☐ (08) Feeling of safety |
| ☐ (03) Quality of public schools | ☐ (09) Cost of living |
| ☐ (04) Higher education | ☐ (10) Have lived here my entire life |
| ☐ (05) Outdoor and recreational opportunities | ☐ (11) Personal preferences or values |
| ☐ (06) Arts and culture | ☐ (12) Other: _____ |

39. Do you own or rent your current residence?

- ☐ (1) Own ☐ (3) Live with family or friends
☐ (2) Rent ☐ (4) Other: _____

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

- ☐ (1) Less than high school graduate ☐ (5) Associate's degree
☐ (2) High school diploma or equivalent (GED) ☐ (6) Bachelor's degree
☐ (3) Special/Technical training (not college) ☐ (7) Graduate/Professional degree (Master's, PhD, Juris
☐ (4) Some college (no degree) Doctor, etc.)

41. The City will be conducting focus groups with a small number of community members to help us better understand survey results and community sentiment. If you would be interested in participating in a meeting sometime later this Summer, please provide your e-mail address below, noting that we will keep this information separate from your survey results.

Email address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
 The information to the right will ONLY be used to
 help identify the priorities in your area. Thank you!

Attachment B**2025 Representative Survey Qualitative Response Results**

The tables and data below represent the results for the open-ended (qualitative) questions that were included in the 2025 Representative Survey instrument. For each of the questions below, respondents were able to write or type in their response. It is important to note that not every respondent provided a response and some responses addressed multiple issues and were coded into several categories. For this reason, the sample size (or “n” – number of respondents) is not provided for these tables.

Question 7 – Tell us about your positive experiences related to your sense of belonging in Eugene

Response	# of Responses
Friendliness of local people	78
Friends and community connections	69
Eugene is home, grew up here	55
Friendly neighbors and neighborhood	52
Activism and vague alignment (progressive city)	50
Cultural offerings	48
City parks	48
Acceptance of diversity (opinions, lifestyle, people)	42
Saturday and Farmer's market	34
Nature and open spaces	34
Volunteering opportunities	28
Biking	28
Church community	27
Outdoor activities	26
Community centers and recreation activities	25
Trail network (running, biking)	24
Sporting events (Mostly UO sports)	22
University of Oregon	20
Great place for raising children	19
Walking	17
LGBTQ+ acceptance	16
Work community	14
Social clubs	13
Community festivals	13
Restaurants and food carts	13
Family connections	12
Right size of the city	12
Public library	12
Easy to drive around	11
Arts	10
YMCA	10

Response	# of Responses
Nonprofits and community support	10
Local stores	9
Local schools	8
Location of Eugene	8
Access to the river	8
Hiking	7
Eugene Police	6
Safety	6
Local news	6
Community gardening	5
Government engagement	5
5th Street Market	4
Transit system	3
Environmental stewardship	3
CAHOOTS service	2
Local airport	2
Downtown	1
Kidsports	1
Kutsinhira cultural center	1
Local gyms	1
Lane Community College	1
Garage sales	1
Accessibility	1
Eugene Hotel	1

Question 8 – Tell us about your negative experiences related to your sense of belonging in Eugene

Response	# of Responses
Too many unhoused people and negative behaviors	150
Crime, violence, threat of	78
It is too expensive to live in Eugene	54
Government is not responsive to my needs	50
Eugene is too liberal for me	41
Downtown is unsafe	28
Trash and graffiti	27
Can't find friends, fit in with community	24
Unsafe driving	22
Political divisiveness	20
Being discriminated against	19
People are unfriendly	16
Lack of diversity	14
Lack of accessibility	11
Lack of support for unhoused people	10

Response	# of Responses
Unwelcoming behavior of people with conservative political views	9
Too much attention and investment in South Eugene	9
Lack of health services	8
Being harassed because of my identity	7
Anti-growth sentiment	7
Lack of events and activities that I enjoy	7
Eugene is getting too big, too dense	7
Excess of influence by the University of Oregon	7
Issues with police officers	7
Suspension of CAHOOTS services	6
Decaying infrastructure	4
Seasonal affective disorder	2
Too much noise	1

Question 9 – What is the most important action the City of Eugene can take to improve the quality of life in the community?

Response	# of Responses
Homelessness (general)	131
Homelessness (more support for)	119
Ineffectiveness of city government	77
Livability	63
Housing affordability	59
Homelessness (less support for)	49
Maintain existing assets	35
Crime/safety	34
Transportation (roads, sidewalks, etc.)	32
Unable to determine intent of response	29
Economic development, wages, jobs	22
Housing (general)	18
Sanitation (garbage, debris, public health)	9
Hospital/medical services	9
Drugs (impacts, resources for)	7
Mental health (impacts, treatment needs)	7
Rent issues (protections, availability, etc.)	7
Climate/resiliency	6

Question 15 – What is the reason for your response to Question 14? (Question 14 – Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?)

A. Respondents Who Indicated “Right Direction” on Question 14

Response	# of Responses
New affordable or permanent supported housing	31
Basic services being provided	27
More support for non-profit services	16
Camping in public (improved)	15
Government is trying, with some progress	15
Other or non-specific reason	16

Question 15 – What is the reason for your response to Question 14? (Question 14 – Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?)

B. Respondents Who Indicated “Wrong Direction” on Question 14

Response	# of Responses
Large/increasing number of unhoused individuals	64
Affordable or Permanent Supported Housing	55
Actions taken have been ineffective	48
Sanitation	45
Safety issues (including for the unhoused)	44
Crime	36
Camping in public	36
Unhoused being enabled/rules not enforced	35
More support for non-profit services	33
Drugs (too many, concern for unhoused)	25
Unhoused attracted to Eugene by policies	24
Not addressing root causes	18
Not enough basic services	13
Livability concerns	12
Downtown concerns	7
More unhoused personal investment in improvement	6
Business impacts	6
Mental health needs	5

Response	# of Responses
Panhandling	5
Not enough compassion (stop moving unhoused)	4
Elimination of CAHOOTS	4
Too much money spent on homelessness	4
Other or non-specific reason	7

Question 15 – What is the reason for your response to Question 14? (Question 14 – Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?)

C. Respondents Who Indicated “Don’t Know” on Question 14

Response	# of Responses
Large/increasing number of unhoused individuals	11
Action ineffectiveness	5
Not addressing root causes	5
Basic services being provided	4
Camping in public	4
Unclear what is being done	4
Not enough compassion (stop moving unhoused)	3
More support for non-profit services	3
New affordable or permanent supported housing	2
Drugs	2
Mental health	2
Sanitation	2
Other or non-specific reason	20

Question 17 – What is the reason for your response to Question 16? (Question 16 - Regarding the City’s efforts to mitigate the impacts of unsheltered homelessness, all things considered, would you say that those efforts are headed in the right direction or the wrong direction?)

A. Respondents Who Indicated “Right Direction” on Question 16

Response	# of Responses
New affordable or permanent supported housing	37
Basic services being provided	32
Government is trying, with some progress	26
Decreasing number of unhoused	15
Camping in public (improved)	9
Sanitation	8

Response	# of Responses
Providing support, compassion for unhoused	8
Unclear what is being done	4
More funding needed	4
Crime	2
Safety	2
Mental health needs	1
Other/unable to determine intent	17

Question 17 – What is the reason for your response to Question 16? (Question 16 - Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, all things considered, would you say that those efforts are headed in the right direction or the wrong direction?)

B. Respondents Who Indicated "Wrong Direction" on Question 16

Response	# of Responses
Large/increasing number of unhoused individuals	67
Action ineffectiveness	41
Not addressing root causes	32
Affordable or permanent supported housing	31
Sanitation	26
Too much money spent on homelessness	26
Elimination of CAHOOTS	25
Unhoused being enabled, rules not enforced	25
Not enough basic services	23
Crime	22
Unclear what is being done	19
Unhoused attracted to Eugene by policies	18
Camping in public	18
Drugs (too many, concern for unhoused)	18
Safety issues (including for the unhoused)	14
Mental health needs	12
More support for non-profit services	12
Not enough compassion (stop moving unhoused)	9
More unhoused personal investment in improvement	6
Panhandling	4
Downtown concerns	2
Business impacts	1
Other/unable to determine intent	31

Question 17 – What is the reason for your response to Question 16? (Question 16 - Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, all things considered, would you say that those efforts are headed in the right direction or the wrong direction?)

C. Respondents Who Indicated “Don’t Know” on Question 16

Response	# of Responses
Unclear what is being done	59
Large/increasing number of unhoused individuals	22
Actions taken have been ineffective	8
Not enough basic services	7
Drugs	6
Mental health needs	5
Affordable or permanent supportive housing	4
Sanitation	4
More support for non-profit services	3
Elimination of Cahoots	3
Camping in public	3
Business impacts	2
Too much money spent on homelessness	1
Unhoused attracted to Eugene by policies	1
Downtown concerns	1
Unhoused being enabled/rules not enforced	1
Not enough compassion (stop moving unhoused)	1
Not addressing root causes	1
Other/unable to determine intent	20

Question 19 – What is the reason for your response to Question 18? (Question 18 – Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?)

A. Respondents Who Indicated “Right Direction” on Question 18

Response	# of Responses
Building more densely, different housing types	78
Actions taken have been effective	27
Affordable housing or Permanent Supportive Housing	16
Unhoused issues	6
Renter protections, rental housing	2
Urban growth boundary	1
Other	9

Question 19 – What is the reason for your response to Question 18 above? (Question 18 – Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?)(Survey respondents could write/type in their answer to this question)

B. Respondents Who Indicated “Wrong Direction” on Question 18

Response	# of Responses
Housing costs and affordability	228
Different housing mix	69
Action ineffectiveness	46
Building density, quality	24
Unhoused issues	14
Urban growth boundary	14
Renter protections, rental housing	10
Safety concerns	2
Other	30

Question 19 – What is the reason for your response to Question 18 above? (Question 18 – Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?)(Survey respondents could write/type in their answer to this question)

C. Respondents Who Indicated “Don’t Know” on Question 18

Response	# of Responses
Housing costs and affordability	27
Unaware of any actions	23
Action ineffectiveness	18
Building density, quality	10
Unhoused issues	5
Action effectiveness	5
Housing mix	5
Renter protections, rental housing	1
Economic development	1
Urban growth boundary	1
Safety concerns	1
Other	12

Question 21 – What would encourage you to visit downtown more frequently?

Response	# of Responses
Increased sense of safety	190
Fewer unhoused individuals	181
Retail opportunities – more, better, diverse	140
Parking – free, more, easier	128
Cleaner environment	88
Food – more, better, diverse	75
Events and cultural programming - more	72
Nothing	66
Less drug use	56
More people, activity, vibrancy	38
Less expensive options/more financial resources	28
More police presence	22
Fewer cars/improved walking conditions	22
Fewer panhandling	21
More family activities	20
Reduced harassment	18
Improved vehicle circulation, less traffic	16
Reduced mental health concerns	16
Increased transit options	14
More nightlife	11
Improved spaces (Park Blocks, etc.)	10
Improved cycling conditions	10
Entertainment venues – more, better, cheaper	8
Reduced vacant buildings	8
Improved accessibility	7
Improved green space/trees	6
Increased art	6
Aesthetic improvements	5
Reduced drinking establishments	4
Longer business hours	4
Other	14

Question 24 – Reflecting on a time or place where you felt very safe in public, what aspects of Eugene make you feel less safe in comparison?

Response	# of Responses
Homelessness and encampments	284
Public harassment and aggression	168
Mental health and erratic behavior	166
Generalized anxiety/perception of threats	163
Open drug use and paraphernalia	158
Specific unsafe areas	138
Property and petty crime	96
Perceived lack of governance	88
Traffic and pedestrian hazards	80
Lack of law enforcement presence	70
Poor lighting and visibility	63
General decline of public spaces	50
Private property neglect	46
Trash and graffiti	38
Targeted harassment; identity-based threat	23
Problematic youth behavior	11

Question 26 – What is the most important action the City of Eugene can take to improve your sense of safety in Eugene?

Response	# of Responses
Increase law enforcement presence and action	255
Address homelessness directly	247
Expand/restore crisis, mental health, addiction services	148
Reduce open drug use and public intoxication	103
Tougher penalties for crime	90
Restrict or regulate panhandling and camping	73
Clean up/beautify public spaces	50
Address traffic safety and aggressive driving	41
Promote equity, diversity and protection for vulnerable groups	29
Improve lighting, visibility and physical infrastructure	29
Community engagement and neighborhood watch	28
Economic development, employment	10
Public facilities and accessibility	5
Other or non-specific reason	22

Question 27 – What are your most urgent concerns for Eugene in the next year?**A. Total responses (combination of #1, #2 and #3 concerns)**

Response	# of Responses
Homelessness (general)	392
Crime/safety	209
City budget/taxes	165
Housing affordability	149
Transportation (roads, sidewalks, etc.)	143
Livability	114
Maintain existing assets	109
Housing (general)	108
Drugs (impacts, resources for)	101
Police (more/less funding or presence)	97
Ineffectiveness of city government	87
Education/support for schools	85
Economic activity	85
Sanitation (garbage, debris, public health)	77
Climate (natural gas, electrification, fires, etc.)	72
Cost of living/affordability	69
Mental health (impacts, treatment needs)	68
Access to health care	60
Political commentary	52
Downtown/business development	40
Homelessness (more support)	17
Development infrastructure/urban growth boundary	12
Disaster preparedness	3
Homelessness (less support)	2

Question 27 – What are your most urgent concerns for Eugene in the next year?**B. Number one concern for Eugene in the next year**

Response	# of Responses
Homelessness (general)	240
Crime/safety	83
City budget/taxes	63
Housing affordability	58
Housing (general)	53
Transportation (roads, sidewalks, etc.)	40
Livability	36
Ineffectiveness of city government	36
Drugs (impacts, resources for)	34
Maintain existing assets	27
Police (more/less funding or presence)	24
Access to health care	21
Education/support for schools	20
Economic activity	18
Cost of living/affordability	18
Mental health (impacts, treatment needs)	17
Climate (natural gas, electrification, fires, etc.)	16
Political commentary	16
Sanitation (garbage, debris, public health)	15
Downtown/business development	12
Development infrastructure/urban growth boundary	2
Disaster preparedness	2

Question 27 – What are your most urgent concerns for Eugene in the next year?

C. Number two concern for Eugene in the next year

Response	# of Responses
Homelessness (general)	111
Crime/safety	69
Maintain existing assets	56
City budget/taxes	53
Housing affordability	51
Drugs (impacts, resources for)	46
Transportation (roads, sidewalks, etc.)	44
Police (more/less funding or presence)	42
Mental health (impacts, treatment needs)	41
Housing (general)	35
Economic activity	29
Livability	28
Education/support for schools	28
Sanitation (garbage, debris, public health)	25
Ineffectiveness of city government	23
Climate (natural gas, electrification, fires, etc.)	23
Cost of living/affordability	23
Access to health care	16
Downtown/business development	13
Homelessness (more support)	11
Development infrastructure/urban growth boundary	9
Political commentary	9

Question 27 – What are your most urgent concerns for Eugene in the next year?**D. Number three concern for Eugene in the next year**

Response	# of Responses
Transportation (roads, sidewalks, etc.)	59
Crime/safety	57
Livability	50
City budget/taxes	49
Homelessness (general)	41
Housing affordability	40
Economic activity	38
Education/support for schools	37
Sanitation (garbage, debris, public health)	37
Climate (natural gas, electrification, fires, etc.)	33
Police (more/less funding or presence)	31
Ineffectiveness of city government	28
Cost of living/affordability	28
Political commentary	27
Maintain existing assets	26
Access to health care	23
Drugs (impacts, resources for)	21
Housing (general)	20
Downtown/business development	15
Mental health (impacts, treatment needs)	10
Homelessness (more support)	6
Homelessness (less support)	2
Development infrastructure/urban growth boundary	1
Disaster preparedness	1

Question 28 – What are your most urgent concerns for Eugene in the next 3 to 5 years?**A. Total responses (combination of #1, #2 and #3 concerns)**

Response	# of Responses
Homelessness (general)	259
City budget/taxes	199
Housing affordability	163
Crime/safety	145
Livability	135
Economic activity	134
Transportation (roads, sidewalks, etc.)	130
Housing (general)	121
Education/support for schools	98
Climate (natural gas, electrification, fires, etc.)	95
Drugs (impacts, resources for)	72
Political commentary	70
Police (more/less funding or presence)	61
Cost of living/affordability	56
Access to health care	55
Sanitation (garbage, debris, public health)	42
Mental health (impacts, treatment needs)	41
Downtown/business development	40
Development infrastructure/urban growth boundary	39
Disaster preparedness	27
Fire services	26
Ineffectiveness of city government	25
Homelessness (more support)	23
Homelessness (less support)	12
Maintain existing assets	5
Unable to determine	84

Question 28 – What are your most urgent concerns for Eugene in the next 3 to 5 years?**B. Number one concern for Eugene in the next 3 to 5 years**

Response	# of Responses
Homelessness (general)	130
Housing affordability	74
Housing (general)	70
City budget/taxes	61
Economic activity	50
Crime/safety	50
Livability	35
Transportation (roads, sidewalks, etc.)	34
Climate (natural gas, electrification, fires, etc.)	29
Education/support for schools	25
Drugs (impacts, resources for)	25
Police (more/less funding or presence)	23
Political commentary	22
Access to health care	21
Development infrastructure/urban growth boundary	16
Homelessness (more support)	16
Mental health (impacts, treatment needs)	15
Downtown/business development	15
Cost of living/affordability	12
Fire services	11
Disaster preparedness	9
Ineffectiveness of city government	7
Sanitation (garbage, debris, public health)	7
Homelessness (less support)	7
Maintain existing assets	3
Unable to determine	40

Question 28 – What are your most urgent concerns for Eugene in the next 3 to 5 years?

C. Number two concern for Eugene in the next 3 to 5 years

Response	# of Responses
Homelessness (general)	90
City budget/taxes	71
Housing affordability	63
Transportation (roads, sidewalks, etc.)	58
Education/support for schools	43
Crime/safety	43
Livability	43
Climate (natural gas, electrification, fires, etc.)	40
Economic activity	33
Housing (general)	32
Drugs (impacts, resources for)	25
Sanitation (garbage, debris, public health)	20
Police (more/less funding or presence)	17
Cost of living/affordability	17
Mental health (impacts, treatment needs)	17
Political commentary	16
Access to health care	16
Downtown/business development	15
Development infrastructure/urban growth boundary	15
Disaster preparedness	10
Fire services	8
Homelessness (more support)	6
Ineffectiveness of city government	5
Homelessness (less support)	3
Maintain existing assets	1
Unable to determine	25

Question 28 – What are your most urgent concerns for Eugene in the next 3 to 5 years?**D. Number three concern for Eugene in the next 3 to 5 years**

Response	# of Responses
City budget/taxes	67
Livability	57
Crime/safety	52
Economic activity	51
Homelessness (general)	39
Transportation (roads, sidewalks, etc.)	38
Political commentary	32
Education/support for schools	30
Cost of living/affordability	27
Housing affordability	26
Climate (natural gas, electrification, fires, etc.)	26
Drugs (impacts, resources for)	22
Police (more/less funding or presence)	21
Housing (general)	19
Access to health care	18
Sanitation (garbage, debris, public health)	15
Ineffectiveness of city government	13
Downtown/business development	10
Mental health (impacts, treatment needs)	9
Development infrastructure/urban growth boundary	8
Disaster preparedness	8
Fire services	7
Homelessness (less support)	2
Homelessness (more support)	1
Maintain existing assets	1
Unable to determine	19

Question 29 – 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?

