

**CITY OF EUGENE
FEBRUARY 2005**



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Introduction

The City of Eugene contracted with the University of Oregon Survey Research Laboratory (OSRL) to conduct the *“City of Eugene Community Survey.”* The goals of the study were to obtain valid and reliable information from residents on the quality of life in Eugene, community priorities and values, and the quality of services provided by the City. The study captures residents’ opinions about city government, public safety, economic opportunity, growth, and satisfaction.

OSRL planned, pretested and implemented a telephone survey of 401 randomly selected Eugene households in November, 2004. This report summarizes the survey methodology and results.

How to Use This Report

This report offers multiple levels of reporting to allow readers to quickly access the type of information they will find most useful. The sections are:

- Executive Summary, which offers a brief overview of the survey findings.
- Survey Methodology, which gives an in-depth description of the survey design and methodology, sample information, and characteristics of the respondents.
- General Summary, with expanded coverage of the survey results using graphics and text.
- Survey Instrument, with frequency results imbedded in the survey instrument.

Note: This survey has a 5% margin of error, so differences of 5% or less are not statistically significant and thus do not necessarily demonstrate actual differences or year-to-year changes.

Executive Summary

Is Eugene Headed In The Right Direction?

Respondents were asked if things in the community are generally going in the right direction, or generally heading in the wrong direction. Positive community perceptions about Eugene's direction have remained largely stable for the past four years. Fifty-nine percent of respondents feel Eugene is headed in the right direction, showing a slight upward trend over the last three years. However, there was also an increase since 2003 in respondents who felt that the city was going in the wrong direction (33% this year, up from the 23% reported in 2003).

Most Important Problem Facing Eugene

Economic development, homelessness and poverty, and government are the top problems identified by respondents. Thirteen percent mentioned economic development, up from 9% in 2003. Eleven percent of respondents also mentioned homelessness and poverty, which was unreported in 2003. Seven percent are concerned with unemployment, a drop from 12% last year.

Like Most about Living in Eugene

Community atmosphere tops the list of what people like most about living in Eugene, mentioned by 13% of respondents. Environment is second with 11%, followed by friendly people (10%), diversity (8%), and climate/weather (8%).

Satisfaction with Services Provided by City of Eugene

Over three-quarters of respondents (79%) are very satisfied or somewhat satisfied with the overall level of services provided by the City of Eugene in 2004, similar to numbers reported in the last two years.

Community Outcomes: Importance and Performance

Respondents were asked to rate 17 community outcomes, for importance and how well the community is doing at achieving the outcomes. All of the outcomes were rated on a five-point scale. Ratings closer to five indicate higher levels of importance or performance evaluations closer to excellent, with lower numbers indicating lower importance or performance ratings.

At the top of the list for importance is "providing good value for tax dollars spent" at 4.6 and top-ranked for performance is "minimizing loss of life and property due to emergency" at 4.3.

Every outcome tested received higher or equal scores for importance than for performance except "providing recreational opportunities," "supporting the arts," and "achieving compact urban growth." The largest gap between importance and perceived performance occurred for "developing job opportunities" and "providing good value for tax dollars spent," and "preventing crime."

Population Growth in Eugene

Respondents were asked if population growth and development during the past ten years has

been too fast, too slow, or just right. Fifty-five percent felt that the speed of population growth is just right, up from 49% in 2003.

Economic Opportunity in Eugene

Sixty percent of respondents feel that their economic opportunity in Eugene during the past five years has gotten better or stayed the same, compared with 50% in 2003, and 56% in 2002. Thirty-six percent feel the situation has worsened, compared with 45% in 2003 and 35% in 2002.

City's Role in Economic Development

City residents support the concept of the City taking an active role assisting businesses in order to provide more jobs in the community, though the level of support varies significantly depending on what form that assistance takes and whether it is provided to local businesses or outside companies. Eighty-three percent of respondents feel the City should provide problem-solving assistance to businesses for siting, permit, and development issues (down from 88% in 2003). Roughly the same percentage (86%) feel the City should take an active role helping local businesses create and retain jobs (virtually unchanged from 88% in 2002). A large majority (80%) feel the City should take an active role helping outside companies come to Eugene in order to increase economic opportunities, up substantially from previous years, while 60% feel the City should provide assistance with road, sewer, and utility costs to new and expanding businesses, virtually the same as 2003. Sixty-seven percent feel the City should provide tax incentives to businesses creating new jobs, up substantially from 2003. Fifty-three percent feel the City should provide financial support to businesses in targeted areas, such as Downtown (up slightly from the previous two years).

Public Safety

Sixty-three percent of respondents feel “very” or “somewhat” safe walking alone in business areas after dark, while 87% feel “very” or “somewhat” safe walking alone in their neighborhood after dark. There was a historic low of respondents who felt “very safe” after dark in both their neighborhood and business areas. Thirty-five percent feel “somewhat” or “very” unsafe after dark in business areas, up from 2003. The mean scores for both areas also dropped slightly.

Neighborhood Associations

Sixty-two percent of respondents are aware of their neighborhood association, up from 54% in 2003. An additional 8% are aware of neighborhood associations, but report that theirs is inactive. Twenty-nine percent are not aware of their neighborhood association, down from 44% in 2003. Seventy-three percent of those who are aware of an active neighborhood association (n=250) feel the neighborhood association is having a positive impact on their neighborhood, while 14% do not.

City's Environmental Practices

More than half (53%) of respondents say that it is very important the City engage in environmentally sustainable practices, while only 9% feel that the City is doing an “excellent” job of employing such practices. The importance of the City engaging in sustainable practices has a mean rating of 4.2 compared to a 3.4 mean rating of perceptions of the City's performance.

Level of Information about City Government

Seventy-nine percent of respondents feel “somewhat informed” or “well informed” regarding Eugene City Government issues, up from 72% in 2003.

Sources of Information about City

Nearly two-thirds of respondents (65%) have read their neighborhood newsletter in the past year, up substantially from previous years. Thirty-five percent have watched government access TV in the past year, similar to 2002 and 2003, but down substantially from earlier years. Thirty-five percent have visited the City website in the past year, a new high. Twelve percent reported viewing Working City, which debuted in 2004. Seventeen percent did none of the above activities, down significantly from 42% in 2003.

City Publications

The City was interested in learning how effective it is in reaching citizens with a variety of publications. More respondents recalled receiving the Recreation Guide than any other City publication. Eighty-five percent of respondents said they received the Recreation Guide, up from 62% from 2003.

Internet Access

More than three-quarters (77%) of respondents say they have Internet access at home, up from 70% in 2003.

Citizen Participation

Respondents were asked if they are satisfied with the opportunities for citizens to give input on city decisions. Nearly three-quarters (73%) of respondents reported that they are “very” or “somewhat” satisfied with the opportunities provided for citizen input, representing no significant change from 2003 data.

City Government

Respondents were asked if they are satisfied with city government in Eugene. Sixty-one percent say they are “very” or “somewhat” satisfied with City government in Eugene, while citizen dissatisfaction was up 10 percentage points from 2003.

Downtown Eugene

Respondents were asked if they are satisfied with Downtown Eugene the way it is today. Forty-nine percent say they are “very” or “somewhat” satisfied with City government in Eugene, down from 56% in 2003.

