

**Question 8. How important is it to you that Eugene has the following attributes?
(5 = very important; 1 = not at all important)**

Item	Importance
Sense of personal safety	4.71
Quality K-12 Education	4.66
Cleanliness of public spaces	4.54
Parks, public spaces and open spaces	4.51
A healthy natural environment	4.50
Affordable housing choices	4.48
Safe and well-maintained streets	4.48
Accessible and timely waste management	4.36
Career opportunities for the next generation	4.31
Safe and accessible biking and walking infrastructure	4.27
After-school and childcare programs	4.22
Sense of community	4.16
Diversity, equity and inclusion	4.09
Smooth traffic flow on major streets	4.08
Events, social activities, and recreation opportunities	3.97
Leadership in addressing and adapting to climate change	3.95
Arts and culture institutions	3.94
Availability of jobs for my skillset and income needs	3.91
Reliable and frequent public transit system	3.89
Parking availability	3.79
Housing options near where I work	3.31

Question 9. How do you feel that local government in Eugene has delivered on the following attributes? (5 = very well; 1 = not well at all)

Item	Delivered
Accessible and timely waste management	3.65
Arts and culture institutions	3.62
Safe and accessible biking and walking infrastructure	3.58
Events, social activities, and recreation opportunities	3.55
Parks, public spaces and open spaces	3.54
Reliable and frequent public transit system	3.41
A healthy natural environment	3.39
Diversity, equity and inclusion	3.19
Sense of community	3.15
Parking availability	3.07
Safe and well-maintained streets	3.05
Smooth traffic flow on major streets	3.05
Quality K-12 Education	2.99
Availability of jobs for my skillset and income needs	2.99
Leadership in addressing and adapting to climate change	2.96
After-school and childcare programs	2.86
Cleanliness of public spaces	2.78
Housing options near where I work	2.73
Sense of personal safety	2.72
Career opportunities for the next generation	2.72
Affordable housing choices	2.26

Question 8 & 9 Analysis – Expectation Gap**Mean scores for “delivery” subtracted from mean scores for “importance”**

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