Response	# of Responses
Location and natural environment	317
People	240
Arts and culture	138
Infrastructure	131
Community	53
Uniqueness	37

Attachment C

2025 Opt-In Community Survey Preliminary Results (Engage Eugene)

Executive Summary

Introduction

The 2025 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 a supplemental opt-in online version that any community member could take. Each version of the survey contained the same questions. The report below summarizes only the results of the online, supplemental 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.

Methodology

The supplemental opt-in version of the survey reported below was posted on the City's online Engage Eugene survey platform between July 10 and August 3, 2025 and any community member was invited to participate. A total of 477 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 30 through 41. 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:

- Supplemental opt-in survey respondents were less racially and ethnically diverse than the general population. The percentage of community members who are white is 77% versus 96% of survey respondents. While 11% of Eugene is Hispanic, Spanish or Latino/a/x, only 2% of survey respondents were. It is worth noting that 11% of respondents selected that they "prefer not to answer" which complicates these comparison a bit.
- Respondents had a household income that was higher than the general population. The percentage of community members who have a household income of more than \$100,000 is 31% versus 41% 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 78% of survey respondents.

- Respondents were much more likely to reside in central or south Eugene. Residents of Wards 1 and 2 comprised 35% of the total number of respondents.

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). Open-ended question results are not included as they are still being analyzed. All percentages presented below include “don’t know” or “not provided.” The survey instrument that respondents completed online is included at the end of this document.

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

Response	Percentage
Very satisfied	29%
Somewhat satisfied	44%
Neither satisfied nor dissatisfied	8%
Somewhat dissatisfied	12%
Very dissatisfied	6%
Don’t know	1%

n = 473

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

Response	Percentage
Living comfortably	48%
Doing okay	31%
Just getting by	16%
Finding it difficult to get by	5%

n = 475

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

Response	Percentage
Much better	1%
Better	11%
About the same	24%
Worse	36%
Much worse	17%
Have not lived in the area for five or more years	11%

n = 475

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	9%	45%	18%	20%	8%	0%
Overall quality of life in my neighborhood	21%	46%	15%	12%	5%	1%
My neighborhood as a place I feel as though I belong	25%	35%	24%	10%	5%	1%
Eugene as a place to live	13%	38%	18%	19%	12%	0%
Eugene as a place to work	5%	24%	25%	20%	15%	11%
Eugene as a place I feel as though I belong	20%	34%	22%	14%	10%	0%
Eugene as a place where I have the opportunity to thrive	14%	26%	25%	21%	13%	1%
The overall direction that the City of Eugene is taking	3%	17%	22%	22%	34%	2%
Overall value that you receive for your City tax dollars and fees	4%	20%	20%	24%	30%	2%

n = 472 to 475 (varies by item)

Question 5 – To what extent do you agree or disagree with the following statements?

Response	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
I feel emotionally connected to Eugene	24%	41%	16%	12%	7%	0%
People in Eugene welcome and include me in activities	20%	38%	24%	11%	6%	1%
I am unable to influence decision-making in Eugene	24%	27%	23%	14%	9%	3%
I feel unable to be my whole and authentic self with people in Eugene	8%	17%	17%	33%	24%	1%
People in Eugene value me and my contributions	7%	38%	33%	11%	7%	4%
My relationships with others in Eugene are as satisfying as I want them to be	9%	45%	24%	16%	5%	1%
I feel like an “insider” who understands how Eugene works	9%	25%	26%	26%	13%	1%
I am comfortable expressing my opinions in Eugene	16%	44%	17%	13%	10%	0%
I am treated as “less than” other residents in Eugene	5%	8%	20%	38%	27%	2%
When interacting with people in Eugene, I feel like I truly belong	9	36	32	15	7	1

n = 470 to 475 (varies by item)

Question 6 – In general, in which of the following places or spaces do you feel like you belong? Mark all the ones that apply to you.

Response	Percentage
Outdoor spaces or in nature	76%
The community where you live	61%
Your workplace	38%
Where you are from/where you grew up	30%
Online, gaming, or social media spaces	10%
Your school	7%
Prefer to self-describe	11%

n = 457

Question 7 – Tell us about your positive experiences related to your sense of belonging in Eugene?

(Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 8 – Tell us about your negative experiences related to your sense of belonging in Eugene?

(Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 9 – 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)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 10 – 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	5%
Some confidence	26%
Not much confidence	33%
No confidence	32%
Not sure	4%

n = 476

Question 11 – 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	8%
Some confidence	38%
Not much confidence	26%
No confidence	22%
Not sure	6%

n = 473

Question 12 – 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	63%	22%	11%	2%	1%	0%
Housing options near where I work	22%	17%	24%	21%	9%	7%
Quality K-12 Education	76%	17%	4%	1%	1%	1%
After-school and childcare programs	50%	29%	12%	5%	2%	2%
Sense of personal safety	76%	18%	4%	1%	0%	1%
Diversity, equity and inclusion	43%	21%	15%	9%	11%	1%
Sense of community	42%	38%	16%	2%	1%	1%
Cleanliness of public spaces	60%	31%	8%	0%	1%	0%
Events, social activities, and recreation opportunities	36%	40%	20%	2%	2%	0%
Arts and culture institutions	39%	33%	21%	5%	2%	0%
Leadership in addressing and adapting to climate change	42%	21%	15%	12%	9%	1%
Parks, public spaces and open spaces	66%	26%	6%	1%	1%	0%
Accessible and timely waste management	47%	43%	8%	1%	1%	1%
Safe and accessible biking and walking infrastructure	51%	28 %	16%	4%	1%	0%
Safe and well-maintained streets	52%	40%	7%	1%	0%	0%
Reliable and frequent public transit system	34%	31%	25%	5%	4%	1%
Smooth traffic flow on major streets	32%	39%	23%	5%	1%	0%
Parking availability	21%	32%	35%	9%	3%	0%
Availability of jobs for my skillset and income needs	32%	33%	15%	8%	6%	6%
Career opportunities for the next generation	50%	36%	11%	1%	1%	1%
A healthy natural environment	59%	30%	9%	1%	1%	1%

Response	Very Important	Important	Somewhat Important	Not Important	Not at All Important	Don't Know
A vibrant downtown	31%	38%	22%	7%	2%	1%
Resilience to natural and human-caused disasters	45%	39%	12%	2%	1%	1%
Reliable response of fire and emergency medical services	80%	19%	1%	0%	0%	0%
Reliable response of police services	67%	22%	5%	3%	2%	1%

n = 464 to 475 (varies by item)

Question 13 – How do you feel that local government in Eugene has delivered on the following attributes?

Response	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Affordable housing choices	1%	13%	25%	30%	27%	4%
Housing options near where I work	2%	12%	38%	12%	12%	24%
Quality K-12 Education	3%	25%	24%	21%	14%	13%
After-school and childcare programs	1%	12%	34%	12%	8%	33%
Sense of personal safety	4%	25%	24%	24%	22%	1%
Diversity, equity and inclusion	11%	34%	31%	7%	5%	11%
Sense of community	7%	38%	33%	14%	7%	2%
Cleanliness of public spaces	3%	29%	22%	25%	21%	1%
Events, social activities, and recreation opportunities	15%	45%	25%	8%	5%	3%
Arts and culture institutions	19%	46%	23%	5%	3%	3%
Leadership in addressing and adapting to climate change	5%	27%	37%	11%	8%	13%
Parks, public spaces and open spaces	19%	45%	18%	9%	8%	1%
Accessible and timely waste management	14%	52%	20%	5%	4%	5%
Safe and accessible biking and walking infrastructure	16%	44%	22%	10%	7%	2%
Safe and well-maintained streets	4%	31%	29%	21%	14%	1%

Response	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Reliable and frequent public transit system	5%	32%	32%	10%	5%	16%
Smooth traffic flow on major streets	5%	30%	33%	17%	12%	3%
Parking availability	6%	30%	36%	15%	8%	4%
Availability of jobs for my skillset and income needs	2%	17%	29%	20%	11%	21%
Career opportunities for the next generation	0%	11%	30%	21%	14%	24%
A healthy natural environment	9%	52%	25%	6%	4%	3%
A vibrant downtown	2%	18%	25%	26%	26%	2%
Resilience to natural and human-caused disasters	2%	20%	38%	11%	7%	21%
Reliable response of fire and emergency medical services	10%	42%	21%	10%	8%	10%
Reliable response of police services	4%	25%	21%	18%	21%	11%

n = 465 to 475 (varies by item)

Question 14 – Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?

Response	Percentage
Right direction	20%
Wrong direction	62%
Don't know	19%

n = 475

Question 15 – What is the reason for your response to Question 14 above? (Question 14 – Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?)(Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 16 – Regarding the City’s efforts to mitigate the impacts of unsheltered homelessness, would you say those efforts are headed in the right direction or the wrong direction?

Response	Percentage
Right direction	21%
Wrong direction	55%
Don't know	26%

n = 476

Question 17 – What is the reason for your response to Question 16 above? (Question 16 – Regarding the City’s efforts to mitigate the impacts of unsheltered homelessness, would you say those efforts are headed in the right direction or the wrong direction?)(Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 18 – Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?

Response	Percentage
Right direction	23%
Wrong direction	55%
Don’t know	23%

n = 473

Question 19 – What is the reason for your response to Question 18 above? (Question 18 – Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?)(Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 20 – How often do you visit downtown?

Response	Percentage
I live downtown	6%
Every weekday	9%
A few times per week	25%
One time per week	12%
A few times per month	18%
One time per month	7%
A few times per year	9%
Almost never	13%
Other	2%

n = 473

Question 21 – What would encourage you to visit downtown more frequently? (Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 22 – Generally, do you think downtown Eugene is...

Response	Percentage
Improving	16%
Staying the same	39%
Getting worse	39%
Don’t know	7%

n = 475

Question 23 – Regarding public safety, using a scale of 1 to 5, where 5 means “Very Safe” and 1 means “Very Unsafe,” please rate how safe you feel in the following situations.

Response	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In Eugene overall	9%	45%	20%	19%	7%	1%
When walking alone in your neighborhood during the day	46%	37%	9%	5%	2%	1%
When walking alone in your neighborhood at night	21%	34%	21%	15%	8%	2%
Visiting downtown Eugene	7%	26%	20%	28%	18%	0.5%
Visiting the park nearest your home	25%	41%	14%	13%	5%	2%
About the security of your personal property	14%	33%	20%	22%	11%	1%
When driving, biking, walking or rolling on City streets, sidewalks and paths	7%	36%	26%	22%	8%	1%

n = 473 to 474 (varies by item)

Question 24 – Reflecting on a time or place where you felt very safe in public, what aspects of Eugene make you feel less safe in comparison? (Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 25 – Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same

Response	Percentage
Decreased a lot	15%
Decreased some	28%
Stayed the same	49%
Increased some	8%
Increased a lot	1%

n = 474

Question 26 – What is the most important action the City of Eugene can take to improve your sense of safety in Eugene? (Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 27 – What are your most urgent concerns for Eugene in the next year? (Survey respondents could write/type in their answer to this question)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 28 – 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)

- Results from this, and all other “write-in” questions, are still being analyzed.

Question 29 – 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.

- Results from this, and all other “write-in” questions, are still being analyzed.

Demographics

Question 30 – Please tell us about your sex/gender/gender identity and/or sexual orientation (check all that apply)

Response	Percentage
Female	57%
Male	42%
Non-binary	3%
Heterosexual	18%
Lesbian	3%
Gay	2%
Bisexual	6%
Queer	5%
Transgender	1%
Another	0.5%

n = 417

Question 31 – Which of the following best describes your race/ethnicity? (check all that apply)

Response	Percentage
Asian	3%
Black, African or African American	1%
Native American or Alaska Native	3%
White	96%
Native Hawaiian or Pacific Islander	1%
Hispanic, Latino/a/x, or Caribbean	2%
Middle Eastern or North African	1%
Another	2%

n = 387 (80 respondents indicated “I decline to answer this question”)

Question 32 – Do you live with a disability?

Response	Percentage
Yes	18%
No	82%

n = 465

Question 33 – Please tell us in what way your ability is impacted. You may select all that apply and enter additional details in the space provided.

Response	Percentage
Physical	39%
Mental or emotional	27%
Hearing	15%
Cognitive or learning	15%
Visual	12%
Another	6%
I decline to answer this question	31%

n = 109

Question 34 – What is your age? (write-in response)

Age	Percentage
Under 23	2%
23 to 32	10%
33 to 42	16%
43 to 52	18%
53 to 62	15%
63 to 72	26%
73 to 82	13%
Over 83	1%

n = 422

Question 35 – Which of the following best describes your employment status? (check all that apply)

Response	Percentage
Employed full-time	48%
Retired	36%
Employed part-time and not seeking additional work	7%
Employed part-time and seeking additional work	4%
Student	3%
Unemployed and seeking work	3%
Unemployed and not seeking work	3%

n = 463

Question 36 – Would you say that your total annual household income is...

Response	Percentage
Under \$30,000	9%
\$30,000 to \$49,999	12%
\$50,000 to \$74,999	10%
\$75,000 to \$99,999	12%
\$100,000 or more	41%
I decline to answer this question	16%

n = 467

Question 37 – Approximately how many years have you lived in Eugene? (write-in response)

Response	Percentage
0 to 4 years	13%
5 to 9 years	14%
10 to 14 years	10%
15 to 19 years	5%
20 to 24 years	8%
25 to 29 years	9%
30 to 34 years	8%
35 to 39 years	7%
40 to 44 years	6%
45 to 49 years	6%
50 to 54 years	3%
55 to 59 years	2%
60 to 69 years	5%
70 to 79 years	2%

n = 448

Question 38 – Why did you originally move to Eugene? (check all that apply)

Response	Percentage
Outdoor and recreational opportunities	28%
For work	28%
Personal preferences or values	25%
To live closer to family and/or friends	22%
University of Oregon	21%
Arts and culture	13%
Proximity to the ocean	13%
Have lived here my entire life	13%
Cost of living	11%
Feeling of safety	6%
Quality of public schools	5%
Other	15%

n = 467

Question 39 – Do you own or rent your current residence?

Response	Percentage
Own	78%
Rent	20%
Live with family or friends	2%
Other	1%

n = 469

Question 40 – Which of the following is the highest level of education you have completed?

Level	Percentage
Less than high school graduate	0.5%
High school diploma or equivalent (GED)	4%
Special/Technical training (not college)	3%
Some college (no degree)	11%
Associate's degree	11%
Bachelor's degree	33%
Graduate/Professional degree (Master's, PhD, Juris Doctor, etc.)	38%

n = 469

Question 41 – What City Council ward do you live in

Location	Percentage
Ward 1	19%
Ward 2	16%
Ward 3	8%
Ward 4	7%
Ward 5	11%
Ward 6	9%
Ward 7	14%
Ward 8	13%
Reside in Eugene, outside of city limits	1%
Reside outside of Eugene	2%

n = 467



2025 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 understand your experience of the community and how it can inform our priorities. If you have questions, please contact Jason Dedrick at jdedrick@eugene-or.gov.

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. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. I feel emotionally connected to Eugene	5	4	3	2	1	9
02. People in Eugene welcome and include me in activities	5	4	3	2	1	9
03. I am unable to influence decision-making in Eugene	5	4	3	2	1	9
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07. I feel like an "insider" who understands how Eugene works	5	4	3	2	1	9
08. I am comfortable expressing my opinions in Eugene	5	4	3	2	1	9
09. I am treated as "less than" other residents in Eugene	5	4	3	2	1	9
10. When interacting with people in Eugene, I feel like I truly belong	5	4	3	2	1	9

6. In general, in which of the following places or spaces do you feel like you belong? Mark all the ones that apply to you.

- ____(01) The community where you live ____ (05) Online, gaming, or social media spaces
____(02) Where you are from/where you grew up ____ (06) Outdoor spaces or in nature
____(03) Your school ____ (07) Prefer to self-describe: _____
____(04) Your workplace

7. Tell us about your positive experiences related to your sense of belonging in Eugene.

8. Tell us about your negative experiences related to your sense of belonging in Eugene.

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

10. 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

11. 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

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12. How important is it to you that our community has the following attributes?

How important is it for our community 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
22. A vibrant downtown	5	4	3	2	1	9
23. Resilience to natural and human-caused disasters	5	4	3	2	1	9
24. Reliable response of fire and emergency medical services	5	4	3	2	1	9
25. Reliable response of police services	5	4	3	2	1	9

13. How do you feel that local governmental entities have delivered on the following attributes?

How has local 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
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14. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?

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

15. What is the reason for your response to Question 14 above? _____**16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction?**

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17. What is the reason for your response to Question 16 above? _____**18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?**

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

19. What is the reason for your response to Question 18 above? _____**20. How often do you visit downtown?** *[Link to access the City's Downtown webpage and then select "Downtown Eugene Map" from the Quick Links: www.eugene-or.gov/791/Downtown]*

____ (1) I live downtown ____ (4) One time per week ____ (7) A few times per year
 ____ (2) Every weekday ____ (5) A few times per month ____ (8) Almost never
 ____ (3) A few times per week ____ (6) One time per month

21. What would encourage you to visit downtown more frequently? _____

22. Generally, do you think downtown Eugene is...

____(3) Improving ____ (2) Staying the same ____ (1) Getting worse ____ (9) Don't know

23. Regarding public safety, using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In Eugene overall	5	4	3	2	1	9
2. When walking alone in your neighborhood during the day	5	4	3	2	1	9
3. When walking alone in your neighborhood at night	5	4	3	2	1	9
4. Visiting downtown Eugene	5	4	3	2	1	9
5. Visiting the park nearest your home	5	4	3	2	1	9
6. About the security of your personal property	5	4	3	2	1	9
7. When driving, biking, walking or rolling on City streets, sidewalks and paths	5	4	3	2	1	9

24. Reflecting on a time or place where you felt very safe in public, what aspects of Eugene make you feel less safe in comparison?

25. Over the last 12 months, to what extent have your feelings of safety in our community increased, decreased or stayed the same?

____ (1) Decreased a lot ____ (3) Stayed the same ____ (5) Increased a lot
 ____ (2) Decreased some ____ (4) Increased some

26. What is the most important action the City of Eugene can take to improve your sense of safety in Eugene?

27. 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: _____

28. 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: _____

29. 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

The data collected in this demographic section will help us improve our services and programs and who they reach. It can also inform policies and initiatives that will enhance equity and inclusion in Eugene. All demographic information provided below will be kept confidential. It will only be used for statistical analysis and with results presented in an aggregated, anonymized format.

30. Please tell us about your sex, gender, gender identity, and/or sexual orientation. [Check all that apply.]

- | | | |
|--|---|---|
| ☐ (01) Female | ☐ (05) Lesbian | ☐ (09) Queer |
| ☐ (02) Male | ☐ (06) Gay | ☐ (10) Another: _____ |
| ☐ (03) Non-binary | ☐ (07) Bisexual | ☐ (11) Decline to answer |
| ☐ (04) Heterosexual | ☐ (08) Transgender | |

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

- | | |
|---|--|
| ☐ (01) Asian | ☐ (06) Hispanic, Latino/a/x, or Caribbean |
| ☐ (02) Black, African or African American | ☐ (07) Middle Eastern or North African |
| ☐ (03) Native American or Alaska Native | ☐ (08) I decline to answer this question |
| ☐ (04) White | ☐ (09) Another: _____ |
| ☐ (05) Native Hawaiian or Pacific Islander | |

32. Please tell us if you live with a disability. ☐ (1) Yes ☐ (2) No

33. Please tell us in what way your ability is impacted. You may select all that apply AND enter additional details in the space provided.