Survey Methodology

This section describes OSRL's procedures for developing and implementing the telephone survey instrument and the random sample required to conduct this representative study of the Eugene area.

OSRL uses random-digit-dial (RDD) technology to ensure the inclusion in the sample of all households, including those with unlisted numbers, incorrect listings, or those that have recently moved and are not yet included in available listings. While this means that we must rely on respondents' self-reported voter registration or geographic status, we believe that this is more than balanced by the far greater inclusiveness of RDD methodology over the use of list samples.

The survey instrument replicates those used in previous City of Eugene studies. The instrument included household and individual information needed both to profile respondents and to assess points of variability in the survey results, presented below.

OSRL staff pretested individual questions for clarity, accuracy, validity, and variability of response. They pretested the entire instrument for flow, comprehensiveness, length, and factors that affect respondents' cooperation and attention. An OSRL Project Director programmed the survey instrument and sample into OSRL's computer-aided telephone interviewing (CATI) system, and OSRL staff pretested the CATI version.

The survey interview began by describing the study and guaranteeing respondents anonymity. The first survey questions selected adults currently residing in Eugene, Oregon, with the standard being geographic eligibility. Once these screening questions identified qualifying residents, the ensuing interview asked respondents about important problems facing Eugene, what they like most about living in Eugene, the city's role in economic development, public safety, neighborhood associations, and population growth.

Response Rate

Of the qualified respondents reached by telephone, 401 interviews were completed, for a response rate of 50%. The overall breakdown of numbers dialed is as follows:

Call Efficiency		Response Rates	
Total Calls	10,874	Total Sample	2,892
CASRO Response Rate/Total Attempts	7.86%	CASRO Type Response Rate	50.54%
Complete/Total Attempts	3.69%	Completed/Attempted Sample	13.87%
CASRO Refusal Rate/Total Attempts	5.37%	CASRO Type Refusal Rate	14.37%
Refused/Total Attempts	2.52%	Refused/Attempted Sample	3.94%
		Response Rate/All Eligible	50.40%
Sample Coverage Rate	64.6%	Refusal Rate/All Eligible	14.33%

Sample Report

	2004	2003	2002	2001	2000	1999
Refusals	274	100	200	123	170	186
Disconnects	974	40	124	180	132	140
Answering Machine	244	200	367	433	334	299
Fax Machine	146	5	13	17	13	20
Businesses	441	3	11	16	6	22
No Answer	178	231	426	367	371	340
Call Backs	145	34	33	65	25	57
Language Barrier	12	0	3	0	0	0
No Qualified Respondent	77	8	67	91	84	112
Completed Interviews	401	401	400	401	401	401
Total	2,892	1,022	1,644	1,693	1,536	1,577

The random-digit-dial approach requires calling many more phone numbers than using a list because businesses and disconnected lines are not filtered out. However, the additional effort is rewarded with a more representative pool that includes respondents with unlisted numbers, incorrect listings, or those that have recently moved and are not yet included in available listings.

OSRL's calling produced contacts with 12 respondents where a language barrier prevented the completion of the survey. Interestingly, several of these cases involved languages not commonly encountered in calling in Eugene, including German, Korean, and Chinese. Five were identified as Spanish speakers, two of whom received multiple callbacks; the other three households did not come up for callbacks before interviewing was completed.

Respondent Demographics 2004

	Frequency	Percent
SEX		
Male	164	41%
Female	237	59%
AGE		
18-24	32	8%
25-34	61	15%
35-44	68	17%
45-54	90	22%
55-64	67	17%
65+	83	21%
OWN/RENT		
Own	266	66%
Rent	132	33%
INCOME		
Under\$15,000	41	10%
\$15,000-\$24,999	48	12%
\$25,000-\$34,999	63	16%
\$35,000-\$49,999	58	15%
\$50,000-\$74,999	70	18%
\$75,000 or more	83	21%
WARD		
One	62	15%
Two	53	13%
Three	19	5%
Four	42	10%
Five	56	14%
Six	44	11%
Seven	69	17%
Eight	43	11%
Refused	2	1%
Out of wards	12	3%
TOTAL	401	100%

Responses shown above as “out of ward” are based on affirmative answers from respondents when asked if they lived in Eugene city limits, and voted in Eugene city elections. Geocoding at a later date indicated that they in fact lived outside city limits.

Ward Three’s under-representation in the sample is related to characteristics of the ward’s population and random-digit-dial sampling strategy used in the survey. The Ward Three population differs from other wards in several important ways.

1. The Ward Three population is younger than other ward populations. According to the 2000 Census, over 50% of the Ward Three population is between the ages of 18 and 29, compared to just under 20% for all other wards combined.
2. A considerably larger percentage of the Ward Three population lives in some sort of group housing, most notably college dormitories. Almost 16% of the Ward Three population is housed in dormitories, compared to 0.1% of the population in all other wards. Census data further indicates that over two-thirds of the Ward Three population rent their residence, compared to just over two-fifths for the other wards.
3. While 13.0% of the Eugene population lives in Ward Three, only 6.8% of all households are in this ward, which reinforces the group housing findings.

These differences indicate that college students make up a large portion of the Ward Three population. This likely impacted the sample in two ways.

1. Students are more likely to rely on cellular telephones as their sole telephone line. Our random-digit-dial sampling software does not access cellular telephone exchanges. In fact, telecommunications law currently prohibits survey research calls to cellular telephones regardless of the sampling framework.
2. University of Oregon telephone numbers (exchange 346) were not included in the sample.

Given the concentration of students in Ward Three, it is very likely that these two factors explain most of the under-representation in the data set. Future surveys should attempt to over-sample Ward Three to account for these dramatic differences.

Demographic Breakdown by Year

Age	2004	2003	2002	2001	2000	1999	2000 Census
18-24	8%	20%	22%	14%	6%	5%	22%
25-34	15%	18%	19%	16%	16%	16%	19%
35-44	17%	17%	17%	19%	22%	19%	17%
45-54	22%	18%	18%	19%	21%	21%	18%
55-64	17%	12%	9%	15%	14%	15%	9%
65 and over	21%	14%	15%	16%	21%	23%	15%
Home Ownership							
Own	66%	48%	53%	70%	74%	83%	52%
Rent	33%	53%	46%	29%	26%	16%	48%
# Children Under 18							
Zero	67%	66%	69%	67%	69%	64%	72%
One	17%	16%	16%	14%	12%	12%	
Two	13%	13%	12%	15%	13%	17%	
Three	2%	4%	3%	3%	3%	5%	
Four or more	1%	1%	1%	2%	1%	2%	
Income*							
Under \$15,000	10%	15%	21%	n.a.	n.a.	n.a.	21%
\$15,000-\$24,999	12%	19%	10%	n.a.	n.a.	n.a.	14%
\$25,000-\$34,999	16%	13%	15%	n.a.	n.a.	n.a.	14%
\$35,000-\$49,999	15%	15%	16%	n.a.	n.a.	n.a.	17%
\$50,000-\$74,999	18%	14%	15%	18%	18%	22%	17%
\$75,000 and over	21%	9%	10%	14%	13%	18%	18%
Refused	7%	16%	12%	13%	14%	12%	n.a.
Gender							
Male	41%	52%	56%	48%	50%	49%	49%
Female	59%	48%	44%	52%	50%	51%	51%
Race/Ethnicity							
White	93%	93%	90%	90%	n.a.	n.a.	88%
Hispanic	2%	2%	2%	1%	n.a.	n.a.	5%**
Asian/Pacific Islander	1%	2%	1%	2%	n.a.	n.a.	4%
Multi-Racial	2%	1%	1%	1%	n.a.	n.a.	4%
American Indian/Alaskan	1%	<1%	1%	1%	n.a.	n.a.	1%
African American	0%	<1%	1%	<1%	n.a.	n.a.	1%
Refused	2%				n.a.	n.a.	