- | | |
|--|--|
| ☐ (1) Physical | ☐ (5) Mental or emotional |
| ☐ (2) Visual | ☐ (6) Another: _____ |
| ☐ (3) Hearing | ☐ (7) I decline to answer this question |
| ☐ (4) Cognitive or learning | |

34. What is your age? _____ years

35. Which of the following best describes your employment status? [Check all that apply.]

- | | |
|---|--|
| ☐ (1) Employed full-time | ☐ (5) Unemployed and not seeking work |
| ☐ (2) Employed part-time and seeking additional work | ☐ (6) Retired |
| ☐ (3) Employed part-time and not seeking additional work | ☐ (7) Student |
| ☐ (4) Unemployed and seeking work | |

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

- | | | |
|---|---|--|
| ☐ (1) Under \$30,000 | ☐ (3) \$50,000 to \$74,999 | ☐ (5) \$100,000 or more |
| ☐ (2) \$30,000 to \$49,999 | ☐ (4) \$75,000 to \$99,999 | ☐ (6) I decline to answer this question |

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

38. Why did you originally move to Eugene? [Check all that apply.]

- | | |
|---|--|
| ☐ (01) To live closer to family and/or friends | ☐ (07) Proximity to the ocean |
| ☐ (02) For work | ☐ (08) Feeling of safety |
| ☐ (03) Quality of public schools | ☐ (09) Cost of living |
| ☐ (04) Higher education | ☐ (10) Have lived here my entire life |
| ☐ (05) Outdoor and recreational opportunities | ☐ (11) Personal preferences or values |
| ☐ (06) Arts and culture | ☐ (12) Other: _____ |

39. Do you own or rent your current residence?

- ☐ (1) Own ☐ (3) Live with family or friends
☐ (2) Rent ☐ (4) Other: _____

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

- ☐ (1) Less than high school graduate ☐ (5) Associate's degree
☐ (2) High school diploma or equivalent (GED) ☐ (6) Bachelor's degree
☐ (3) Special/Technical training (not college) ☐ (7) Graduate/Professional degree (Master's, PhD, Juris
☐ (4) Some college (no degree) Doctor, etc.)

41. What City Council ward do you live in? (visit the Find Your Ward webpage to determine what ward you live in)

- ☐ (1) Ward 1
☐ (2) Ward 2
☐ (3) Ward 3
☐ (4) Ward 4
☐ (5) Ward 5
☐ (6) Ward 6
☐ (7) Ward 7
☐ (8) Ward 8
☐ (9) I live in Eugene, outside the city limits
☐ (10) I do not live in Eugene



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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
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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
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5. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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10. When interacting with people in Eugene, I feel like I truly belong	5	4	3	2	1	9

6. In general, in which of the following places or spaces do you feel like you belong? Mark all the ones that apply to you.

- ☐ (01) The community where you live ☐ (05) Online, gaming, or social media spaces
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7. Tell us about your positive experiences related to your sense of belonging in Eugene.

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

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☐ (3) Some confidence ☐ (1) No confidence

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24. Reliable response of fire and emergency medical services	5	4	3	2	1	9
25. Reliable response of police services	5	4	3	2	1	9

13. How do you feel that local governmental entities have delivered on the following attributes?

How has local 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
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14. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or the wrong direction?

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

15. What is the reason for your response to Question 14 above? _____**16. Regarding the City's efforts to mitigate the impacts of unsheltered homelessness, would you say that those efforts are headed in the right direction or the wrong direction?**

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

17. What is the reason for your response to Question 16 above? _____**18. Regarding housing, all things considered, would you say that our community is headed in the right direction or the wrong direction?**

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

19. What is the reason for your response to Question 18 above? _____**20. How often do you visit downtown? [Link to access the City's Downtown webpage and then select "Downtown Eugene Map" from the Quick Links: www.eugene-or.gov/791/Downtown]**

____(1) I live downtown ____ (4) One time per week ____ (7) A few times per year
 ____ (2) Every weekday ____ (5) A few times per month ____ (8) Almost never
 ____ (3) A few times per week ____ (6) One time per month

21. What would encourage you to visit downtown more frequently? _____

22. Generally, do you think downtown Eugene is...

____(3) Improving ____ (2) Staying the same ____ (1) Getting worse ____ (9) Don't know

23. Regarding public safety, using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
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26. What is the most important action the City of Eugene can take to improve your sense of safety in Eugene?

27. 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: _____

28. 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: _____

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30. Please tell us about your sex, gender, gender identity, and/or sexual orientation. [Check all that apply.]

- | | | |
|--|---|---|
| ☐ (01) Female | ☐ (05) Lesbian | ☐ (09) Queer |
| ☐ (02) Male | ☐ (06) Gay | ☐ (10) Another: _____ |
| ☐ (03) Non-binary | ☐ (07) Bisexual | ☐ (11) Decline to answer |
| ☐ (04) Heterosexual | ☐ (08) Transgender | |

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

- | | |
|---|--|
| ☐ (01) Asian | ☐ (06) Hispanic, Latino/a/x, or Caribbean |
| ☐ (02) Black, African or African American | ☐ (07) Middle Eastern or North African |
| ☐ (03) Native American or Alaska Native | ☐ (88) I decline to answer this question |
| ☐ (04) White | ☐ (99) Another: _____ |
| ☐ (05) Native Hawaiian or Pacific Islander | |

32. Please tell us if you live with a disability. ☐ (1) Yes ☐ (2) No

33. Please tell us in what way your ability is impacted. You may select all that apply AND enter additional details in the space provided.

- | | |
|--|--|
| ☐ (1) Physical | ☐ (5) Mental or emotional |
| ☐ (2) Visual | ☐ (6) Another: _____ |
| ☐ (3) Hearing | ☐ (7) I decline to answer this question |
| ☐ (4) Cognitive or learning | |

34. What is your age? _____ years

35. Which of the following best describes your employment status? [Check all that apply.]

- | | |
|---|--|
| ☐ (1) Employed full-time | ☐ (5) Unemployed and not seeking work |
| ☐ (2) Employed part-time and seeking additional work | ☐ (6) Retired |
| ☐ (3) Employed part-time and not seeking additional work | ☐ (7) Student |
| ☐ (4) Unemployed and seeking work | |

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

- | | | |
|---|---|--|
| ☐ (1) Under \$30,000 | ☐ (3) \$50,000 to \$74,999 | ☐ (5) \$100,000 or more |
| ☐ (2) \$30,000 to \$49,999 | ☐ (4) \$75,000 to \$99,999 | ☐ (6) I decline to answer this question |

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

38. Why did you originally move to Eugene? [Check all that apply.]

- | | |
|---|--|
| ☐ (01) To live closer to family and/or friends | ☐ (07) Proximity to the ocean |
| ☐ (02) For work | ☐ (08) Feeling of safety |
| ☐ (03) Quality of public schools | ☐ (09) Cost of living |
| ☐ (04) Higher education | ☐ (10) Have lived here my entire life |
| ☐ (05) Outdoor and recreational opportunities | ☐ (11) Personal preferences or values |
| ☐ (06) Arts and culture | ☐ (12) Other: _____ |

39. Do you own or rent your current residence?

- ☐ (1) Own ☐ (3) Live with family or friends
☐ (2) Rent ☐ (4) Other: _____

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

- ☐ (1) Less than high school graduate ☐ (5) Associate's degree
☐ (2) High school diploma or equivalent (GED) ☐ (6) Bachelor's degree
☐ (3) Special/Technical training (not college) ☐ (7) Graduate/Professional degree (Master's, PhD, Juris
☐ (4) Some college (no degree) Doctor, etc.)

41. The City will be conducting focus groups with a small number of community members to help us better understand survey results and community sentiment. If you would be interested in participating in a meeting sometime later this Summer, please provide your e-mail address below, noting that we will keep this information separate from your survey results.

Email address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
 The information to the right will ONLY be used to
 help identify the priorities in your area. Thank you!

EUGENE CITY COUNCIL

AGENDA ITEM SUMMARY



Work Session: 2023-2026 Strategic Plan Annual Report

Meeting Date: September 10, 2025
Department: Central Services
www.eugene-or.gov

Agenda Item Number: 2
Staff Contact: Jason Dedrick
Phone: 541-682-5033

ISSUE STATEMENT

The City of Eugene's 2023-2026 Strategic Plan guides organizational efforts to advance the City Council's Vision, Values, Goals and Outcomes and the community's priorities. This second annual report provides an update on progress to date. This work session is informational only.

BACKGROUND

During the summer of 2022, the City conducted the first comprehensive Community Survey since 2012. The results from this survey provided an insight into the community's experiences and values at the time and informed the development of the strategic plan. These insights, combined with the Eugene City Council's Vision, Values, Goals and Outcomes (last updated June 28, 2021), the outcomes of a Strategic Planning Workshop in the fall of 2022, and additional staff efforts formed the basis for the strategic plan. The final plan was presented to council in a work session on July 26, 2023 and council approved the direction outlined in the plan.

The Plan: Key Focus Areas

Through a process of collaboration and iteration, the City of Eugene identified four key focus areas for the strategic plan: (1) Urgent Community Needs; (2) Communication & Outreach; (3) Culture of Belonging; (4) Organizational Wellbeing. These key focus areas are defined as follows:

- Urgent Community Needs - We will prioritize crises that are, or may become, problems impacting health, safety, and welfare.
- Culture of Belonging - We are cultivating a community where everyone feels included, respected and valued as they are. A community united in uplifting the diversity of identities and experiences to provide equitable access to resources and opportunity.
- Communication & Outreach - We will be a city that informs, listens, and understands what the community wants and needs, and a community that understands, participates, and has confidence in what their city is doing.
- Organizational Wellbeing - The city organization is most effective when there are clearly defined priorities and outcomes, flexibility for staff talent, and room for innovation, where we can measure progress and shift when needed. We will establish a sustainable foundation to ensure employee retention and development, to support council, and create capacity to accomplish strategic goals.

The Plan: Strategic Goals and High-Impact Actions

The plan contains fifteen strategic goals and forty-four high-impact actions that support the City's four key focus areas. Goals and high-impact actions were sourced from existing plans, where appropriate, such as the Climate Action Plan 2.0 and the Housing Implementation Pipeline. Additional high-impact actions were surfaced through discussion of existing and planned departmental work that supports the focus areas.

A high-impact action is one that once accomplished, will generate noticeable impact toward the strategic goals. These actions are intended to be cross-departmental and are being supported through numerous actions generated and executed at the department level.

Following completion of the plan, staff from across the organization developed a more comprehensive list of actions that support the strategic goals as part of individual departmental action planning processes. This included developing key performance indicators and other performance measures that are being utilized to assess progress.

The Annual Report

The second annual report for this plan period focuses on organizational progress related to the fifteen strategic goals, utilizing key performance indicators for each goal to assess progress. Each goal section includes a brief description of the goal, the key performance indicator(s), additional performance measures and a few related efforts that highlight organizational accomplishments in the past year. In some cases, only one data point for a key performance indicator is available at this time, so assessment of goal progress using this data will continue to improve over time.

Next Steps

Following this work session, staff will share the Annual Report with the community and City organization. This will include an updated website that will feature infographics and data from the Annual Report, ultimately moving toward a dashboard format.

Staff from across the City will continue efforts to advance the organizational goals outlined in the plan. In addition, council will continue to have quarterly work sessions highlighting different portions of the plan.

The next annual report will be presented to council in September 2026.

RELATED CITY POLICIES

This work supports performance and reporting on the entire City of Eugene Strategic Plan.

PREVIOUS COUNCIL DIRECTION

This is the first Council Work Session regarding the 2023-2026 Strategic Plan Year 2 Annual Report.

Related Work Sessions

[July 24, 2024 City Council Work Session](#)

City Council received a presentation on the 2023-2026 Strategic Plan Year 1 Annual Report.

CITY MANAGER'S RECOMMENDATION

This agenda item is informational only.

ATTACHMENTS

- A. City of Eugene 2023-2026 Strategic Plan
- B. City of Eugene 2023-2026 Strategic Plan Year 2 Annual Report (July 2024-June 2025)

FOR MORE INFORMATION

Staff Contact: Jason Dedrick, Policy, Strategic Planning and Performance Manager

Telephone: 541-682-5033

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

City of Eugene

2023-2026 STRATEGIC PLAN



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Interim Land Acknowledgment

Since time immemorial, the Kalapuya people have been the Indigenous stewards to our region, building dynamic communities, maintaining balance with wildlife, and enacting sustainable land practices. This land acknowledgement is a way of resisting the erasure of Indigenous histories and to honor Native communities by inviting truth and reconciliation. Following treaties between 1851 and 1855, Kalapuya people were dispossessed of their Indigenous homeland by the United States government and forcibly removed to the Coast Reservation in Western Oregon. As we consider the impacts of colonization, we also acknowledge the strength and resiliency of displaced Indigenous people. The City of Eugene is built within the traditional homelands known as Kalapuya Ilihi. Kalapuya descendants are citizens of the Confederated Tribes of Grand Ronde Community of Oregon and the Confederated Tribes of the Siletz Indians of Oregon, they continue to make contributions in our communities here and across the land. We express our respect for the inherent political sovereignty of all federally recognized Tribal Nations and Indigenous people who live in the State of Oregon and across the nation.

For more information, visit:

www.eugene-or.gov/5083/Intergovernmental-Tribal-Relations

INTRODUCTION

“The community is at an inflection point, facing urgent needs amidst unprecedented uncertainty and challenge. We need to approach those needs in a new way.

This team is passionate, capable, caring and innovative. As public servants, we are responsible for delivering better results. We have the opportunity to meet our unique needs to build a safe community where everyone belongs. We can achieve this by tapping the collective wisdom and talent of our community to ensure clear direction, allocation of resources, and better outcomes.

People will want to stay and continue the journey.”

Results statement created by Councilors and staff at the strategic planning retreat, Fall 2022



Top 5 Issues for the City to Address to Improve Quality of Life

Issues are listed in priority order as indicated by respondents to the 2022 Community Survey.

1. Homelessness
2. Housing
3. Crime and Safety
4. Cleanliness of Public Spaces
5. Transportation

Process

In August 2022, the City of Eugene conducted a community survey to gather input from Eugene residents on a variety of issues and topics. The survey was intended to help inform City goal setting and prioritization and shape the organizational strategic planning process and budgeting efforts. Over 1,700 community members responded to the 2022 survey. The survey results provided 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.

In consideration of the community feedback, and the City's financial and workforce conditions, this strategic plan was developed by the Eugene City Council and City staff, in conjunction with Bailey Strategic Innovation Group. The City's strategic planning process was designed to outline the overall direction of the organization's focus for the next four years.



The Plan

The Strategic Plan centers on four key focus areas:

- Urgent Community Needs
- Communication and Outreach
- Culture of Belonging
- Organizational Wellbeing

Within each area are associated strategic goals and relevant high-impact actions, and each strategic goal aligns with the City Council's Vision, Values, Goals, and Outcomes. A high-impact action is one that will generate noticeable impact toward a strategic goal(s) once accomplished. These actions are intended to be cross-departmental and will be supported through numerous actions generated and executed at the department level.

This plan is designed to position the organization to focus on issues identified by the community and the organization as top priorities and will provide guidance for our programs and services, recognizing resource constraints.

The Strategic Plan is designed to be a "living document". In addition to generating department-level actions that support the high-impact organization actions, all actions will be measured to assess progress toward reaching the strategic goals. Ongoing evaluation and reporting will allow for adjustments to be made, process improvements to occur, and will set a solid foundation to inform future programmatic and resource decisions. The success of our strategies will lie in the execution and implementation of the actions moving forward and will require the collaborative efforts of the entire organization.

The Role of City

The City of Eugene's programs and services play an essential role not only in promoting community prosperity and wellbeing, but also in addressing important challenges and opportunities. However, the complexity of issues such as housing, homelessness and public safety means that our actions alone will not fully address the needs. Factors such as State and Federal legislation and funding as well as larger economic or societal trends will continue to impact our efforts. For this reason, the Strategic Plan primarily focuses on City of Eugene efforts, with the recognition that to be successful, some actions will need to be accomplished in partnership with other entities.



CITY CONTEXT

Population

TOTAL POPULATION

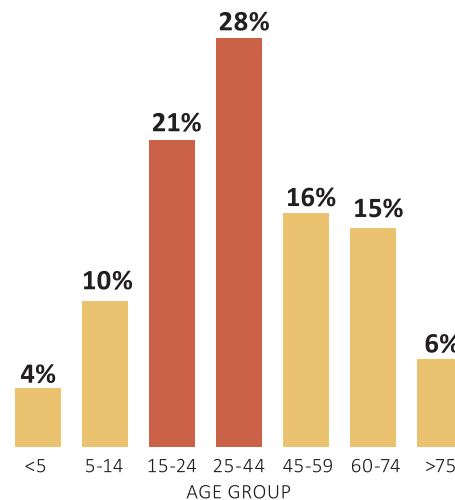
173,278

↑ **1.7%**
FROM 2020

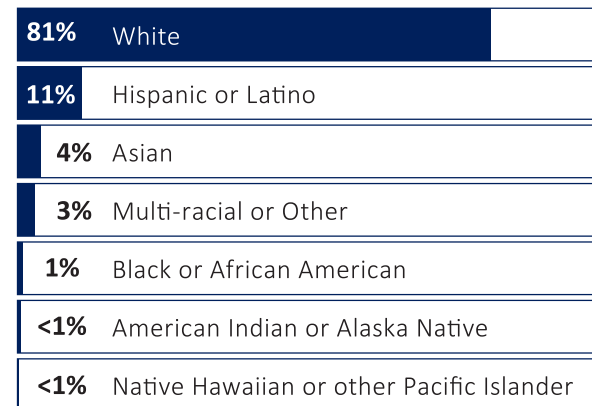
Aging affects the needs and lifestyle choices of residents.

Population Data Source: U.S. Census Bureau, ACS 2021 5-Year Estimates Data Profiles.

POPULATION BY AGE GROUP



POPULATION BY RACE/ETHNICITY



Housing

MEDIAN SALES PRICE

\$395,000

↑ **18%**
FROM 2020

TOTAL HOUSING UNITS

78,322 **95%** OCCUPIED

City of
Eugene

49%
RENT

51%
OWN

State
Average

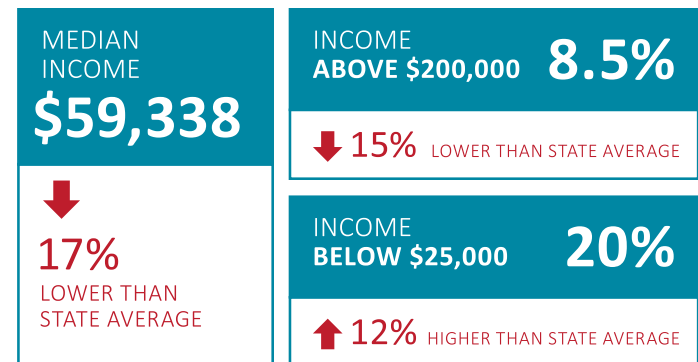
36%
RENT

64%
OWN

Housing and Income Data Source: U.S. Census Bureau, ACS 2021 1-Year Estimates Data Profiles and Lane County Regional Land Information Database.

Income

Household income is a key data point in evaluating a community's wealth and spending power.



CITY COUNCIL VISION, VALUES, GOALS

The City Council's Vision, Values, Goals document represents the highest level of policy guidance for the City of Eugene. Updated most recently in 2021, it expresses the Council's vision for the community and helps to inform the Strategic Plan.

City Council Vision and Values

We are all Eugene.

We value all people, encouraging respect and appreciation for diversity, equity, justice, accessibility, and well-being. We recognize and appreciate our differences and embrace our common humanity as a source of our strength.

We are responsible stewards of our physical assets and natural resources. We will sustain our clean air and water, beautiful parks and open spaces, livable and safe neighborhoods, and foster a thriving downtown, including stable and accessible infrastructure.

We encourage a strong, safe, sustainable, and vibrant economy, fully utilizing our educational and cultural assets.



City Council Goals

Safe Community for Community Wellbeing

A community where all people are safe, valued, and welcome, and our systems and infrastructure are resilient and secure.

Sustainable and Accountable Development

A community that meets its present environmental, economic, and social needs while planning for and investing in the ability of future generations to meet their own needs.

Accessible and Thriving Culture, Parks and Recreation

A community where arts and outdoors are integral to our social and economic well-being and are welcoming to all.

Equitable, Effective, Accountable Municipal Government

A responsive government that is transparent and open; we listen and work collaboratively and fairly with the community, providing accessible, equitable, effective, and efficient services to achieve measurable and positive outcomes.

Fair, Stable and Adequate Financial Resources

An innovative government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.

Full document available online:

www.eugene-or.gov/DocumentCenter/Home/View/4808

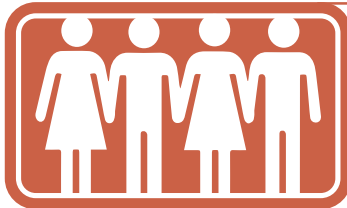
STRATEGIC PLAN KEY FOCUS AREAS

Through a process of discovery and collaboration, the City of Eugene identified four key focus areas for this strategic plan.



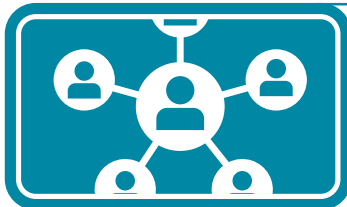
Urgent Community Needs

We will prioritize crises that are, or may become, problems impacting health, safety, and welfare.



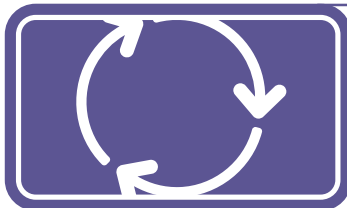
Culture of Belonging

We are cultivating a community where everyone feels included, respected, and valued as they are. A community united in uplifting the diversity of identities and experiences to provide equitable access to resources and opportunity.



Communication and Outreach

We will be a city that informs, listens, and understands what the community wants and needs, and a community that understands, participates, and has confidence in what their city is doing.



Organizational Wellbeing

The City organization is most effective when there are clearly defined priorities and outcomes, flexibility for staff talent, and room for innovation, where we can measure progress and shift when needed. We will establish a sustainable foundation to ensure employee retention and development, to support council, and create capacity to accomplish strategic goals.

CITY COUNCIL OUTCOMES WITHIN STRATEGIC PLAN

The 2021 goals and outcomes created by City Council are shown below; outcomes in colored boxes are prioritized within this strategic plan period and are addressed within various goals and actions in the plan. Outcomes in uncolored boxes are addressed by ongoing organizational work, and may be supported by the plans and processes listed in the Appendix.

COUNCIL GOALS	COUNCIL OUTCOMES				
	Safe Community for Community Wellbeing	Sustainable and Accountable Development	Accessible and Thriving Culture, Parks, and Recreation	Equitable, Effective, Accountable Municipal Government	Fair, Stable, and Adequate Financial Resources
	Greater sense of safety.	Increased access and options to housing and shelter.	Accessible, inclusive, and equitable to our diverse communities.	Inclusive and equitable systems and services.	A long-term sustainable budget.
	Improved resilience for natural and human caused disasters.	Increased jobs and prosperity and decreased unemployment.	Invest in arts and culture as an economic engine.	Transparent and interactive communication.	New or expanded revenue sources.
	Increased response to, and decreased incidents of, hate and bias crimes.	Encourage and sustain downtown, transit corridors, and riverfront growth.	Preserve strength in arts, culture, and the outdoors.	Public engagement that involves the community broadly.	Accessible and transparent financial information.
	Improved safety of transportation system.	Support resilient small and local business environment.		Strengthen public, private, and intergovernmental relationships.	
	Increased security of information technology systems.	Enhanced natural landscape and green infrastructure systems.			
	Decreased property crime, visible and accessible police presence, better police/community relations.	Refresh and sustain Triple Bottom Line Lens.			

Strategic Plan Focus Area Key

- Urgent Community Needs
- Culture of Belonging
- Communication and Outreach
- Organizational Wellbeing

STRATEGIC GOALS AND HIGH-IMPACT ACTIONS

The goals and high-impact actions of this strategic plan are connected across all key focus areas. Actions in “Urgent Community Needs” may have an impact on goals in that focus area as well as in others. As an organizational plan, all actions are serving to support the whole.

Other examples of connections between focus areas include:

- Our efforts to create a culture of belonging in Eugene will have an impact on increasing the overall sense of safety. Similarly, increased feelings of safety help to create a place where everyone can feel belonging.
- How the community receives information about, and engages with, our work to address urgent community needs will be impacted by the success of our communications and outreach efforts. Understanding and addressing future urgent needs will also depend on effective communication and outreach.
- The overall wellbeing of our most important asset, our workforce, will have an impact on all of the focus areas. An engaged staff team is more efficient and effective in delivering the programs and services that will help to achieve our strategic goals.





URGENT COMMUNITY NEEDS

Council Goal:
Safe Community for Community Wellbeing.

Council Outcome:
Greater Sense of Safety.

STRATEGIC GOAL	HIGH-IMPACT ACTIONS
<p>Increase sense of safety.</p> <div data-bbox="147 857 669 1203"> <p>i</p> <p>The level of personal safety a person feels is greatly affected by their surrounding environment, regardless of the presence of criminal or illegal behaviors. The success of this strategic goal will also rely on perceptions of safety that are related to community belonging and spaces that feel welcoming to everyone.</p> </div> <div data-bbox="147 1203 669 1464"> <p>d</p> <p>While not encompassing all of the City's efforts related to safety, the Community Safety Initiative provides strategic guidance as well as details on actions funded by the Community Safety Payroll Tax.</p> </div>	<ul style="list-style-type: none"> • Evaluate community safety efforts, based on community member experiences, to understand impacts to the Community Safety Initiative program. • Develop prevention services to encourage youth to adopt healthy lifestyles (resulting in decreased youth violence and risk-related behaviors) and facilitate intervention services to connect youth experiencing housing insecurity to needed resources. • Focus efforts to make community spaces feel safe, clean, inclusive, and welcoming to all, including, but not limited to, programming and activation. • Hire additional police officers and community service officers to increase capacity to respond to calls for service, spend more time relating to the public, and increase capacity for alternative response. • Complete an evaluation of the Eugene Police Department to assess needs around diversity, equity, and inclusion of staff, and resulting impacts on the community. • Complete Fire Department governance review and assessment to align all fire and emergency medical services with the health and safety needs of the growing community. <div data-bbox="730 1370 1205 1451"> <p>+ Identified as a "top quality of life issue" by respondents to the 2022 Community Survey.</p> </div>



URGENT COMMUNITY NEEDS

Council Goal:

Safe Community for Community Wellbeing.

Council Outcome:

Improved resilience for natural and human caused disasters.

STRATEGIC GOAL	HIGH-IMPACT ACTIONS
<p>Advance climate action and community resilience to natural and human-caused disasters.</p> <div data-bbox="155 1240 226 1312"> </div> <div data-bbox="199 1305 646 1425"> <p>The Climate Action Plan 2.0 contains more information on the City's efforts to address climate and community resilience in both the short and long-term.</p> </div>	<ul style="list-style-type: none"> • Decrease transportation-related emissions and make the transportation network diverse and adaptable through continued implementation of the Eugene 2035 Transportation System Plan and related compact development actions in Envision Eugene. • Continue to implement strategies from the Climate Action Plan 2.0 (CAP 2.0) to improve and enhance efficiency and resilience of buildings in Eugene, including City-owned facilities. • Continue investment in wildfire preparedness and resilience strategies through updates and implementation of the Eugene-Springfield Wildland-Urban Interface Plan and the Community Wildfire Protection Plan. • Increase the average City-wide urban tree canopy to cool surrounding areas and add shade, reduce flooding, and remove pollutants through updating and implementing the Urban Forest Management Plan, with a focus on areas of the City with low levels of canopy coverage. • Increase resilience of water management through partnership and development of water conservation plans as part of community efforts to prepare for drought. • Continue to prepare for natural disasters through implementation of the Natural Hazards Mitigation Plan and the Emergency Operations Plan.



URGENT COMMUNITY NEEDS

Council Goal:

Sustainable and Accountable Development.

Council Outcome:

Increased access and options to housing and shelter.

STRATEGIC GOAL	HIGH-IMPACT ACTIONS
<p>Mitigate the impacts of homelessness on unhoused individuals and the community.</p> <div data-bbox="149 906 659 1192"> <p>i Unhoused individuals face a multitude of challenges each day, and homelessness has significant impacts on the broader community. The City works closely with Lane County and other regional partners to provide safe shelter options.</p> </div> <div data-bbox="149 1211 659 1466"> <p>d While not encompassing all of the City's efforts related to homelessness, the Housing Implementation Pipeline provides strategic guidance and has more information on specific actions to address homelessness.</p> </div>	<ul style="list-style-type: none"> • Provide support to contracted providers to increase their capacity to operate shelter sites and provide supportive services. • Increase safety and stability for sheltered and unsheltered individuals through connection to, and utilization of, supportive services. • Participate in efforts to create an effective and integrated system of homeless supportive services in the region. • Increase community engagement in addressing homelessness by cultivating non-traditional partnerships that support people experiencing homelessness through the continuum of unsheltered to housed. • Coordinate City programs and the broader homeless services system to improve capacity to efficiently and effectively respond to the impacts of unsanctioned camping on community safety. • Develop and refine organizational protocols related to homelessness and increase coordination with, and utilization of, alternative response services. <div data-bbox="730 1373 1203 1455"> <p>+ Identified as a "top quality of life issue" by respondents to the 2022 Community Survey.</p> </div>



URGENT COMMUNITY NEEDS

Council Goal:
Sustainable and Accountable Development.

Council Outcome:
Increased access and options to housing and shelter.

STRATEGIC GOAL	HIGH-IMPACT ACTIONS
<p>Stabilize the cost of housing.</p> <p>i Housing development takes time and any changes that the City makes today may take years to manifest. Additionally, the City is only one piece of this puzzle. Developers, architects, contractors, mortgage providers, non-profit groups, Oregon state government and the US federal government all play roles in building and providing housing.</p> <p>While facilitating the development of more housing options is an important part of addressing these goals, housing affordability is also impacted by jobs and wages in the community.</p> <p>d While not encompassing all of the City's efforts related to housing, the Housing Implementation Pipeline provides strategic guidance and has more information on specific actions to address housing.</p>	<ul style="list-style-type: none"> • Support efforts to preserve and construct Affordable Housing units (rental and homeownership), Permanent Supportive Housing units, and Moderate-Income Housing units; includes developing local funding strategies. • Develop Affordable Housing units with innovative funding strategies that specifically support protected classes' access to housing. • Develop Anti-Displacement Plan to ensure that the process of housing stabilization does not come at the cost of any one portion of the community. • Lobby the federal and state government for funding on tax credits and other housing investments, identifying opportunities to promote racial equity consistent with City values. • Continue to implement and increase the efficiency and effectiveness of development and redevelopment tools to increase the supply of housing. • Monitor growth trends and continue to plan for the housing land supply necessary to accommodate the existing deficit as well as the need resulting from population growth. • Seek funding for infrastructure extensions to serve land planned for housing in our buildable lands inventory. <p>+ Identified as a "top quality of life issue" by respondents to the 2022 Community Survey.</p>



URGENT COMMUNITY NEEDS

Council Goal:

Sustainable and Accountable Development.

Council Outcomes:

Encourage and sustain downtown, transit corridors, and riverfront growth.

Support resilient small and local business environment.

Increase jobs and prosperity, and decreased unemployment.

STRATEGIC GOALS	HIGH-IMPACT ACTIONS
<p>Increase the vibrancy, economic vitality, and livability of downtown.</p> <p>Improve support for local businesses and the business environment.</p> <p>Advance efforts that will increase wages and create new jobs.</p> <div data-bbox="147 1055 220 1128"> <p>i</p> </div> <p>Downtown Eugene is the social, economic and cultural heart of our community, so our focus on this area is of strategic importance. However, our ability to attract and retain the employers that create economic opportunity depends on the livability of our entire community. For this reason, the City will seek ways to leverage all of our programs and services to enhance livability.</p>	<ul style="list-style-type: none"> • Continue programs to foster a safe, welcoming, clean, and walkable downtown. • Continue to implement and increase the efficiency and effectiveness of development and redevelopment tools to support commercial activity. • Conduct proactive and responsive outreach to existing businesses in Eugene to understand and respond to their needs. • Improve Eugene's business environment and reputation as a place to do business, including improving overall community livability. • Collaborate with local partners on programs and strategies that support the retention and growth of existing business as well as the recruitment of new businesses. • Collaborate with local partners on programs and strategies that support the entrepreneurial ecosystem. • Work with economic sector members and advocates to support existing and new businesses in recruitment, job training, and retraining for new employment opportunities.



COMMUNICATION AND OUTREACH

Council Goal:

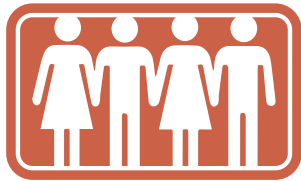
Equitable, Effective, Accountable Municipal Government.

Council Outcomes:

Transparent and interactive communication.

Public engagement that involves the community broadly.

STRATEGIC GOALS	HIGH-IMPACT ACTIONS
<p>Improve community awareness and understanding of priority topics.</p> <p>Engage with a broader cross-section of the community.</p> <p>Increase community confidence in council and staff.</p> <div data-bbox="147 1198 669 1464"> <p>i These strategic goals and actions address the rapidly evolving media and communications landscape and focus on creating more regular and targeted engagement opportunities for community members.</p> </div>	<ul style="list-style-type: none"> • Conduct outreach to understand how the community currently receives their city news and information, what they are interested in, and how and when they want to receive it. • Develop and enhance communication tools to engage the community on priority topics, and actively inform the community about the organization's efforts. • Conduct a regular community survey (in addition to other targeted surveys) to hear from the community and utilize responses to assess changes over time. • Implement a coordinated approach to city-wide communications, staff resources, and media assets. • Sustain efforts to streamline and improve community engagement and provide staff with tools for communicating with a diverse public.



CULTURE OF BELONGING

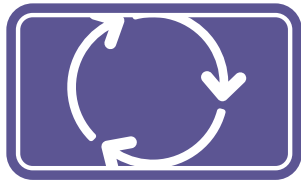
Council Goals:

Accessible and Thriving Culture, Parks, and Recreation.
Equitable, Effective, Accountable Municipal Government.

Council Outcomes:

Accessible, inclusive, and equitable to our diverse communities.
Inclusive and equitable systems and services.

STRATEGIC GOALS	HIGH-IMPACT ACTIONS
<p>Establish an understanding of community belonging, what impacts it, and how City policies, programs, and staff can influence it.</p> <p>Strengthen relationships with the whole community, with emphasis on the inclusion of the most marginalized groups.</p> <div data-bbox="149 1141 669 1466"> <p>i Understanding what creates a sense of belonging for community members is complex and highly individualized. These strategic goals and actions emphasize that understanding and creating a sense of belonging is essential to our community's livability and prosperity.</p> </div>	<ul style="list-style-type: none"> • Identify the current sense of belonging experienced by community members and use it as a benchmark for future assessments. Based on findings, identify and implement subsequent actions that would increase belonging. • Collaborate with local partners to document and share the region's history and community members' stories and experiences through projects and access to resources. • Increase engagement efforts with people from the most marginalized groups to increase participation from these groups on boards, commissions, panels, and other City-sponsored entities. • Examine and address barriers to service and program use by individuals from the most marginalized groups as a way to increase participation. • Support opportunities for City leadership to engage with and hear from all community members.



ORGANIZATIONAL WELLBEING

Council Goal:

Fair, Stable, and Adequate Financial Resources.

Council Outcomes:

A long-term sustainable budget.
New or expanded revenue sources.

STRATEGIC GOALS	HIGH-IMPACT ACTIONS
<p>Increase employee engagement, wellbeing, and sense of belonging in the workplace.</p> <p>Improve organizational processes to increase efficiency, balance workload, and meet strategic priorities.</p> <p>Create a sustainable budget with balanced revenues and expenditures that provides funding for necessary services in the community.</p> <div data-bbox="149 1149 686 1464"> <p>i The City, like other cities in Oregon and across the nation, has been impacted by challenges that affect our most important asset: our workforce. These goals and actions respond to those challenges by seeking efficiencies and focusing on both short- and long-term financial planning.</p> </div>	<ul style="list-style-type: none"> • Evaluate and make recommendations on current organizational processes, policies, and procedures around hiring, belonging, and development, with an emphasis on building diversity of thought and experience into projects and programs. • Continue to pursue and support policies, practices, and procedures that advance overall worker wellbeing, including flexibility in meeting employee needs due to the changing workplace and moving toward sustainable workloads. • Implement actions and develop tools and resources to ensure that organizational work aligns with the Strategic Plan (e.g., action planning, performance measures, process improvement, Priority Based Budgeting). • Identify and implement short-term solutions (revenues and service adjustments) to address funding gaps in the 2023-2025 biennium. • Develop a long-term, comprehensive financial plan for the organization, including addressing structural revenue issues across funds.

APPENDIX

Through this plan period the organization will focus on actions and goals that make an impact in the Key Focus areas. The following long-term plans contain goals, actions, and measures that continue to sustain efforts that support all Council goals and outcomes.