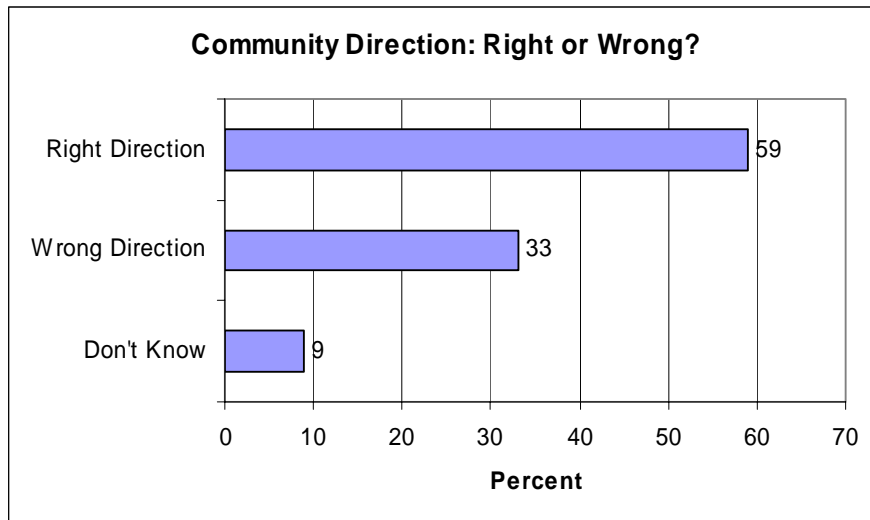
* The first four income categories were changed in 2002.

** "Hispanic" in the Census Data can be any race, and does not appear as a category under "Race."

General Summary

Is Eugene Headed in the Right Direction?

Respondents were asked if things in the community are generally going in the right direction, or generally heading in the wrong direction. Positive community perceptions about Eugene's direction have remained largely stable for the past four years. Fifty-nine percent of respondents feel Eugene is headed in the right direction, showing a slight upward trend over the last three years. However, there was also an increase since 2003 in respondents who felt that the city was going in the wrong direction (33% this year, up from the 23% reported in 2003).



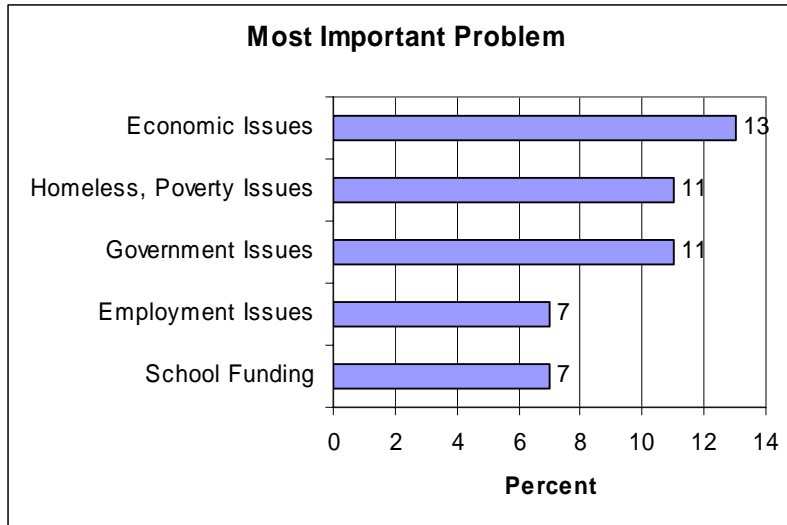
	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995
Right direction	59%	58%	54%	53%	64%	68%	65%	57%	62%	48%
Wrong direction	33%	23%	30%	34%	22%	20%	25%	23%	22%	38%
Don't know	9%	19%	16%	13%	13%	12%	11%	20%	16%	15%

Respondents ages 25-34 are more likely than others to feel the city is headed in the right direction. Homeowners, people with children under 12, and people making \$50-75,000/year also feel the city is heading in the right direction.

Twenty-nine percent of males believe that things are going in the wrong direction, compared to 35% of female respondents.

Most Important Problem Facing Eugene

Economic development, homelessness and poverty, and government are the top problems identified by respondents. Thirteen percent mentioned economic development, up from 9% in 2003.* Eleven percent of respondents also mentioned homelessness and poverty, which was unreported in 2003. Seven percent are concerned with unemployment, a drop from 12% last year.

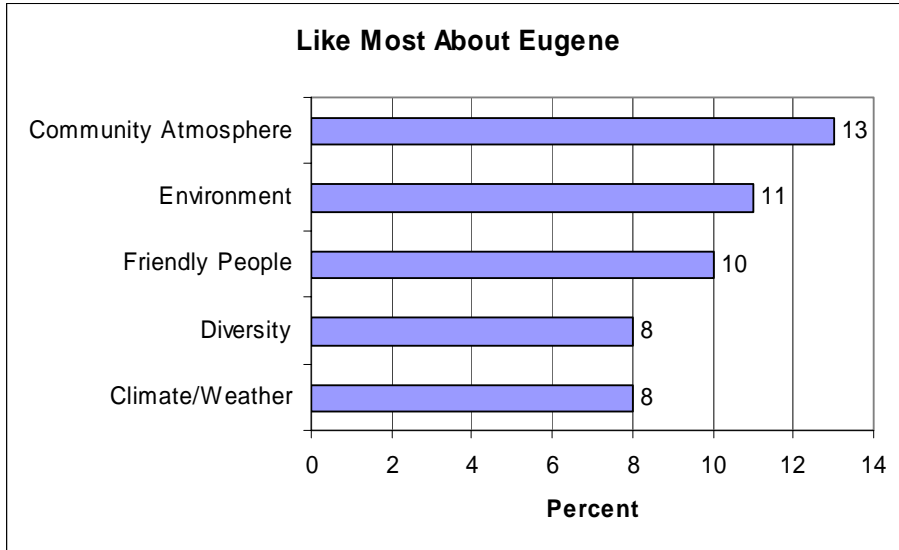


2004	2003	2002	2001
Economic development	13%	Crime/Gangs/ Drugs 14%	Education issues 24%
Homelessness/ Poverty	11%	Education issues 14%	Unemployment 16%
Government issues	11%	Unemployment 12%	Economic development 10%
Unemployment	7%	Government issues 9%	City growth problems 9%
School funding	7%	Economic development 9%	Homeless 7%
			Traffic 7%
			City growth problems 18%
			Economic development 17%
			Government issues 11%
			Unemployment 8%
			Traffic 7%

* Given the survey's 5% margin of error, differences below 5% are not considered statistically significant, although they may be evidence of real change.