Plans Referenced within the Strategic Plan:

- Climate Action Plan 2.0: www.eugene-or.gov/4284/Climate-Action-Plan-20
- Community Safety Initiative: www.eugene-or.gov/3946/Community-Safety-Initiative
- Community Safety Payroll Tax: www.eugene-or.gov/4281/Community-Safety-Payroll-Tax
- Community Wildfire Protection Plan (CWPP): www.lanecounty.org/UserFiles/Servers/Server_3585797/File/Lane%20County%20CWPP%20-Final.pdf
- Emergency Operations Plan: www.eugene-or.gov/documentcenter/view/17722
- Envision Eugene: www.eugene-or.gov/760/Envision-Eugene
- Eugene 2035 Transportation System Plan: www.eugene-or.gov/3941/2035-Transportation-System-Plan
- Eugene-Springfield Wildland-Urban Interface Plan: www.eugene-or.gov/4930/Wildland-Urban-Interface-WUI
- Housing Implementation Pipeline: www.eugene-or.gov/4889/Housing-Implementation-Pipeline-HIP
- Natural Hazards Mitigation Plan: www.eugene-or.gov/DocumentCenter/View/48415/Eugene-SpringfieldAreaMJNHMP2020
- Parks and Recreation System Plan: www.eugene-or.gov/2885/System-Plan
- Urban Forest Management Plan: www.eugene-or.gov/DocumentCenter/View/56902/Eugene-Urban-Forest-Management-Plan-1992
- Vision Zero Action Plan: www.eugene-or.gov/4270/Vision-Zero

Additional Resources

- 2022 Community Survey: www.eugene-or.gov/5009/Community-Survey
- 2023- 2025 City of Eugene Adopted Budget: www.eugene-or.gov/106/Budget
- City Council Vision, Values, Goals, and Outcomes: www.eugene-or.gov/DocumentCenter/Home/View/4808
- Office of Equity and Community Engagement Rights Assistance Program (hate and bias crimes): www.eugene-or.gov/529/Hate-and-Bias



City of Eugene
**Strategic Plan
Performance Report**

July 2024 - June 2025



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Land Acknowledgment

Since time immemorial the Kalapuya people have been the Indigenous stewards to our region, building dynamic communities, maintaining balance with wildlife, and enacting sustainable land practices. This land acknowledgement is a way of resisting the erasure of Indigenous histories and to honor Native communities by inviting truth and reconciliation. Following treaties between 1851 and 1855, Kalapuya people were dispossessed of their Indigenous homeland by the United States government and forcibly removed to the Coast Reservation in Western Oregon. As we consider the impacts of colonization, we also acknowledge the strength and resiliency of displaced Indigenous people. The City of Eugene is built within the traditional homelands known as Kalapuya Ilihi. Kalapuya descendants are citizens of the Confederated Tribes of Grand Ronde Community of Oregon and the Confederated Tribes of Siletz Indians of Oregon, they continue to make contributions in our communities here and across the lands. We express our respect for the inherent political sovereignty of all federally recognized Tribal Nations and Indigenous people who live in the State of Oregon and across the nation.

Learn more: www.eugene-or.gov/LandAcknowledgement

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CITY MANAGER'S MESSAGE

Sarah Medary, City Manager

As we complete the second year of the City of Eugene's first citywide strategic plan, I'm inspired by the progress we've made and remain steadfast in addressing the challenges that exist in key areas. The 2023-2026 Strategic Plan continues to guide efforts in the four key focus areas: Urgent Community Needs; Culture of Belonging; Communication and Outreach; and Organizational Wellbeing.

This report builds on the Year 1 report by including more data to assess the impacts and outcomes of our efforts. It is accompanied by key stories that demonstrate the ongoing work across the organization to advance the plan's goals and City Council priorities. It's important to note that the strategic plan spotlights areas of focus and does not include all of the work and progress being made across the city.

Results from the 2025 Community Survey are used in this report to help establish baseline data or to assess progress for some of the goals. While the strategic plan focuses on areas for improvement, results from the survey demonstrate our community strength in important areas:

- 81% of respondents are satisfied with their life in Eugene
- 80% say quality of life in their neighborhood is good or excellent
- 66% say that Eugene is a good or excellent place to live

The 2025 survey also indicates that the City continues to deliver services at a high-level in areas that residents value, such as parks and open spaces, biking and walking infrastructure, arts and culture institutions, events, social activities, and recreational opportunities.

The work emerging from the Strategic Plan continues to have positive impacts on the community, and the plan sets the course for the coming years to address the key issues community members care about.



IMPLEMENTING THE STRATEGIC PLAN

Strategic Plan Development

In August 2022, the City of Eugene conducted a community survey to gather input from Eugene residents on a variety of issues and topics. The survey was intended to help inform City goal setting and prioritization and shape the organizational strategic planning process and budgeting efforts. Over 1,700 community members responded to the 2022 survey. The survey results provided 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.

In consideration of the community feedback, and the City's financial and workforce conditions, a strategic plan was developed by the Eugene City Council and City staff and finalized in July 2023. The City's strategic planning process was designed to outline the overall direction of the organization's focus for the next four years.

The Strategic Plan centers on four key focus areas:

- Urgent Community Needs
- Culture of Belonging
- Communication and Outreach
- Organizational Wellbeing



The Role of City

The City of Eugene's programs and services play an essential role not only in promoting community prosperity and wellbeing, but also in addressing important challenges and opportunities. However, the complexity of issues such as housing, homelessness and public safety means that our actions alone will not fully address the needs. Factors such as State and Federal legislation and funding as well as larger economic or societal trends will continue to impact our efforts. For this reason, the Strategic Plan primarily focuses on City of Eugene efforts, with the recognition that to be successful, some actions will need to be accomplished in partnership with other entities.

Focus of Year Two

Reporting Progress

The City's Strategic Plan contains fifteen strategic goals that are the basis for this year's annual report. By establishing and monitoring key performance indicators and performance measures for each goal, progress can be assessed over time. While some goals have well-established performance indicators, other goals are in their first year of collecting this type of data - in many cases new information from the 2025 Community Survey is creating the baseline for measuring goals. As more data becomes available, future annual reports will move fully toward assessing and reporting strategic goal progress based on key performance indicators and performance measures.

Data and Performance

Newly established key performance indicators and performance measures for each strategic goal are the foundation for this year's report. Defining what these are and how they differ from each other will help with understanding the report.

Key Performance Indicators – Quantifiable data that can be used to directly evaluate progress toward strategic goals. Typically comprised of 1-3 data points, taken together they should directly assess if progress is being made on a strategic goal. Ideally, these indicators do not change over time so that year-over-year trends become apparent. A few of the strategic goals lack key performance indicators, primarily due to the lack of appropriate data. Staff will continue efforts to gather data to create indicators for these goals.

Performance Measures – Quantifiable data that provides additional context or highlights factors that are contributing to progress on strategic goals. These measures may change over time to highlight changes in context or services that require different data or to incorporate new data that has become available.

Using the Report

This report is organized by the Strategic Plan's four key focus areas. Each goal includes key performance indicators and performance measures (as available) and stories that highlight work that has been done by the City over the past year. Where applicable, links are provided to online resources for more information on the topic. Metrics are reported on fiscal year (July through June) and this report includes metrics from fiscal year 2025 (July 2024 - June 2025). Where possible, we have included metrics from previous years to start establishing an understanding of trends.



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KEY FOCUS AREAS

KEY FOCUS AREA**Urgent
Community
Needs****Urgent Community Needs**

We will prioritize crises that are, or may become, problems impacting health, safety, and welfare.

KEY FOCUS AREA**Culture of
Belonging****Culture of Belonging**

We are cultivating a community where everyone feels included, respected, and valued as they are. A community united in uplifting the diversity of identities and experiences to provide equitable access to resources and opportunity.

KEY FOCUS AREA**Communication
and Outreach****Communication and Outreach**

We will be a city that informs, listens, and understands what the community wants and needs, and a community that understands, participates, and has confidence in what their city is doing.

KEY FOCUS AREA**Organizational
Wellbeing****Organizational Wellbeing**

The City organization is most effective when there are clearly defined priorities and outcomes, flexibility for staff talent, and room for innovation, where we can measure progress and shift when needed. We will establish a sustainable foundation to ensure employee retention and development, to support council, and create capacity to accomplish strategic goals.

KEY FOCUS AREA

Urgent
Community
Needs

STRATEGIC GOAL:

Increase sense of safety.

The level of personal safety a person feels is greatly affected by their surrounding environment, regardless of the presence of criminal or illegal behaviors, and is also related to community belonging. Data and information from the 2025 Community Survey provides insights into how safe community members feel and what contributes to that sense of safety.

A majority of respondents feel safe when walking in their neighborhood **during the day (89%)** and when visiting the **park nearest their home (72%)**.

The topic of “crime and safety” is the number one urgent concern for residents in the next year, and the top five issues negatively impacting sense of safety are homelessness, public harassment, erratic behavior, drug use, and property/petty crime.

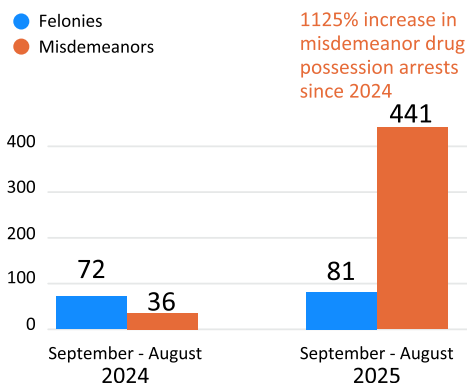
Key Performance Indicator

Sense of safety in Eugene

Source: 2025 Community Survey

**Performance Measures & Related Efforts****Drug Law Arrests in Eugene**

Oregon State House Bill 4002 took effect on September 1, 2024, which provided Eugene Police Department with the ability to make misdemeanor arrests for unlawful drug possession.

**Meaningful tools in addressing crime**

Measure 110, passed by Oregon voters in 2020, decriminalized possession of small amounts of illicit drugs by eliminating misdemeanor penalties. In 2024, the Oregon Legislature passed HB 4002, re-establishing criminal misdemeanor penalties for drug possession while also creating alternatives to arrest through treatment and deflection. This has likely contributed to the increase in arrests shown in the chart at left.

Under the law, individuals cited for low-level possession that impacts community quality of life may be offered the Lane County Deflection Program, which links officers with peer navigators to connect participants to case management, treatment, housing, and other support. Eugene Police Department officers received training in 2024 on new citation, arrest, and deflection policies and procedures, and have discretion in the field to determine when deflection is the most appropriate response, giving them a meaningful tool to redirect individuals away from the justice system. Since the program started in October 2024, this has resulted in 105 criminal deflections.

Number of **residential burglaries** in Eugene in 2024

442

↓ 3.5% decrease
since 2022

Number of **vehicle thefts** in Eugene in 2024

583

↓ 28% decrease
since 2022

Number of **assault offenses** in Eugene in 2024

1,810

↓ 6% decrease
since 2022

Number of **tresspasses** in Eugene in 2024

1,346

↓ 11% decrease
since 2022

Alternative safety resources

Community Safety Payroll Tax (CSPT) dollars are going to some critical, powerful programs to make Eugene safer. CSPT funds police, fire, Central Lane 9-1-1, municipal court, prevention, and social services, which are interdependent and work together. On the police side, this means funding services that are mainstays of local safety response such as police officers, dispatchers, Downtown Team, Street Crimes Unit to target crime trends and repeat offenders, bailiff, recruiting, enhanced public records, forensics, and quality analyst. It also allows alternatives to police programs that help right-size response and new technology to improve service at lower costs and save staffing resources. New alternatives to police program include more community service officers, housing support officers, the new behavioral health co-responder program with Lane County, as well as Trauma Intervention Program that gives supportive care to people who have witnessed a traumatic death, catastrophic crash, or violent crime. Examples of technology improving response and efficiencies include Drones as First Responders, facility upgrades, and the online reporting portal. The CSPT funding sunsets in 2027.

MyPDConnect

During FY24, Community Service Officers from the Eugene Police Department were the first responding unit in the field to **3,024 calls for service** and **processed 7,899 online reports** through the MyPDConnect Online Reporting Portal. This service is mobile-friendly, will work across any type of mobile phone, and supports any number of languages. This new system reduces call hold times for community members and frees up time for 911 call-takers and officers, allowing them to focus on other calls and field duties.



Cleaning up debris

In 2022, the City established the cross-departmental Public Space Team, or PST, to address safety and sanitation concerns in public spaces. The PST coordinates regular and specialized response to community issues related to structures in public spaces and related debris or disruption. This team also identifies and mitigates high intensity or recurring situations, enforces City code, and removes structures and cleans when necessary while upholding state laws that protect people experiencing homelessness. While doing this work, team members also share information about shelter and services to unhoused community members. In 2024, as part of the Public Space Team efforts, the Public Works Maintenance Right of way cleanup team **removed 6,042 yards of debris** from the public right-of-way. The removal of the debris allowed for safer, cleaner travel lanes and stormwater system throughout the community. Also, the Park and Open Space's Illicit Activities and Park Ambassadors' teams **removed 3,447 yards of debris** from the park system.

Additional Information

- Crime Statistics: eugene-or.gov/542/Crime-Statistics
- Community Safety Payroll Tax: eugene-or.gov/4281/Community-Safety-Payroll-Tax

KEY FOCUS AREA

Urgent
Community
Needs

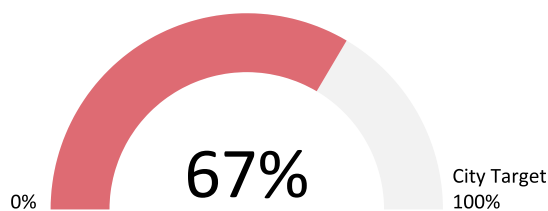
STRATEGIC GOAL:

Advance climate action and community resilience to natural and human-caused disasters.

The Climate Action Plan 2.0 and various City plans related to emergency management and emergency response form the core of our efforts to achieve this goal. Steady completion of actions in these plans and community perceptions of resilience indicate good progress toward this goal.

Key Performance Indicators

Percentage of completed actions in the Climate Action Plan 2.0



Percentage of residents who feel that local government entities have delivered on the attribute “resilience to natural and human-caused disasters”

Source: 2025 Community Survey

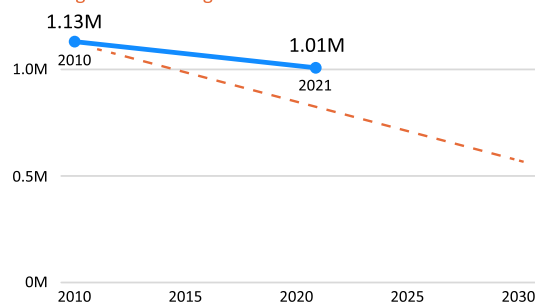
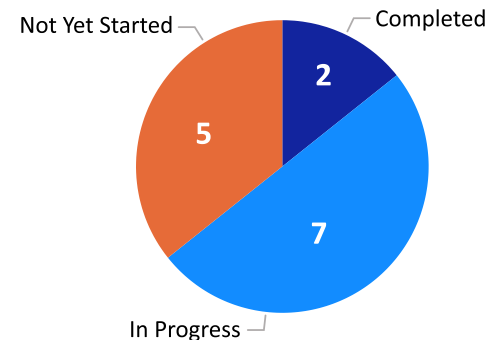
81%

Performance Measures & Related Efforts**Community Emissions from Fossil Fuels**

City Target: 50% Reduction from 2010 levels by 2030

—●— Emissions (MT CO₂e) — - - - 2030 Target Trajectory

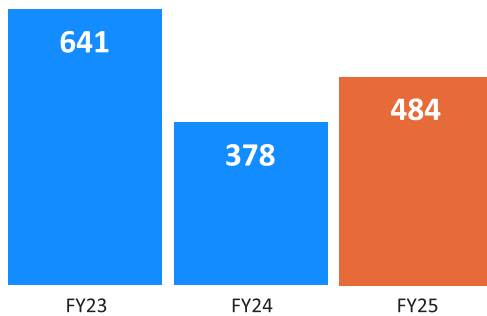
The City is unable to provide more recent data due to challenges in obtaining accurate data.

**Status of Organizational “Continuity of Operations Plans” as of June 30, 2025**

Reducing energy use and saving money

The City of Eugene received the 2025 Town and Gown Sustainability Award from the University of Oregon (UO) for the SCORE program – a partnership between the UO, City of Eugene, and the Eugene Water and Electric Board. The program hires and trains UO students to do energy assessments for low-income homeowners and renters and provide an energy score with recommendations on how to improve it. Energy assessments allow people to better understand how their home is using energy and ways they can reduce energy use and save money. The SCORE program also provides real-life job training for university students who are majoring in fields such as engineering, planning, and architecture. Between 2017-2024, **812 homes were scored**, and **263 home energy improvements** were made.

Number of street trees intentionally planted in areas of Eugene with low existing canopy coverage



Note: Winter storm in FY24 impacted planting efforts

Equity-focused tree planting

Eugene's urban forest is growing into a vital source of shade, beauty, and resilience for the entire community. In 2024, the City reached **24% canopy coverage** through increased tree planting and continued maintenance of existing trees. While progress is steady, the city remains focused on leveraging community collaboration and sophisticated mapping tools to prioritize neighborhoods where trees are needed most. Targeted efforts, like the strategic **planting of 900 trees in Bethel** since 2022, have **increased canopy coverage from 8% to 9%** for that neighborhood, demonstrating measurable improvements in low-canopy areas.

Ensuring City resilience

Roosevelt Yard (the Yard) houses the Maintenance and Parks and Open Space divisions of Public Works and also serves as the hub of operations when emergencies strike the City of Eugene. It is vital that the Yard has sufficient electrical power on both blue-sky days and during emergencies. In fall 2024, Public Works Maintenance received a grant from the Oregon Department of Energy that will allow it to install an extensive solar panel system on two large buildings at the Yard. This system will include a battery storage unit so that in the case of a power outage, buildings at the Yard – including Roosevelt Incident Command – will be able to operate. The electricity generated by the solar panel system will not only keep the backup battery system charged, but it will also feed back into the power grid and the City will be credited or paid for its contributions.

Number of acres treated to reduce fuel sources in FY25

Fuel reduction on City-maintained land and included prescribed fire, mowing, and vegetation removal.

1,848

Number of properties provided with defensible space assessments in FY25

Assessments provided by Eugene-Springfield Fire for properties within the service boundary

270

Additional Information

- Climate Action Plan 2.0: eugene-or.gov/4284/Eugenes-Climate-Story
- Community Wildfire Protection Plan (CWPP): lanecounty.org/UserFiles/Servers/Server_3585797/File/Lane%20County%20CWPP%20-Final.pdf
- Emergency Operations Plan: eugene-or.gov/documentcenter/view/17722

KEY FOCUS AREA

Urgent
Community
Needs

STRATEGIC GOAL:

Mitigate the impacts of homelessness on unhoused individuals and the community.

Unhoused individuals face a multitude of challenges each day, and homelessness has significant impacts on the broader community. The City works closely with Lane County and other regional partners to provide safe shelter options. While these efforts continue to increase shelter and supportive services, community survey results indicate that homelessness remains a top issue and one that few people feel is headed in the right direction.

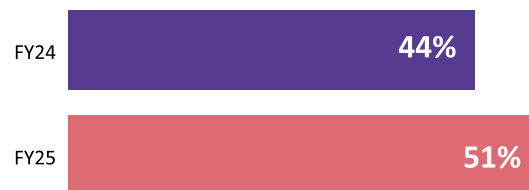
Key Performance Indicators

Percentage of residents who feel the **City's efforts to mitigate the impacts** of unsheltered homelessness are headed in the right direction.

Source: 2025 Community Survey

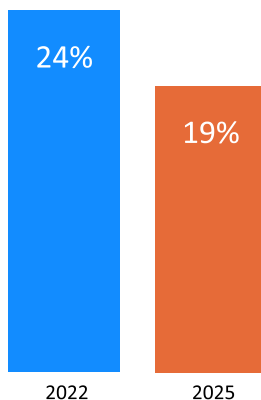
21%

Percentage of exits from a City-supported shelter to a more stable living situation

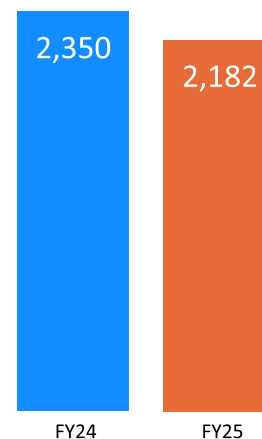
**Performance Measures & Related Efforts**

Percentage of residents who feel our community is headed in the right direction regarding homelessness

Source: Community Surveys



Average number of unsheltered people experiencing homelessness in Eugene per month





Transitional housing community partnership

HIV Alliance, SquareOne Villages, and the City of Eugene partnered on the new micro-safe sleep site, Rainbow Corner. The site is located on City of Eugene property and primarily serves unhoused individuals who are in services at HIV Alliance. The site acts as a bridge from homelessness to the stability of affordable permanent housing. The six-unit site, which opened in April 2025, consists of Pallet Shelters (private secure sleeping units), community spaces, a kitchen, and shower/restroom facilities. The site uses a governance model that enables residents to use democratic process to make decisions about how the community is operated and managed.

Continued investment in City-supported shelter sites

Over the last year, the City's Homeless Services Team has focused on sustaining, stabilizing and strengthening the many alternative and emergency shelter sites that the City supports. This system of sites has been supported through code development, infrastructure support, provision of land, neighborhood outreach, funding support, contract management, and program development. Since 2020, the City **increased the number of City-supported shelter spaces by 64%** and worked with its partners to ensure an array of supportive services are offered in these shelters to help people transition into long term housing and stability. The City's Homeless Services Team also participates with, and helped convene, other shelter providers to form the Eugene Shelter Consortium, which collaboratively works to improve care coordination and outcomes for people experiencing homelessness in Eugene.

Supporting innovative shelter types

The City's work to establish new alternative and emergency shelter sites led to the City's participation in a statewide Sustainable Shelter Workgroup, convened by Governor Kotek and Representative Pam Marsh, that made recommendations for the State to create a new category of shelter, called the Safe Temporary Emergency Placement (STEP) sites. The new site category was approved for statewide implementation as part of a larger sustainable shelter framework bill during the 2025 Legislative Session. The City supported this new legislation to sustain and improve regulation of statewide shelter programs and make Eugene's safe, stabilizing, and innovative shelter program types eligible for state funding.

Additional Information

- Housing Implementation Pipeline: eugene-or.gov/4889/Housing-Implementation-Pipeline-HIP
- Lane County Homelessness Dashboard: public.tableau.com/app/profile/lchsd/viz/HomelessnessinLaneCountyOregon_16195399452050/SummaryDashboard

Improving safety and sanitation at City-supported shelters

A collaborative effort between the City of Eugene, Eugene Water & Electric Board (EWEB), and Nightingale Hosted Shelters brought permanent water, electric, and sewer infrastructure to the Nightingale shelter site in FY25. The upgrades drastically improved safety, sanitation, and year-round livability for residents experiencing homelessness. Located on City-owned property at Hilyard Street and 34th Avenue, Nightingale Hosted Shelters is a nonprofit organization that provides temporary shelter and fosters a healthy, safe, and supportive community for individuals experiencing homelessness. With the support of one-time State Shelter and Housing Grant funds provided by the City of Eugene, additional grant funding, and donations from hundreds of Nightingale supporters, the project delivered electricity to individual sleeping huts, a fully equipped kitchen and shower house (constructed by SquareOne Villages), a renovated warming and cooling shelter for year-round comfort, and permanent water and sewer connections, replacing temporary portable services.

Supportive services now include pet care

For many experiencing homelessness, pets can provide support during difficult circumstances. Recognizing this, supportive services provided by the City include pet care. In FY25, the City coordinated three Wellness Care and Licensing Clinics at area shelters providing needed care such as vaccinations, licensing, spay/neuter services, and micro-chipping. To accomplish this, the City distributed Eugene Spay and Neuter Wellness Care and Licensing vouchers. In FY25, **90 vouchers were redeemed**. The vouchers provided more than **\$9,000 in value of vet services**.

KEY FOCUS AREA

Urgent
Community
Needs

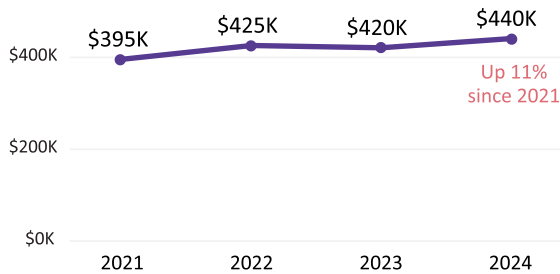
STRATEGIC GOAL:

Stabilize the cost of housing.

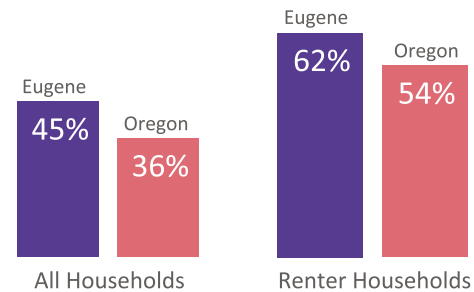
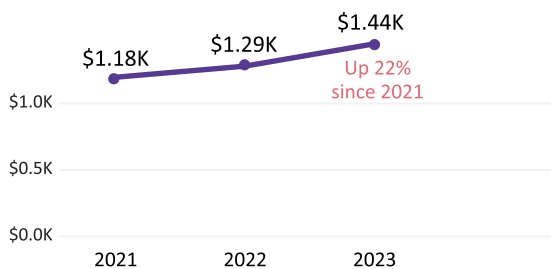
Housing development takes time and any changes that the City makes today may take years to manifest. Additionally, the City is only one piece of this puzzle. Developers, architects, contractors, mortgage providers, non-profit groups, Oregon state government and the US federal government all play roles in building and providing housing. Stabilizing the cost of housing is a long-term goal that will take time, however continued progress toward the goals in the Housing Implementation Pipeline is building a good foundation.

Key Performance Indicators**Median sales price of single-unit housing in Eugene**

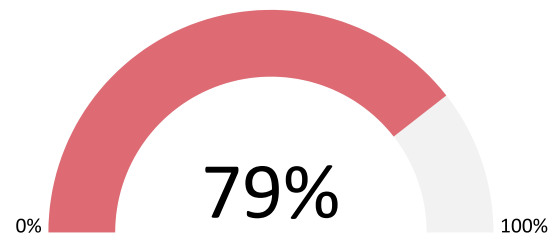
Includes single-unit detached dwellings, manufactured homes, and townhouses

**Percentage of cost-burdened households in 2023**

Cost-burdened means that the household spends more than 30% of its income on housing costs

**Median gross rent in Eugene****Percentage of housing need met since December 2012**

On pace to meet target set in adopted housing needs analysis

**Eugene Housing Needs**

The State of Oregon Housing Needs Analysis estimates that Eugene will need to produce an average of 1,600 new units per year to support the City's expected population growth and address existing unmet needs, including units for people experiencing homelessness and the historic underproduction of housing. On average, the City issued permits for over 900 units per year between 2012 and 2024. The City will look to increase that average to 1,600 units permitted annually over the next 20 years. This goal includes permits for all housing types, for both rental and homeownership, at all income levels, and in all locations.

Performance Measures & Related Efforts

Number of new Affordable Housing units supported for development in FY25

453

Number of Affordable Housing units preserved in FY25

Completed preservations only

20

Number of mixed-income housing units supported for development in FY24-FY25

Includes moderate and market-rate units

133

Piloting new housing

The City is piloting a mixed-income, mixed-use redevelopment project at 1059 Willamette Street in Downtown Eugene. The project includes **133 rental units, 68 of which are restricted to households earning 80% of area median income or less, and 65 are market-rate units.** The City acquired the site using federal Community Development Block Grant funds in 2020, and the City and Urban Renewal Agency allocated an initial \$1.1 million to support the project. In FY24, the City approved a Multi-Unit Property Tax Exemption (MUPTe) and additional Urban Renewal funding, bringing the total financial assistance to \$1.84 million. In FY25, the City continued to support the project, processing building permit applications. The development team continues to work on assembling the financing needed for the project. Even with public assistance, new multi-unit housing continues to face an uphill battle for securing funding, with developers and banks balancing high interest rates, high construction costs, and an unpredictable economic market. The team hopes to close on the property and begin construction in fall of 2025.



Land acquisition for Affordable Housing

In FY25, **three parcels of land were acquired or identified for future Affordable Housing development**, including 1.8-acres to be used as a shelter site and eventually for Affordable Housing development. A 0.9-acre site at 1091 Coburg Road was acquired with Community Development Block Grant funds to be offered to developers in FY26 through a request for proposals process, and a City-owned property at Hilyard Street between 33rd and 34th Avenues was researched for development potential and was determined to be an appropriate location for Affordable Housing development. Together these three sites could potentially support over 110 units of new Affordable rental and/or homeownership housing.

Ollie Court

Homes for Good Housing Agency was awarded nearly \$3 million in federal and local City development subsidies and the former City-owned property at 13th Avenue east of Chambers Street to build Ollie Court – two buildings that include **80 income-qualified units** and an on-site Early Learning Center for residents and non-resident families. There will be 163 total bedrooms in the development and common areas such as play structures and gathering areas. All residents will earn no more than 50% of the area median income and will have rent assistance vouchers that allow them to pay no more than 30% of their incomes for rent and utilities.

Additional Information

- Housing Implementation Pipeline: eugene-or.gov/4889/Housing-Implementation-Pipeline-HIP
- Growth Monitoring Dashboard: eugene-or.gov/4917/Dashboard

KEY FOCUS AREA

Urgent
Community
Needs

STRATEGIC GOAL:

**Increase the vibrancy, economic vitality,
and livability of Downtown.**

Downtown Eugene is the social, economic, and cultural heart of our community, so our focus on this area is of strategic importance. New questions in the 2025 Community Survey brought an increased understanding of how people visit and think about downtown and will help inform efforts across multiple teams in the coming year.

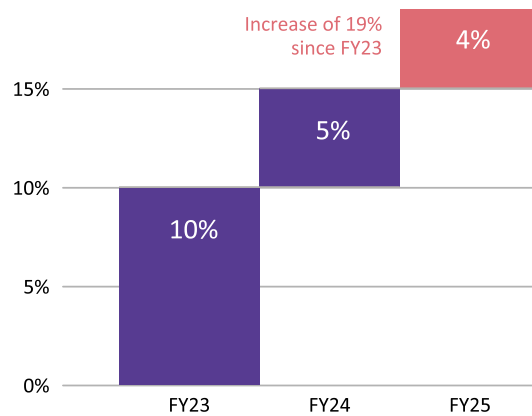
Key Performance Indicators

Percentage of residents who feel
Downtown Eugene is vibrant

Source: 2025 Community Survey

50%

Percentage increase in visits to Downtown



Sense of safety while visiting Downtown Eugene

Source: 2025 Community Survey

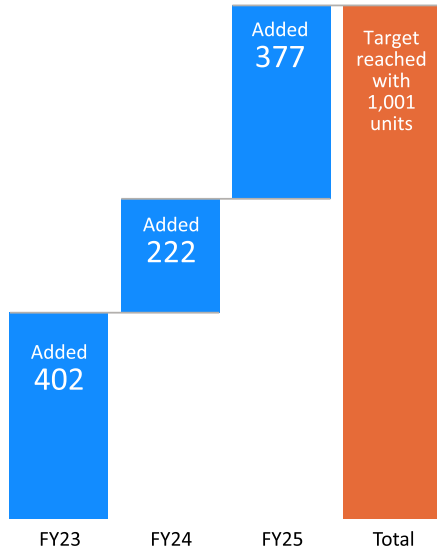


Performance Measures & Related Efforts

Number of housing units added within the Downtown Plan boundary

Measurement includes units that received occupancy permits

City Target: 1,000 units by FY27



Percentage of residents who visit Downtown at least once per month

Source: 2025 Community Survey

75%

New tools for Downtown residential housing

To support the creation of new downtown housing, the City of Eugene has launched the Downtown Core Housing Initiative, a suite of tools to make downtown housing development financially feasible. Use of the programs will be evaluated in two years. Encouraging compact development in the downtown core is one critical way to provide housing for our growing community.



Rapid Response Clean-up Team

In FY25, the three-person Rapid Response Clean-up team has responded to, and resolved, **430 work requests** submitted through the Downtown Watch app. Most of the work orders submitted to the app were **completed in under an hour**, with a large portion being done in less than 30 minutes. The team has also completed nearly **1,500 self-initiated cleaning projects** and assisted Downtown officers with clean up.

Additional Information

- Downtown Priorities and Projects: eugene-or.gov/4723/Downtown-Priorities-Projects
- Downtown Core Housing Initiative: eugene-or.gov/5357/Downtown-Core-Housing-Initiative
- Downtown Watch: eugene-or.gov/5326/Downtown-Watch---Report-a-Concern

KEY FOCUS AREA

**Urgent
Community
Needs**

STRATEGIC GOAL:

**Improve support for local businesses
and the business environment.**

Local businesses, as well as the larger business environment, are an essential component of the economy and the livability of Eugene. The City's Business Loan Program, Enterprise Zone efforts and other efforts provide important support and are contributing to steady progress on this goal.

Key Performance Indicators

Total number of loans
made by the City's
Business Loan Program

Between FY19 - FY25

30

Total amount loaned by
the City's Business Loan
Program

Between FY19 - FY25

\$5.7M

Approximate number of
businesses contacted by
the City's Business Liaison

FY25

300

Performance Measures & Related Efforts

Number of active Enterprise Zone
tax exemptions in FY25

13

Number of jobs created by businesses
with Enterprise Zone authorizations
between FY23 - FY25

481

Average wage of businesses with active
Enterprise Zone Authorizations in FY25

\$80,726

Enterprise Zones

The West Eugene Enterprise Zone, established in 2005, is jointly sponsored by the City of Eugene and Lane County. The Zone was re-designated by the State of Oregon in 2016 for an additional ten-year period. The primary purpose of the Zone is to stimulate new investments that create jobs. Eligible new investments within the Zone can be exempted from property taxes for a period of three years.



City Business Loan Program Supports New McDonald Theatre Historic Marquee

In January 2025, the McDonald Theatre in downtown Eugene unveiled its beautifully restored 1938 marquee and sign, blending history with modern craftsmanship. This exciting transformation brings new life to the beloved landmark and adds extra charm to Eugene's vibrant downtown. The project was made possible thanks to support from the City of Eugene's Façade Improvement Loan Program and the expertise of local historic preservation consultant George Kramer.

The marquee restoration was part of the City of Eugene's Façade Improvement Loan Program which provides building owners an accessible funding source to improve, restore, and preserve their exterior facades. This program is available for physical improvements to façades within the Downtown Urban Renewal District, prioritizing properties along our Great Streets: 8th Ave, Willamette St, Broadway, as well as properties facing the Park Blocks. The intent is to enhance the pedestrian realm along these streets and increase the visual appeal of building façades for all people in the right-of-way.

The program is also designed to be attractive to property owners: It is a loan offered at 0% interest that would be due only when the building changes ownership (at least 50% change in ownership). The City of Eugene works with businesses and developers using loans offered by the City of Eugene to support economic growth. Loans include Façade Improvement, Business Growth, Downtown, Signage, Art, and River Loans.

Minimizing construction impacts on businesses

The new Business Access Coordination Program is a proactive initiative developed through a partnership between the City's Economic Prosperity team and the Public Works Engineering division. Under the program, the Business Liaison partners with project managers from Public Works to identify potential impacts to businesses as a result of construction projects. Together they reach out to affected businesses before construction begins to ensure that business owners are informed well in advance of any projects that could affect customer access, deliveries, or daily operations, and to maintain communication throughout the project timeline. The team works with the business owner to find solutions together to minimize disruption and maintain access. In FY25, the Business Access Coordination Program served approximately 130 Eugene businesses.



Additional Information

- Business Resources: eugene-or.gov/1043/Business-Resources

KEY FOCUS AREA

Urgent
Community
Needs

STRATEGIC GOAL:

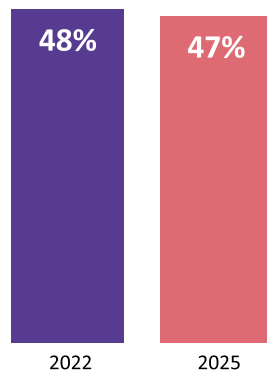
Advance efforts that will increase wages and create new jobs.

City efforts to increase wages and create new jobs occur within larger regional and national forces that make progress on this goal challenging. Initiatives to increase available land for employment and support job training co-exist alongside actions by other regional and statewide partners that will continue to advance progress toward this long-term goal.

Key Performance Indicators

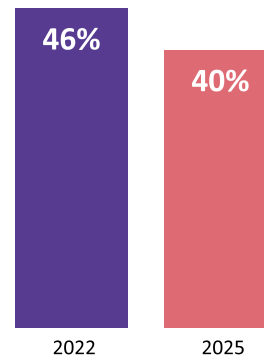
Percentage of residents who feel that Eugene is a place where they have the opportunity to thrive

Source: Community Surveys

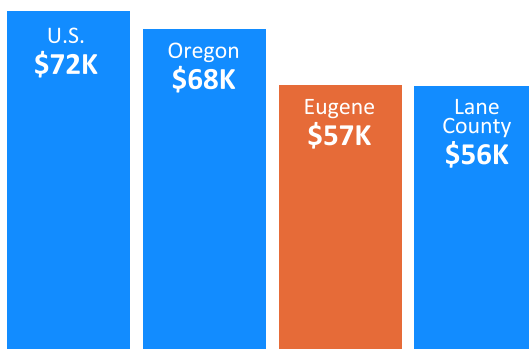


Percentage of residents who feel that Eugene is an excellent/good place to work

Source: Community Surveys

**Performance Measures & Related Efforts**

Average annual wage in 2023



1.5% Average annual employment growth rate in Eugene

Number of attendees at the 2025 Eugene Equity Consortium (ECC) Job Fair
Job Fair included LinkedIn Workshop, free headshot photos, and representatives from all 14 ECC agencies

146

Vision for a new industrial employment center

The Oregon Legislature awarded the City of Eugene \$6 million in funding during the 2025 legislative session for the Clear Lake Industrial Area, an infrastructure project that will bring economic development opportunities to the community. The City estimates that the Clear Lake area alone has capacity for 3,000 new jobs, but providing infrastructure to this area would benefit an even larger area and create greater **job capacity – totaling 6,000 new jobs**. This state funding, along with funds from identified local System Development Charges, will support adding pieces of infrastructure that will serve as critical investments in industrial land readiness and serve as a catalyst for industrial development to create new jobs in the manufacturing sector. The first phase of funded construction will include building a pump station, wastewater system, and electrical, water, stormwater, and transportation facilities.



In the early 2000s, Eugene identified the Clear Lake Industrial Area as an appropriate location to grow the region's manufacturing sector and in 2018 expanded its urban growth boundary to include this area. The Clear Lake Industrial Area is in northwest Eugene, between Eugene Airport and Highway 99. The Industrial Area is approximately **650 acres**, including large lots designated for future industrial activity. This area creates an opportunity for existing local firms to expand operations or for new firms to relocate. To help realize Oregon's demand for large, developable, industrially zoned sites, the City of Eugene needs to extend critical infrastructure to this area and this funding allows for this important project to the next step. Construction is expected to begin in the summer of 2027 with completion estimated by the summer of 2029.



Job training for advancement

In FY25, the Recreation division employed over **750 entry-level support staff** (lifeguards, recreation leaders, instructors) and provided **23 job training and skill development programs** to support staff advancement into more than **400 advanced temporary and regular positions**, including coordinators, advanced instructors, and team leaders. Recreation has a process to provide equal pay for equal work scaled to be competitive within the marketplace for temporary staff. Based on market analysis and adherence with the Oregon Equal Pay Act (OEPA), all Recreation temporary employees received pay placement for each position held, which was calculated using years of relevant education and experience. Pay scales and steps were right-sized to the market and are scheduled for annual re-adjustments to avoid compression, stay competitive, and provide temporary employees wage mobility within their positions.