Like Most about Living in Eugene

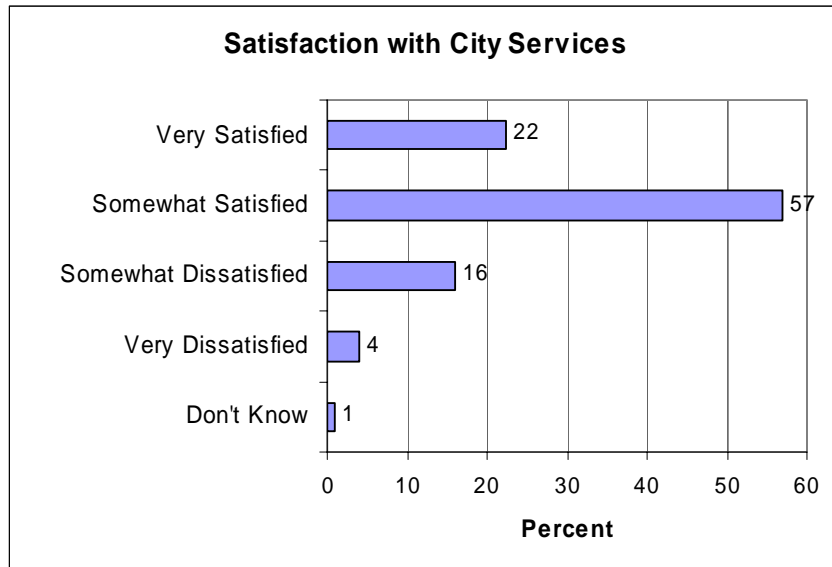
Community atmosphere tops the list of what people like most about living in Eugene, mentioned by 13% of respondents. Environment is second with 11%, followed by friendly people (10%), diversity (8%), and climate/weather (8%).



2004	2003	2002	2001
Community Atmosphere 13%	Friendly people 15%	Friendly people 20%	Size of City 17%
Environment 11%	Scenery/Terrain 12%	Scenery/Terrain 15%	Central location 16%
Friendly people 10%	Central location 12%	Central location 14%	Scenery/Terrain 12%
Diversity 8%	Size of city 10%	Size of city 12%	Friendly people 11%
Climate/Weather 8%	Climate/weather 10%	Climate/weather 10%	Diversity 11%

Satisfaction with City Services

Over three-quarters of respondents (79%) are very satisfied or somewhat satisfied with the overall level of services provided by the City of Eugene in 2004, similar to numbers reported in the last two years.



	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995
Very satisfied	22%	25%	28%	31%	32%	39%	28%	30%	35%	31%
Somewhat satisfied	57%	49%	50%	56%	53%	46%	51%	54%	49%	45%
Somewhat dissatisfied	16%	12%	12%	7%	6%	7%	13%	10%	7%	11%
Very dissatisfied	4%	7%	5%	2%	4%	4%	5%	4%	6%	10%
Don't know	1%	7%	5%	4%	4%	3%	4%	2%	3%	3%
TOTAL: Very / somewhat satisfied	79%	74%	78%	87%	85%	85%	79%	84%	84%	76%

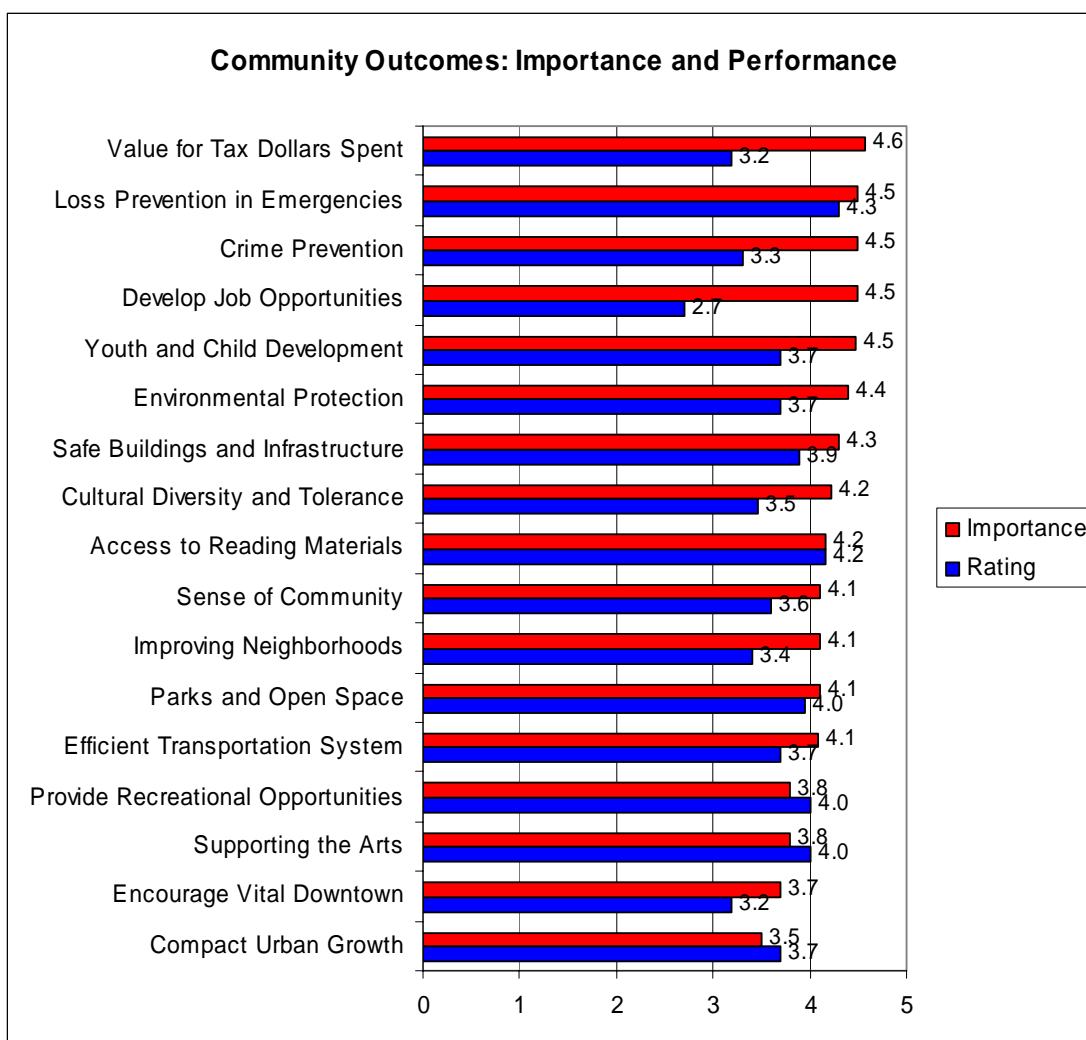
People with income \$35,000-\$50,000 are the most satisfied overall. People with incomes under \$15,000 and those with incomes over \$100,000 are the least satisfied with the overall level of city services. Homeowners and renters alike are satisfied with the overall level of city services while in 2003, renters were more likely than homeowners to say they were satisfied. Respondents who identified themselves as Asian and respondents who identified themselves as American Indian are more likely than others to say they are very satisfied with the overall level of city services.

Community Outcomes: Importance and Performance

Respondents were asked to rate 17 community outcomes, for importance and how well the community is doing at achieving the outcomes. All of the outcomes were rated on a five-point scale. Ratings closer to five indicate higher levels of importance or performance evaluations closer to excellent, with lower numbers indicating lower importance or performance ratings.

At the top of the list for importance is “providing good value for tax dollars spent” at 4.6 and top-ranked for performance is “minimizing loss of life and property due to emergency” at 4.3.

Every outcome tested received higher or equal scores for importance than for performance except “providing recreational opportunities,” “supporting the arts,” and “achieving compact urban growth.” The largest gap between importance and perceived performance occurred for “developing job opportunities” and “providing good value for tax dollars spent,” and “preventing crime.”



The following tables show changes over time in residents' evaluations of the importance of the issues discussed above, the City's performance on them, and the difference between those two ratings. While these questions evaluate two very different concepts using different terms, one *might* be able to read large differences as *suggesting but not demonstrating* a gap between the priorities of Eugeniensians and the perceived performance of the City in that area. Smaller differences *might be suggestive* of satisfaction for a particular issue.

PROVIDE GOOD VALUE FOR TAX DOLLARS SPENT

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.6	4.5	4.6	3.2	2.9	3.0	1.4	1.6	1.6

SUPPORT YOUTH AND CHILD DEVELOPMENT

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.5	4.5	4.5	3.7	3.3	3.1	0.8	1.2	1.4

DEVELOP JOB OPPORTUNITIES

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.5	4.4	4.3	2.7	2.6	3.0	1.8	1.8	1.3

PREVENT CRIME

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.5	4.4	4.4	3.3	3.4	3.4	1.2	1.0	1.0

MINIMIZE LOSS OF LIFE/PROPERTY DUE TO EMERGENCIES

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.5	4.4	4.5	4.3	3.9	3.9	0.2	0.5	0.6

PROTECT THE ENVIRONMENT

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.4	4.5	4.5	3.7	2.9	3.0	0.7	1.6	1.5

PROVIDE SAFE BUILDINGS AND INFRASTRUCTURE

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.3	4.2	4.3	3.9	3.5	3.5	0.4	0.7	0.8

PROVIDE ACCESS TO READING AND REFERENCE MATERIALS

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.2	4.1	4.4	4.2	3.9	3.5	0.0	0.4	0.9

ENCOURAGE CULTURAL DIVERSITY AND TOLERANCE

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.2	4.0	4.2	3.5	3.7	3.6	0.7	0.3	0.6

IMPROVE NEIGHBORHOODS

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.1	3.8	4.0	3.4	3.2	3.1	0.7	0.6	0.9

PROVIDE PARKS AND OPEN SPACE

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.1	4.2	4.3	4.0	3.8	3.6	0.1	0.4	0.7

PROMOTE A SENSE OF COMMUNITY

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.1	3.9	4.2	3.6	3.4	3.4	0.5	0.5	0.8

PROVIDE AN EFFICIENT TRANSPORTATION SYSTEM

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
4.1	4.0	4.3	3.7	3.7	3.8	0.5	0.5	0.5

SUPPORT THE ARTS

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
3.8	3.7	4.0	4.0	3.7	3.7	-0.2	0.0	0.3

PROVIDE RECREATION OPPORTUNITIES

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
3.8	3.9	4.0	4.0	3.6	3.6	-0.2	0.3	0.4

ENCOURAGE A VITAL DOWNTOWN

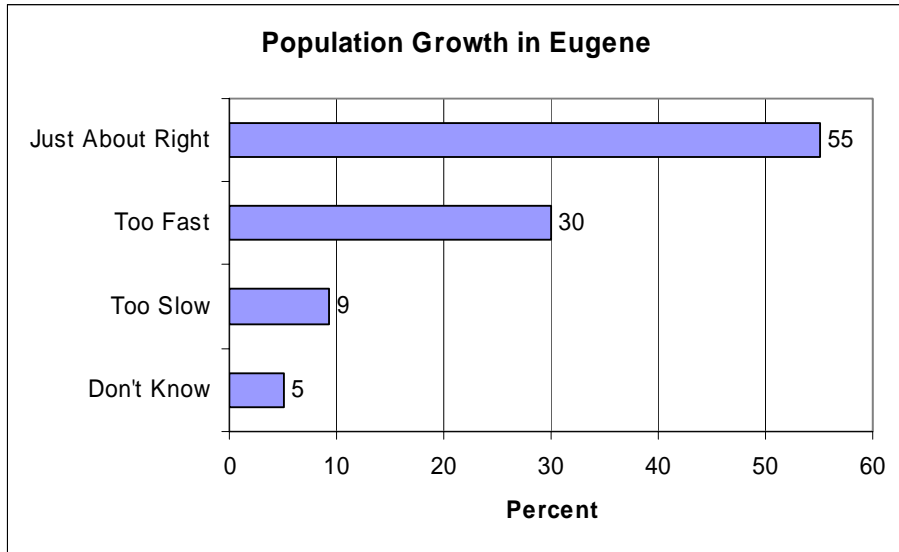
Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
3.7	4.0	4.0	3.2	3.2	2.8	0.5	0.8	1.2

ACHIEVE COMPACT URBAN GROWTH

Importance			Performance			Difference		
2004	2002	2000	2004	2002	2000	2004	2002	2000
3.5	3.7	3.9	3.7	3.7	3.0	-0.2	0.0	0.9

Population Growth in Eugene

Respondents were asked if population growth and development during the past ten years has been too fast, too slow, or just right. Fifty-five percent felt that the speed of population growth is just right, up from 49% in 2003.

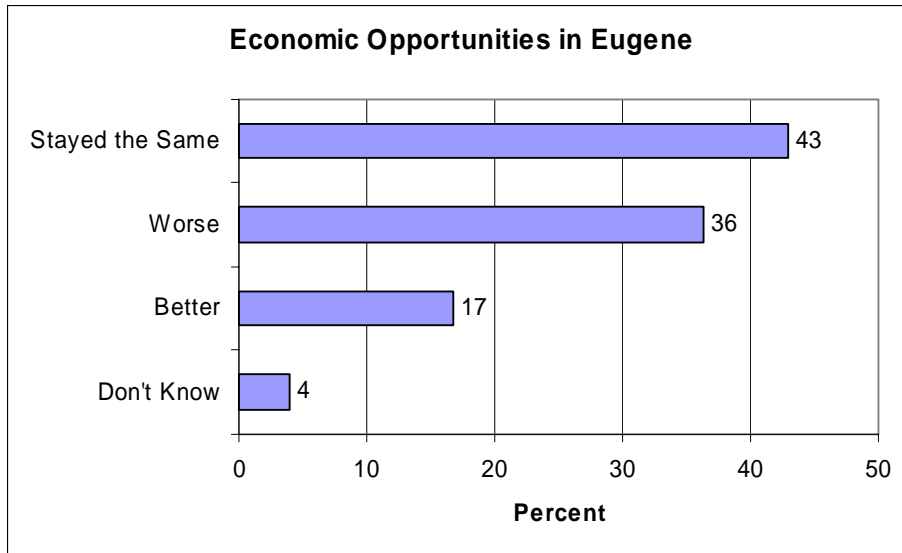


	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995	1994
Too fast	30%	32%	31%	36%	46%	56%	56%	48%	42%	36%	35%
Just about right	55%	49%	45%	51%	42%	40%	37%	43%	48%	51%	52%
Too slow	9%	11%	7%	6%	4%	2%	3%	2%	4%	8%	3%
Don't know	5%	7%	17%	7%	8%	3%	5%	7%	5%	6%	10%

Respondents with four children, multiracial respondents are more inclined than others to feel the population of Eugene is growing too fast. Respondents with incomes over \$100,000 are more inclined than others to feel it is too slow.