Additional Information

- Blue Ribbon Panel on Economic Development: eugene-or.gov/5285/Mayors-Blue-Ribbon-Panel-on-Economic-Dev
- Business Resources: eugene-or.gov/1043/Business-Resources

KEY FOCUS AREA

Culture of Belonging

STRATEGIC GOAL:

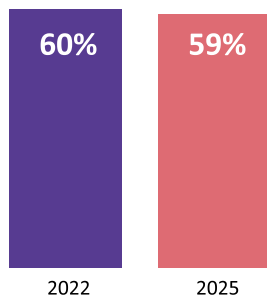
Establish an understanding of community belonging, what impacts it, and how City policies, programs, and staff can influence it.

Understanding what creates a sense of belonging for community members is complex and highly individualized. These strategic goals and actions emphasize that understanding and creating a sense of belonging is essential to our community's livability and prosperity. Data and information from 2025 Community Survey provides new perspectives on how community members experience belonging and is an important first step toward completing this goal.

Key Performance Indicators

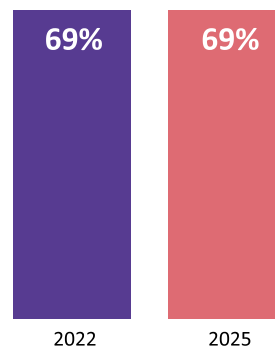
Percentage of residents who feel **Eugene** is a place where they belong

Source: Community Surveys



Percentage of residents who feel their **neighborhood** is a place they belong

Source: Community Surveys



Percentage of residents who feel able to be their whole and authentic selves in Eugene

Source: 2025 Community Survey



Percentage of residents who feel welcome and included in activities

Source: 2025 Community Survey



Performance Measures & Related Efforts



Understanding community belonging

Establishing “Culture of Belonging” as one of the Strategic Plan’s Key Focus areas documented the City’s commitment to cultivating a community where everyone feels included and respected. This strategic goal identified the important work needed to better understand community belonging before specific actions can be identified. The 2025 Community Survey began this work with several questions related to how, when, and where community members experience belonging. This information is helping to provide baseline data for our efforts and measure changes over time. It will also help to assess what City policies and programs could potentially impact and improve sense of belonging.

Percentage of residents who feel satisfied with their relationships in Eugene

Source: 2025 Community Survey

55%

Improving community outcomes

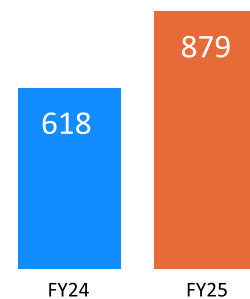
The City’s Parks and Open Space and Recreation divisions are making progress on identifying steps to improve health equity outcomes for staff and the entire community of Eugene with emphasis on underrepresented communities. In the last year, the two divisions worked with the City’s Office for Equity and Community Engagement to summarize feedback received over the course of the last three years from staff and through community outreach, and a draft plan is now under review.

Inclusive programming

In FY25, Eugene Recreation hosted over **300 program sessions** designed or adapted to improve inclusivity and access for marginalized community members, including individuals with disabilities or those needing additional programmatic modifications. These programs had **2,737 registrants**, with additional drop-in options offered to further support a low-barrier and inclusive environment. In calendar year 2024, Recreation awarded **\$67,500 in scholarships to 1,758 individuals**, including Eugene residents, foster children, and unhoused community members who demonstrated financial need.

Number of City staff who attended trainings in Belonging

Trainings focused on ethics, culture, allyship, bias, and more



Additional Information

- City Council Vision, Values, Goals, and Outcomes: eugene-or.gov/DocumentCenter/Home/View/4808
- Office of Equity and Community Engagement: eugene-or.gov/3913/Equity-Community-Engagement

KEY FOCUS AREA

Culture of
Belonging

STRATEGIC GOAL:

Strengthen relationships with the whole community, with emphasis on the inclusion of the most marginalized groups.

Ensuring that all community members can access, engage with and impact City policies, programs and services is at the core of strengthening the relationship between the City and the whole community. While the strength of these relationships can be difficult to measure, efforts over the past year have advanced organizational efforts in tangible ways.

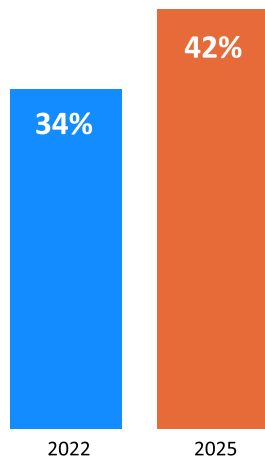
Key Performance Indicators

Key performance indicators are intended to show whether the organization is progressing towards goal completion. The City does not currently have a method for measuring the current strength of our relationships and are therefore unable to determine if they have been strengthened at this time. We will continue efforts in the coming year to identify key performance indicators.

Performance Measures & Related Efforts

Percentage of residents who think the local Eugene government has delivered on the attribute “sense of community”

Source: Community Surveys



Number of hours spent on equity consulting for initiatives and resource groups

Consulting delivered by the City's Office of Equity and Community Engagement

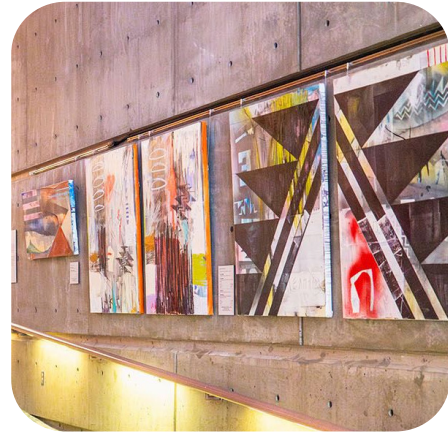
784

Centering Voices: Comprehensive Community Listening Initiative

The Office of Equity and Community Engagement coordinated a listening initiative to understand community needs through six focused sessions with underserved communities: Black/African American, Latino/a/x/e, Middle Eastern and Arab, LGBTQ+, Asian/Pacific Islander, and native American. This effort directly complements the Community Engagement Preferences Survey, providing a broader picture of how a variety of Eugene residents want to connect with their city government. Together, this information is informing an updated Community Engagement Guide that will shape how the city engages residents going forward. By creating structured opportunities for traditionally underserved communities, this initiative demonstrates how the city is working to incorporate more inclusive approaches.

Placemaking in public spaces

Cultural Services public placemaking efforts create spaces that reflect the growing diversity of our community by commissioning projects that center historically underrepresented and marginalized stories. This work includes Cultural Currents, a partnership with Lane Arts Council supported by funding from the National Endowment for the Arts' Our Town grant. While the grant originally funded infrastructure for permanent plinths, the City has continued to curate installations that uplift diverse voices. In FY25, these include City Exhibitions at the Hult and the Contemporary Indigenous Art Gallery (in partnership with Don Dexter Gallery), which is dedicated to advancing Native and Indigenous artists. Through these exhibitions, the City presents contemporary artwork to local, regional, national, and international audiences—connecting the broader community with Indigenous perspectives and creative expression.



Accessible graphic design

The city is working to make sure accessibility is at the core of our communications. This year, the Library, Recreation and Cultural Services Department focused on creating friendly, engaging visuals for Eugene's diverse community. The communications team created communications materials with bilingual text for events and services with high Spanish-speaking participation and experimented with developing graphics with minimal to no text to make information easier to understand at a glance. This audience-centered approach helps remove language and literacy barriers, making it easier for more people in our community to engage and feel included.

Youth empowerment

In September 2024, the City of Eugene Youth Empowerment Program opened a new Teen Center at Washington Park. The Teen Center offers a space for teens to gather, socialize, and discover new opportunities for fun and growth. Through the center, staff teach youth real-life skills and empower them to explore and connect with potential career paths. Having a Teen Center and access to other Community Centers allows the City to provide teens with safe spaces to make social connections, give back to the community, and have fun.

Cultural collaboration

In FY25, signature programs coordinated by Cultural Services strengthened relationships with the community by committing to transparency, active listening, and reciprocal partnerships. Grant programs and Arts in the Parks supported events such as PRIDE in the Park, the Asian Celebration, the Aloha Festival, Juneteenth, and smaller neighborhood celebrations. The Downtown Program Fund sponsored community-led events like the Asian Night Market, the Neurodiversity Festival, and Lane Arts Council's "The Block is Hot" featuring African American producers. The City also supported Lane Arts Council's Community Arts Grants and sponsored key ongoing initiatives, including the First Friday Art Walks and the Native American Arts and Craft Makers series at the Farmers Market Pavilion. The City continues to foster inclusion by convening and leading advisory groups that center around historically underrepresented communities (Fiesta Cultural Advisory Committee, Cultural Currents Advisory Committee, Artist Mixer at the Hult Center). These groups offer insight into programming and exhibitions and help guide policies and practices.

Additional Information

- City Council Vision, Values, Goals, and Outcomes: eugene-or.gov/DocumentCenter/Home/View/4808
- Office of Equity and Community Engagement: eugene-or.gov/3913/Equity-Community-Engagement

KEY FOCUS AREA

Communication
and
Outreach

STRATEGIC GOAL:

Improve community awareness and understanding of priority topics.

Recent surveys indicate a core group of priority topics and issues that community members see as important to address in the coming years. Better understanding community preferences around receiving information and coordinating organizational communications have been priority efforts over the past year to advance this goal.

Key Performance Indicators

Key performance indicators are intended to show whether the organization is progressing towards goal completion. The City does not currently have a method for measuring community awareness and understanding of priority topics and therefore cannot measure whether they have improved. We will continue efforts in the coming year to identify key performance indicators for this goal.

Performance Measures & Related Efforts

Number of Newsroom stories published to City website in FY25

120

City newsroom delivers 120 stories focused on community priorities

Launched in April 2024, the Newsroom webpage published 120 stories in FY25. These stories provided in-depth information on priority topics from across the City. Stories ranged from community safety, climate action, addressing homelessness, affordable housing, transportation infrastructure improvements, and supporting the local economy.

Number of people (weekly) who listened to stories about how the Community Safety Payroll Tax is making Eugene safer.

240,000

Percentage of City website pages written in plain language

Plain language = 9th grade reading level or lower

36%

Number of people who participated in the 24th Avenue Bike Lane Project

1,150

Number of engagements and views on the City's main Facebook and Instagram accounts

143,000

Community Safety Payroll Tax (CSPT) awareness campaign

Eugene residents have been investing in community safety through their tax dollars over the last several years. The city is committed to keeping residents informed about how their taxes are invested and the impact these investments are having. To accomplish this, the City launched a campaign with Eugene Area Radio Stations to produce and run public service announcements on all 17 local radio stations featuring key programs funded by CSPT. This campaign reached about **240,000 people every week** with an average of over 14 hours of listening per person. The campaign is tailored to meet people where they are, whether that's in their cars, at work, or at home. The Eugene Police Department then transforms the radio spots into engaging video content for social media and for local television stations as part of their public service programming. This has been a strategic and cost-effective public education campaign to help elevate awareness about CSPT across our community.

Climate resiliency: public education efforts boost wildfire prevention

The best wildfire defense happens long before a wildfire appears, and public education is a key component of wildfire prevention. With this in mind, Eugene-Springfield Fire (ESF) began offering several in-person education and awareness events for residents. ESF provided personalized defensible space assessments as part of the department's Wildfire Planning and Fuels Management Program. These assessments help individuals identify and prioritize steps to increase resilience and create more ember-resistant homes. Beyond these one-on-one consultations, Eugene Springfield Fire and community partners stopped by local community spaces, like the Lane County Farmers Market and stopped by local businesses, to share tips on fire safety, defensible space, and home hardening. Eugene-Springfield Fire is working to meet community members where they are at and increase engagement outside of emergencies.

Delivering storm preparedness information to residents

In recent years, Eugene residents have experienced significant impacts from hazardous weather events. To prepare for future events, the city's Public Works Maintenance and Parks and Open Space teams created a Storm Response video that illuminates how the City prepares for and responds to weather events. This behind-the-scenes video highlights the city's storm response playbook – from street preparation tactics and how employees serve as first responders to the city's priority road plowing system. But the video is just one part of a larger set of preparedness information. The Open Space team also developed a live public dashboard that is activated during storms to provide residents with information about trees in the right-of-way. This dashboard helps residents stay informed about conditions affecting their neighborhood.



Fire Facts public education campaign

Throughout the summer of 2024, Eugene ran a digital Fire Facts campaign. The campaign was designed to educate residents, offering information about firefighter staffing levels and Eugene Springfield Fire's response capabilities. Made up of videos, graphics, and informational articles, the campaign was shared over a variety of platforms, including Facebook, where the **information reached 52,000 people**.

Additional Information

- City Newsroom: eugene-or.gov/3219/Newsroom
- Engage Eugene: engage.eugene-or.gov
- Eugene Fire Facts: eugene-or.gov/1872/Fire-Facts
- Eugene Storm Response: eugene-or.gov/315/Storm-Response

KEY FOCUS AREA

Communication
and
Outreach

STRATEGIC GOAL:

**Engage with a broader cross-section
of the community.**

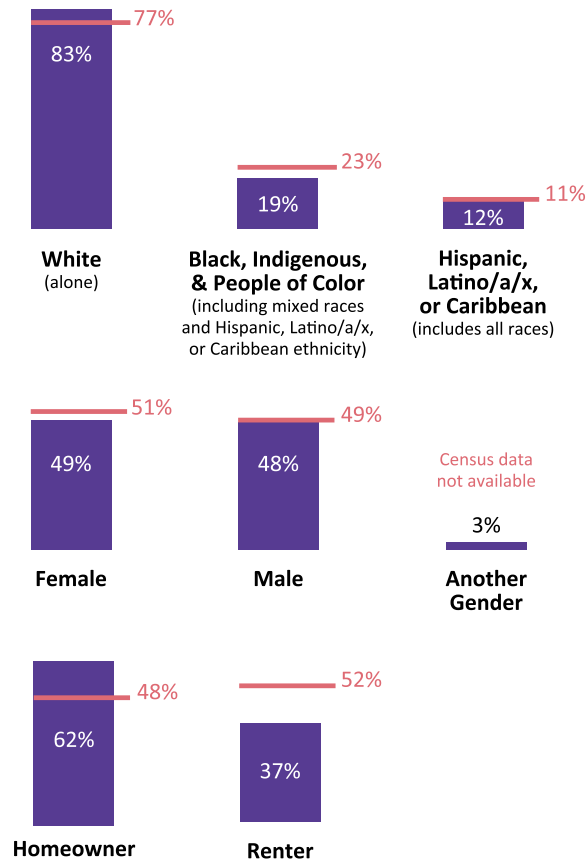
The City organization and the Eugene community have always placed a high value on engagement. Continuing that work while ensuring that we are engaging with the broadest cross-section of our community possible, is the focus of this goal. Efforts to engage with newly arrived and younger community members highlight some the key accomplishments.

Key Performance Indicators**Percentage of engagement on 2025 Community Survey by demographic group**

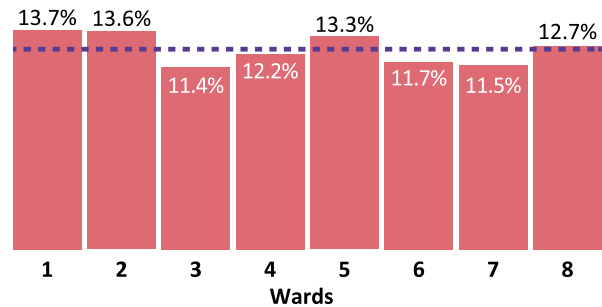
The percentage of engagement by demographic group on the community survey should match the percentage by demographic group in our community per the US Census.

--- TARGET: 2023 American Community Survey, US Census Bureau

● 2025 Community Survey Data

**2025 Community Survey respondents by ward**

--- TARGET: Equal distribution from each ward (12.5% per 2021 Ward Redistricting)

**Performance Measures
& Related Efforts**

Number of people who completed a survey on how they prefer to engage with the City in FY25

916

Number of community events organized, supported, and/or attended by staff from the City's Office of Equity and Community Engagement in FY25

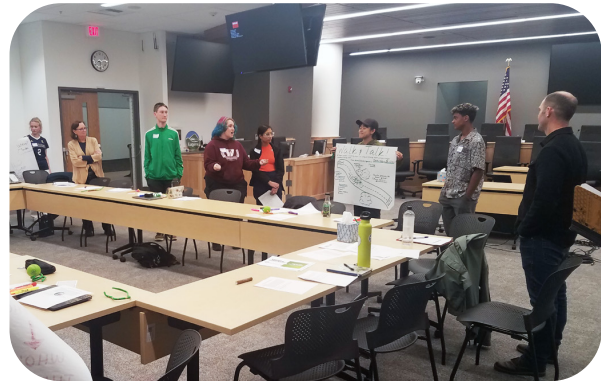
105

Listening first: community engagement preferences survey

In 2024, the Office of Equity and Community Engagement conducted a survey to ask people how they wanted to hear from the city. **More than 900 people responded**, sharing how they currently receive city news, what topics they're most interested in, and when and how they want to hear from the city in the future. This feedback will help the city develop meaningful improvements in our communication, outreach, and engagement strategies.

City's Youth Advisory Council brings youth voice to Urban Growth Strategies project

As part of the Planning & Development Department's Urban Growth Strategies project, which is planning for the next 20 years of growth in Eugene, staff engaged the City of Eugene's Youth Advisory Council to better understand the needs and priorities of youth related to future growth and development. Over the course of six meetings, staff engaged youth on topics related to housing types and characteristics, community gathering spaces for youth, equitable access, and how youth could be engaged in other City efforts. The Youth Advisory Council is composed of **25 high-school age community members** with the goal of bringing youth voices to City and community issues.



24th Avenue protected bike lane community engagement drives decision making

Rather than relying on one community meeting or feedback form, the Transportation Planning team used a wide variety of community engagement events and tactics to ensure the community was involved every step of the way. This holistic approach guided decision making for the grant-funded protected bike lane upgrade on a portion of 24th Avenue. The Community Engagement Report details how staff actively engaged residents, businesses owners and the broader community over several months about making changes to 24th Avenue. There were open houses, a survey with more than **1,000 responses**, community meetings, presentations by staff and a public hearing, all to ensure residents had a voice in the project's process and outcomes.

City engages new community members

In 2024, the City launched the New Movers program to encourage new Eugene community members to integrate active and low-carbon transportation into their new routine. The program delivers a welcome packet to all recently arrived residents, which includes helpful information on biking, walking, taking the bus, and more. In 2024, over **2,500 new residents received packets, 400 of whom (15% of recipients) opted in for additional information**. Residents become eligible for New Movers when they move into Eugene city limits from at least 20 miles away. As Eugene grows, this initiative will help the City meet climate goals by targeting clean transportation messaging towards an audience ripe for behavior change.

Additional Information

- City Newsroom: eugene-or.gov/3219/Newsroom
- Engage Eugene: engage.eugene-or.gov

KEY FOCUS AREA

Communication
and
Outreach

STRATEGIC GOAL:

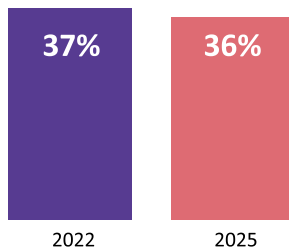
**Increase community confidence in
Council and staff.**

The degree to which community members have confidence in the City is an important measure of organizational success. While national trust and confidence in government has been decreasing in recent years, Eugenians are holding steady in their level of confidence, based on results from recent community surveys.