Economic Opportunity in Eugene

Respondents were asked if they believe their economic opportunity in Eugene during the past five years has gotten better, worse, or stayed the same. Sixty percent feel that their economic opportunity in Eugene during the past five years has gotten better or stayed the same, compared with 50% in 2003, and 56% in 2002. Thirty-six percent feel the situation has worsened, compared with 45% in 2003 and 35% in 2002.

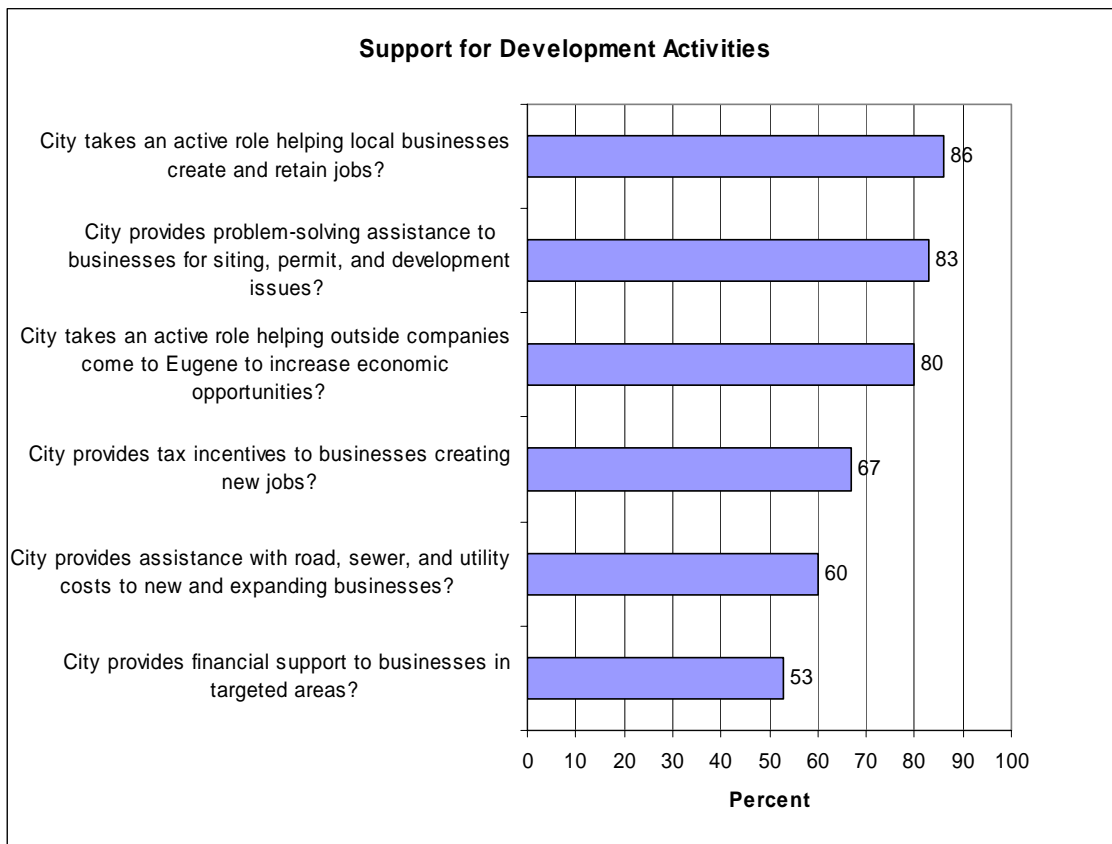


	2004	2003	2002	2001	2000	1999	1998
Better	17%	9%	14%	22%	26%	38%	45%
Worse	36%	45%	35%	31%	18%	12%	10%
Stayed the same	43%	41%	42%	45%	51%	43%	42%
Don't know	4%	5%	9%	3%	5%	7%	4%

Respondents ages 25-34 are more likely than others to say they have gotten better, as are people making \$50,000-\$75,000. Respondents who own their homes are more inclined to say opportunities are better than those who rent. People age 45-55, people with incomes between \$25,000 and \$35,000 are more likely to feel opportunities have gotten worse.

City's Role in Economic Development

City residents support the concept of the City taking an active role assisting businesses in order to provide more jobs in the community, though the level of support varies significantly depending on what form that assistance takes and whether it is provided to local businesses or outside companies. Eighty-three percent of respondents feel the City should provide problem-solving assistance to businesses for siting, permit, and development issues (down from 88% in 2003). Roughly the same percentage (86%) feel the City should take an active role helping local businesses create and retain jobs (virtually unchanged from 88% in 2002). A large majority (80%) feel the City should take an active role helping outside companies come to Eugene in order to increase economic opportunities, up substantially from previous years, while 60% feel the City should provide assistance with road, sewer, and utility costs to new and expanding businesses, virtually the same as 2003. Sixty-seven percent feel the City should provide tax incentives to businesses creating new jobs, up substantially from 2003. Fifty-three percent feel the City should provide financial support to businesses in targeted areas, such as Downtown (up slightly from the previous two years).

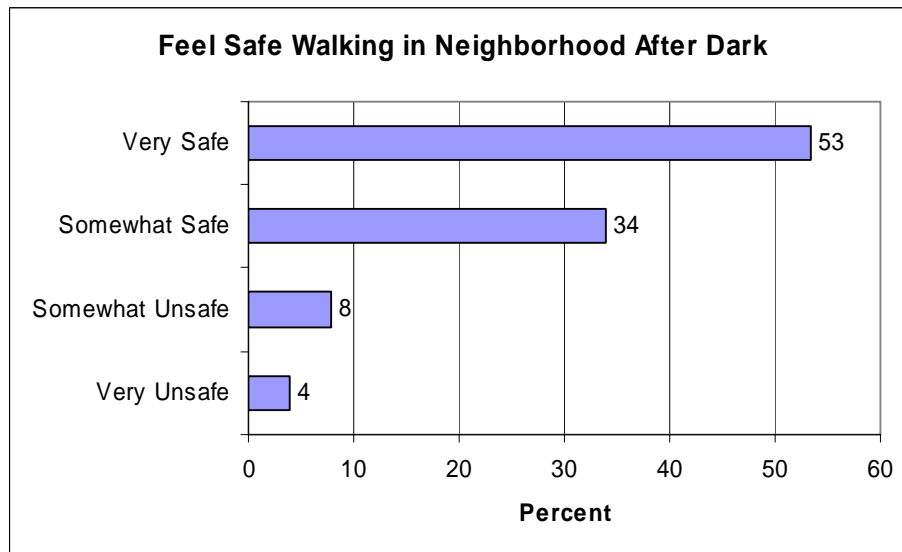
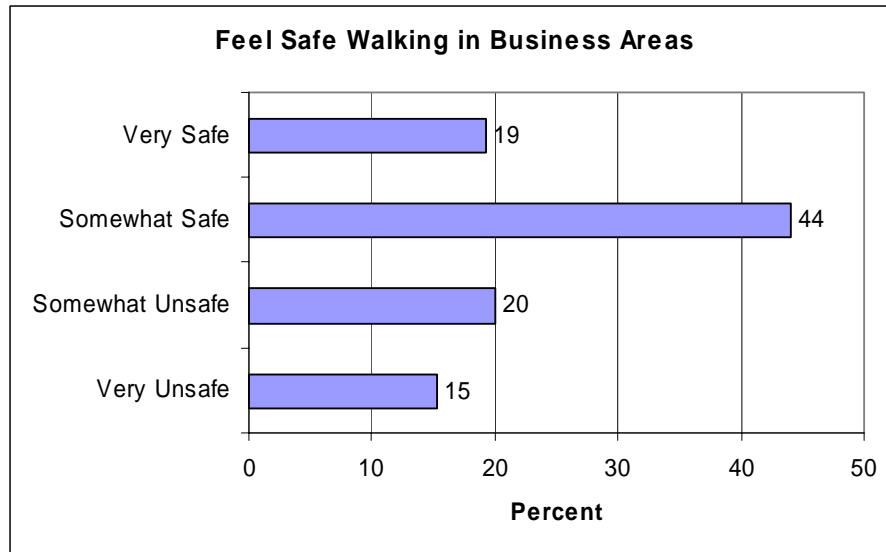


SHOULD THE CITY:

	Yes				No			
	2004	2003	2002	2001	2004	2003	2002	2001
Provide problem-solving assistance for siting, permit, and development?	83%	88%	79%	81%	12%	8%	14%	11%
Take an active role helping local businesses create jobs?	86%	88%	76%	78%	11%	8%	14%	15%
Take an active role helping outside companies come to Eugene?	80%	66%	70%	72%	16%	21%	18%	21%
Provide assistance to businesses with road, sewer, utility costs?	60%	59%	56%	52%	34%	32%	31%	35%
Provide tax incentives to businesses creating new jobs?	67%	55%	60%	59%	29%	35%	27%	30%
Provide financial support to businesses in targeted areas?	53%	48%	47%	56%	41%	43%	41%	35%

Public Safety

Sixty-three percent of respondents feel “very” or “somewhat” safe walking alone in business areas after dark, while 87% feel “very” or “somewhat” safe walking alone in their neighborhood after dark. There was a historic low of respondents who felt “very safe” after dark in both their neighborhood and business areas. Thirty-five percent feel “somewhat” or “very” unsafe after dark in business areas, up from 2003. The mean scores for both areas also dropped slightly.



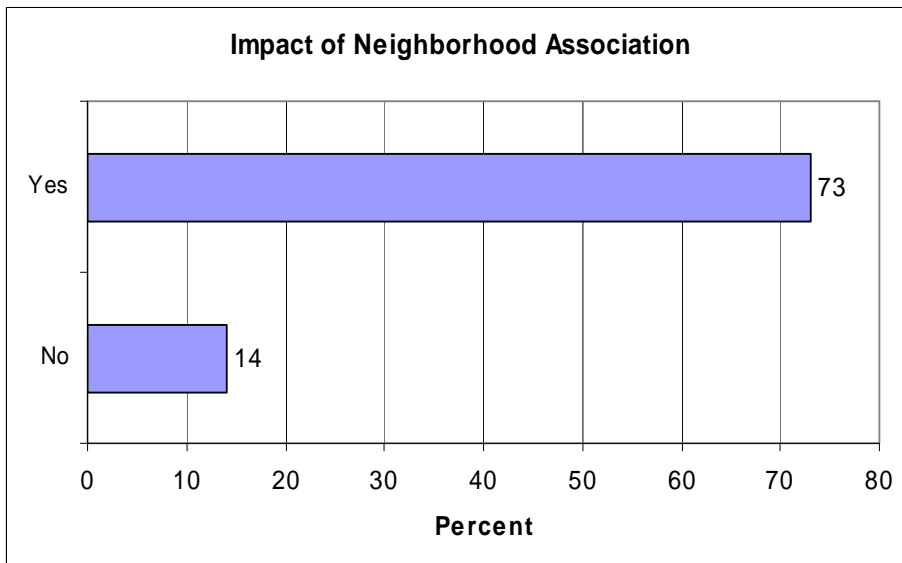
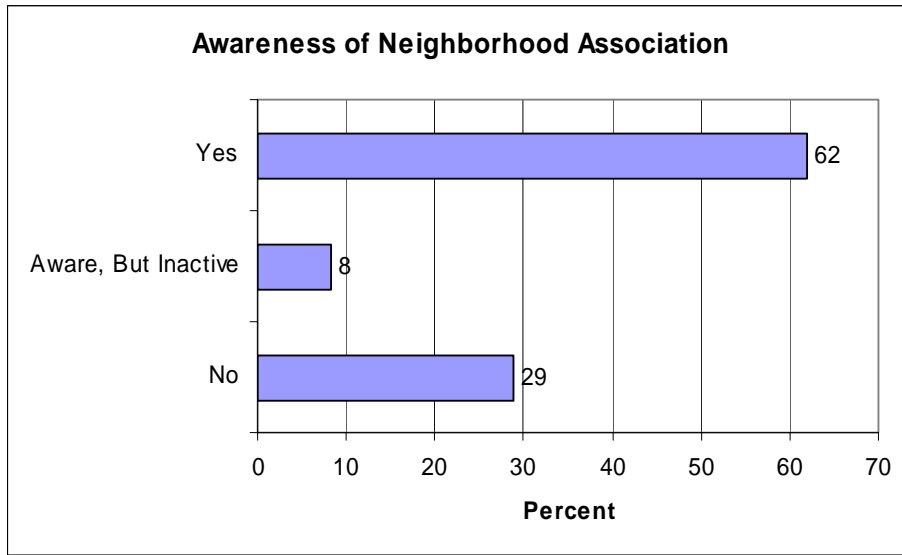
	Business Areas				Neighborhood			
	2004	2003	2002	2001	2004	2003	2002	2001
Very Safe	19%	35%	30%	23%	53%	68%	59%	67%
Somewhat Safe	44%	37%	38%	40%	34%	22%	27%	21%
Somewhat Unsafe	20%	14%	20%	20%	8%	7%	8%	7%
Very Unsafe	15%	7%	8%	10%	4%	2%	4%	2%
Mean (Scale 1-4)	2.7	3.1	2.9	2.8	3.4	3.6	3.4	3.6

People with income under \$35,000, American Indians, and females, were more likely than others to say they feel very unsafe walking alone in business areas. Of those respondents who feel unsafe walking alone in their neighborhood, people with incomes under \$15,000, people who describe themselves as Hispanic/Latino, and females are more likely to feel unsafe than others.

Neighborhood Associations

Sixty-two percent of respondents are aware of their neighborhood association, up from 54% in 2003. An additional 8% are aware of neighborhood associations, but report that theirs is inactive. Twenty-nine percent are not aware of their neighborhood association, down from 44% in 2003.