Key Performance Indicators

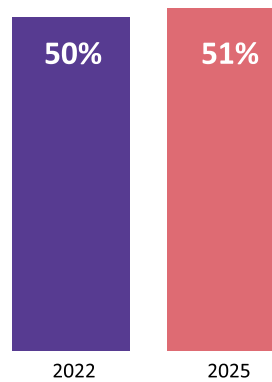
Percentage of residents who have confidence in **City Council** to handle issues in the City

Source: Community Surveys



Percentage of residents who have confidence in **City Staff** to handle issues in the City

Source: Community Surveys

**Performance Measures & Related Efforts**

Percentage of residents who feel excellent/good about the overall direction the City is taking

23% ↓ 14% decrease since 2022 Source: Community Surveys

Percentage of residents who feel that local government has delivered on “leadership in addressing & adapting to climate change”

76% ↑ 5.5% increase since 2022 Source: Community Surveys

Percentage of residents who feel that local government has delivered on “reliable response of police services”

66% Source: 2025 Community Survey

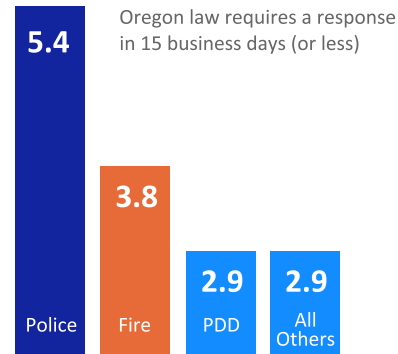
Percentage of residents who feel that local government has delivered on “reliable response of fire & emergency services”

85% Source: 2025 Community Survey

Number of completed Public Records Requests by category



Average number of business days taken to respond to Public Records Requests



Quarterly fireside chats strengthen connections and collaboration

The Office of Equity and Community Engagement (OECE) launched quarterly Fireside Chats in 2024. The chats serve to strengthen connections between community leaders, provide spaces to gather for focused conversations, and boost collaboration among neighborhood association board members and city staff. The first chat in October 2024 covered Urban Growth Strategies and housing needs in Eugene. In January 2025, speakers from Active Bethel Community and the Churchill Area Neighbors shared their experiences in planning large community events. In May 2025, OECE held a Neighborhood Conference in City Hall. Mayor Knudson opened the conference, sharing her vision for the future. Presentations included Planning & Development's update on Eugene's Comprehensive Plan and our Public Safety Team's report on trends and successes. The conference also included workshops on community emergency response, mapping tools, and event planning. By creating regular opportunities for neighborhood leaders to interface with city staff, the Fireside Chats contributed to stronger relationships and information sharing.



Rapid disaster response: March 2025 flood

In March 2025, Eugene endured several days in a row with extensive rainfall that resulted in flooding in various parts of the city. City teams within Public Works Maintenance, Public Works Wastewater, and Parks and Open Space proactively cleared blockages to drainage areas before they became disasters, ensuring infrastructure was functioning properly. Staff also closely monitored the wastewater treatment plant, which saw a much larger amount of material coming in. The quick and assured response garnered multiple messages of thanks from Eugene residents. This coordinated emergency response and operational efficiency combined with clear communication about the flooding allowed the city to build trust and provide timely information to residents.

Additional Information

- City Council Vision, Values, and Goals: eugene-or.gov/DocumentCenter/Home/View/4808

KEY FOCUS AREA

Organizational
Wellbeing

STRATEGIC GOAL:

**Increase employee engagement, wellbeing,
and sense of belonging in the workplace.**

City staff are the backbone of the organization, and they design and deliver the many programs and services that are valued by the community. Progress on this goal will ensure that we are creating and sustaining a workplace environment that enables staff to be successful in their efforts.

Key Performance Indicators

Key performance indicators are intended to show whether the organization is progressing towards goal completion. The City does not currently have a singular, organization-wide method for measuring employee engagement, wellbeing, or sense of belonging in the workplace and therefore cannot measure if those areas have increased. We will continue efforts in the coming year to identify key performance indicators.

Performance Measures & Related Efforts

City of Eugene ranking in “Healthiest Employers of Oregon” assessment for 2024

For organizations with 500-1499 employees

6th

Employee Retention Rate

Percentage of non-union represented employees who completed and finalized goal outcomes for 2024

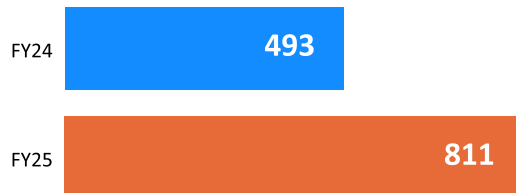
85%

City of Eugene a top ten Oregon Healthiest Employer by size

The City of Eugene received the “Healthiest Employer Award” from the Portland Business Journal for the third year. In June 2024, the City was **awarded sixth place** in the state of Oregon for employers with 500 to 1,499 employees. This is the same ranking we received in 2023, but down a place from our ranking of 5th in 2022. This award is designed to recognize organizations that are committed to creating healthy work environments and is assessed on the following categories: culture and leadership development, foundational components, strategic planning, communication and marketing, programming and interventions, and reporting and analysis.

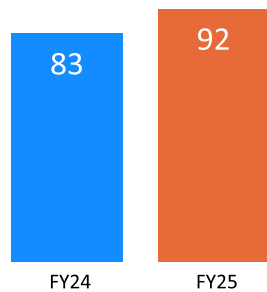
Number of City staff who attended trainings in employee engagement and respectful work environment

Additional training opportunities were added in FY25



Number of employee concerns reported and captured in the tracking system

Changes may be a result of an increase of issues, or may be a result of improvements in reporting and tracking



Alternative work agreement

City Leadership periodically reviews and updates all of the policies and practices that impact employees and processes across the organization, and in FY25 they completed a review and update to establish the City's Alternative Work Policy. While the City has always had policies around workplace flexibility, the previous temporary policy was put in place as a compliance measure during the height of the pandemic. The updated policy fosters a more consistent approach to providing service across the organization. While the City of Eugene will continue to provide some flexibility, the updates center on service to the community while improving consistency across work groups, organizational culture, and employee and organizational wellbeing.

All City Road Show

Building on the success of the virtual All City Meetings launched in 2020, the City Manager broadened opportunities for staff engagement in FY25 by introducing in-person All City Road Shows. These sessions were open to all employees and hosted at various locations across the organization, including the Downtown Library and City Hall. They offered a welcoming space for staff to connect directly with the City Manager, hear timely updates on the budget and Council priorities, and ask questions. With both in-person and virtual attendance, the events drew participation from hundreds of employees across the City.

KEY FOCUS AREA

Organizational
Wellbeing

STRATEGIC GOAL:

Improve organizational processes to increase efficiency, balance workload, and meet strategic priorities

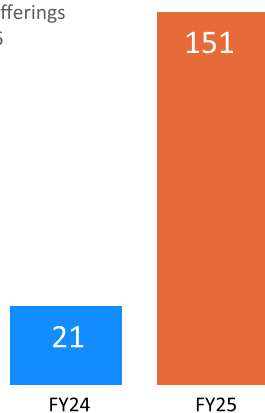
While progress on or completion of the goals in the Strategic Plan represents a key to accomplishing this goal, teams across the organization are working to improve processes and increase efficiency. Efforts to increase the use of data in decision making is also helping to drive efficiencies as well as improve the ability to share progress on key projects and programs with the community.

Key Performance Indicators

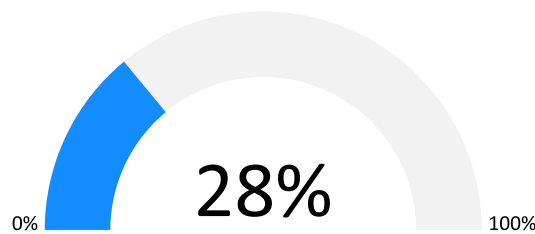
Key performance indicators are intended to show whether the organization is progressing towards goal completion. The City does not currently have a singular method for measuring efficiency, workload balance, or if all strategic priorities are being met. We will continue efforts in the coming year to identify key performance indicators for this goal.

Performance Measures & Related Efforts**Number of City staff who attended training in process improvement and time management**

New course offerings added in FY25

**Percentage of data governance improvements in progress**

Improvements are based on Bloomberg's "What Works Cities" criterion within the practice areas of data management, leadership & capacity, and performance & analytics



Bloomberg's "What Works Cities" program has developed 43 Best Practice Criteria for data-driven governance and the critical components that make a well-managed, data-driven city. The criteria recognizes that data foundations must be met for a city to move beyond pockets of excellence to city-wide scale, sustainability, and resident impact. The City of Eugene has **28% of 43 criteria in progress** (none complete). The City is currently focusing efforts on criteria within the foundational practices of Data Management, Leadership and Capacity, and Performance and Analytics.



Assessing the organization

In winter 2024, the City began work with a consultant to assess core business functions (primarily centralized services) and operations of the Library, Recreation, and Cultural Services Department. The assessments evaluated service levels, organizational structure, and benchmarked our services against industry standards and comparable cities. The work includes identifying potential improvements, service efficiencies, recommendations for improvements, and a roadmap for implementing changes. Improving efficiency and effectiveness in our services will help us better allocate resources, streamline processes, and enhance the overall experience for both employees and community members.

Streamlining safety incident reporting

Using the efficiencies of Microsoft's Power Platform, the Safety Program created an online incident reporting system that allows for a customized, user-friendly method for employees to report any safety-related incidents from close calls to critical incidents. Moving to an online platform allows for a more timely and unified approach to incident reporting as an organization. The automation of the system allows the incidents to be sent for review, supervisor sign-off, and routed for review by the Enterprise Risk Management team without any manual processing. Reporting not only becomes more relevant with comprehensive capturing of incidents, but also allows for greater strategy in risk mitigation, telling the story of our work, and ensuring we remain in compliance with all state and federal regulations. The Safety Program has rolled this program out to Eugene-Springfield Fire, Central Services, and Planning and Development.

Additional Information

- Strategic Plan and Annual Reports: eugene-or.gov/5140/Strategic-Planning

Building a culture of continuous improvement

In December 2024, the Strategic Planning and Performance program launched a training series in Continuous Process Improvement to support teams in examining existing processes for efficiencies and ways to increase effectiveness of service delivery. Staff have been applying the skills they've learned to test out new ways of doing things and increase cross-organization collaboration. In FY25, the program **trained 141 staff**. In FY26, the training series will expand with the addition of a second course, and staff will begin quantifying outcomes of the changes and organizational savings.

Improving community connections to Eugene Police

Eugene Police has merged technology with service delivery to provide virtual alternatives to policing where it best fits to meet the needs of the community. One of these new services is MyPDConnect and it is making Eugene's online crime reporting an easier, more efficient, and more personable experience for crime victims. In 2023 Eugene Police reached out to a newly formed company, MyPDConnect, and found it was a good fit to take advantage of technology and provide Eugene crime victims with better services, with fewer expended resources, while adding inclusive reporting. From a convenient online portal, community members can report non-emergency incidents—such as theft from vehicles, stolen bicycles, fraud, or property damage—via a mobile-friendly interface. In addition, users can schedule virtual meetings with a community service officer through Zoom or phone calls, and upload photos or videos pertinent to their reports.

Power Apps | Safety Incident Report - Central Services

* Employee Name

* Email Address

Employee ID

* Point of View
 Were you involved in the incident, a witness to the incident, or both?

* Other Involved Employee(s)
 Were any other employees involved in this incident?

* Supervisor
 Select the name of the involved employee's supervisor.

KEY FOCUS AREA

Organizational
Wellbeing

STRATEGIC GOAL:

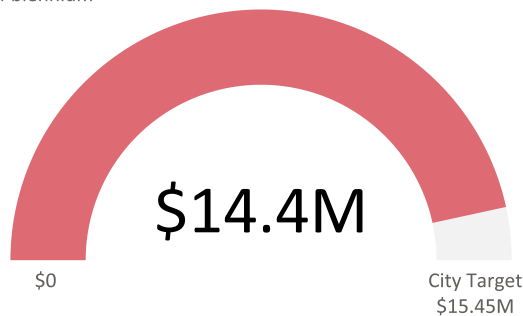
Create a sustainable budget with balanced revenues and expenditures that provides funding for necessary services in the community.

The City continues to face a structural imbalance in the General Fund (GF) where costs of providing services are rising faster than the revenues that support them. This challenge is being driven by multiple factors, including rising inflation, ongoing economic uncertainty, and increasing demand for public services. The City will continue strategies to increase operational efficiencies and decrease costs, while implementing strategies for more sustainable, long-term solutions.

Key Performance Indicators

Reserve for Revenue Shortfall (RRS) as a **dollar amount**

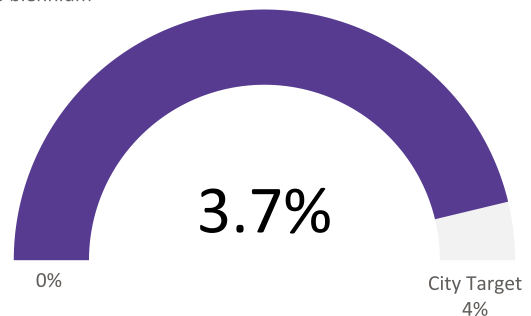
2023-2025 authorized budget
at end of biennium



The Reserve for Revenue Shortfall (RRSF) is the City's "savings account" for the General Fund. It is used to weather the cyclical nature of the economy and provides a cushion for unexpected events.

Reserve for Revenue Shortfall (RRS) as a **percentage** of biennial expenditures

2023-2025 authorized budget
at end of biennium



Moody's Credit Rating for City of Eugene

Aa1

Moody's is a global credit rating agency that provides credit-worthiness and financial stability evaluations. There are four levels of Moody ratings, listed from highest quality to moderate risk (Aaa, Aa, A, Baa). A rating of Aa1 means that the City of Eugene's credit rating is high quality and very low credit risk.

Performance Measures & Related Efforts

Alternative revenue streams

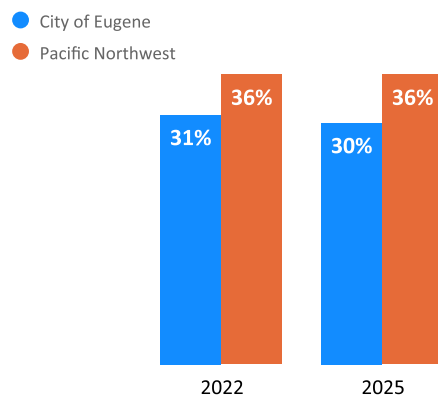
The City formed a Revenue Advisors team to learn about the funding issues facing the City and to provide advice and community perspective to the City Manager in relation to new revenue options. The team was comprised of representatives from city council and the budget committee, along with citizen community members. They were asked to consider the structural gap in the General Fund (which pays for services such as police, fire, parks, planning, library, and recreation) where expenses were growing faster than revenues, and to review critical service areas funded with one-time or limited duration funding. The team met seven times and identified 15 revenue options to explore more in-depth as possible solutions, including service fees, event admission tax, restaurant tax, and levies. From these options, the Revenue Advisors identified five revenue options as best suited to address the funding gap in the General Fund, with the service fee option being the sole long-term strategy that could raise enough revenue to address the current General Fund gap. After receiving the report, the City Manager brought a Fire Service Fee proposal to the City Council to directly fund fire and emergency response services that would address the structural gap in the General Fund.

Short-term solutions

The City Council initially approved the Fire Service Fee in February 2025 to address the City's structural budget gap and to stabilize and grow funding for fire and emergency medical services. However, community members who wanted a community vote on the revenue source gathered the required signatures to refer the Fire Service Fee to the November 2025 ballot. As additional service reductions were considered to address the structural gap in the upcoming budget, Council also explored other fee structures to address the gap through new revenue. In May, the Council approved a stormwater fee increase to address a portion of the city's budget gap. The fee, which sunsets in 2031, will generate \$4.7M annually and allows the city to preserve some essential services while giving the Council time to develop long-term financial solutions. With a new revenue source in place, the City Council repealed the Fire Service Fee in July 2025. The City's 2025-2027 adopted biennial budget included \$4.7 million in new stormwater fee revenue, \$3.8 million in service reductions, and \$2.2 million in reduced investments.

Percentage of residents who feel they receive excellent/good overall value for City tax dollars and fees

Source: Community Surveys



Planning for the future

In the coming year, the City Council will begin work on a Long-Range Financial Stability Framework that will help the city develop a sustainable budget and financial plan. To support this work, the Council directed the City Manager to establish an ad hoc committee that will act as a technical advisory panel, beginning in September 2025. This committee will evaluate and recommend potential efficiencies, cost management strategies, and revenue options. This work will culminate in a report to the City Manager that will help inform the Long-Range Financial Stability discussions by City Council in the spring of 2026.

Additional Information

- Budget Documents: eugene-or.gov/budget

Additional Information

Strategic Plan and Annual Reports: eugene-or.gov/5140/Strategic-Planning

- Budget: eugene-or.gov/Budget
- Business Resources: eugene-or.gov/1043/Business-Resources
- City Council Vision, Values, and Goals: eugene-or.gov/DocumentCenter/Home/View/4808
- Climate Action Plan 2.0: eugene-or.gov/4284/Eugenes-Climate-Story
- Climate Dashboard: eugene-or.gov/4846/Climate-Dashboard
- Community Survey: eugene-or.gov/5009/Community-Survey
- Community Safety Payroll Tax: eugene-or.gov/4281/Community-Safety-Payroll-Tax
- Community Wildfire Protection Plan (CWPP): lanecounty.org/UserFiles/Servers/Server_3585797/File/Lane%20County%20CWPP%20-Final.pdf
- Downtown Priorities and Projects: eugene-or.gov/4723/Downtown-Priorities-Projects
- Downtown Core Housing Initiative: eugene-or.gov/5357/Downtown-Core-Housing-Initiative
- Engage Eugene: engage.eugene-or.gov
- Emergency Operations Plan: eugene-or.gov/documentcenter/view/17722
- Envision Eugene: eugene-or.gov/760/Envision-Eugene
- Eugene 2035 Transportation System Plan: eugene-or.gov/3941/2035-Transportation-System-Plan
- Eugene-Springfield Wildland-Urban Interface Plan: eugene-or.gov/4930/Wildland-Urban-Interface-WUI
- Office of Equity and Community Engagement: eugene-or.gov/3913/Equity-Community-Engagement
- Facebook: facebook.com/CityofEugene
- Growth Monitoring Dashboard: eugene-or.gov/4917/Dashboard
- Housing Implementation Pipeline: eugene-or.gov/4889/Housing-Implementation-Pipeline-HIP
- Instagram: www.instagram.com/cityofeug
- Lane County Homelessness Dashboard: public.tableau.com/app/profile/lchsd/viz/HomelessnessinLaneCountyOregon_16195399452050/SummaryDashboard
- Blue Ribbon Panel on Economic Development: eugene-or.gov/5285/Mayors-Blue-Ribbon-Panel-on-Economic-Dev
- Natural Hazards Mitigation Plan: eugene-or.gov/DocumentCenter/View/48415/Eugene-SpringfieldAreaMJNHMP2020
- Newsroom: eugene-or.gov/3219/Newsroom
- Parks and Recreation System Plan: eugene-or.gov/2885/System-Plan
- Urban Forest Management Plan: eugene-or.gov/DocumentCenter/View/56902/Eugene-Urban-Forest-Management-Plan-1992
- Vision Zero Action Plan: eugene-or.gov/4270/Vision-Zero