Seventy-three percent of those who are aware of an active neighborhood association (n=250) feel the neighborhood association is having a positive impact on their neighborhood, while 14% do not.

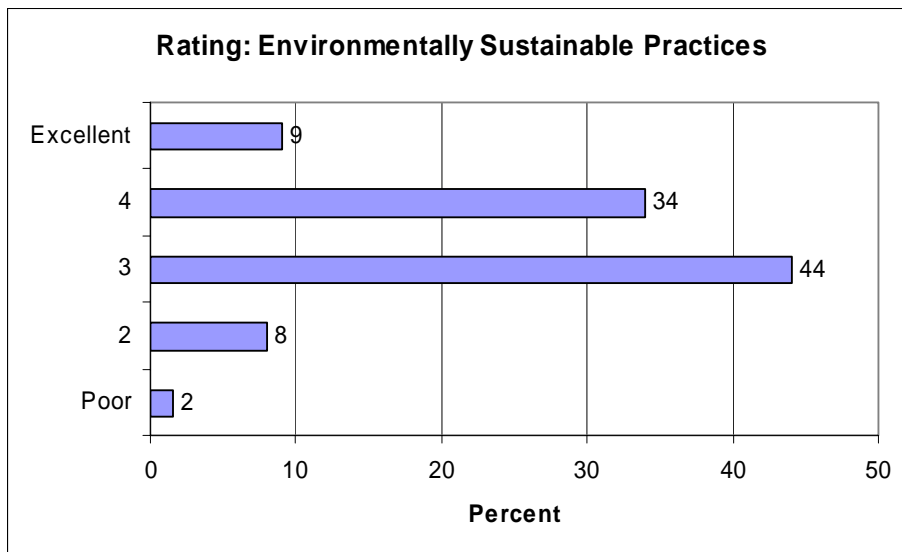
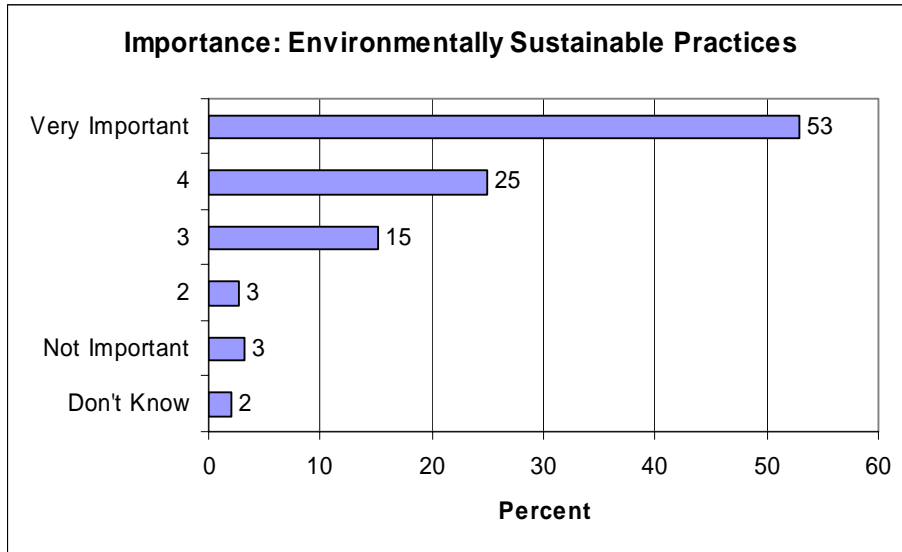


Neighborhood Associations	2004	2003	2002	2001	2000	1999
Aware	62%	54%	47%	62%	59%	65%
Unaware	29%	44%	43%	28%	31%	28%
Aware, but inactive	8%	1%	10%	8%	7%	7%
Positive impact	73%	66%	61%	76%	70%	69%
No positive impact	14%	11%	16%	6%	12%	14%
Don't know	11%	24%	23%	18%	18%	17%

People age 18-24, people with incomes less than \$15,000, people who describe themselves as 'Hispanic/Latino', people with three or more children, and people who rent are more likely to be unaware of their neighborhood associations.

City's Environmental Practices

More than half (53%) of respondents say that it is very important the City engage in environmentally sustainable practices, while only 9% feel that the City is doing an “excellent” job of employing such practices. The importance of the City engaging in sustainable practices has a mean rating of 4.2 compared to a 3.4 mean rating of perceptions of the City’s performance.

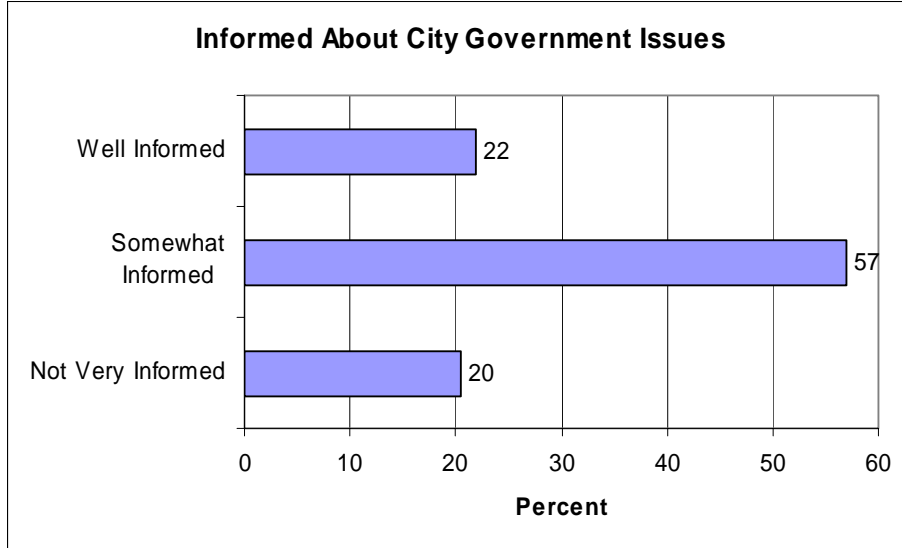


Importance	Performance	Difference
4.2	3.4	.8

Respondents who rent are more likely than those who own their homes to rate say environmentally sustainable practices are “very important”. Respondents 65 and over, respondents who earn \$15,000 or less, and respondents who own their homes are more likely to say that the City is doing a good job of using sustainable practices.

Level of Information about City Government

Seventy-nine percent of respondents feel “somewhat informed” or “well informed” regarding Eugene City Government issues, up from 72% in 2003.



	2004	2003	2002	2001	2000	1999	1998
Well informed	22%	20%	18%	29%	32%	32%	34%
Somewhat informed	57%	52%	59%	54%	54%	55%	53%
Not very informed	20%	27%	22%	17%	14%	12%	12%
Don't know	1%	1%	1%	0%	0%	0%	1%

Those 55 and over, those who own their homes, and males are more likely than others to feel informed. Those ages 18-24, those with incomes under \$15,000, and those who rent are more likely to feel uninformed than others.

Sources of Information about City

Nearly two-thirds of respondents (65%) have read their neighborhood newsletter in the past year, up substantially from previous years. Thirty-five percent have watched government access TV in the past year, similar to 2002 and 2003, but down substantially from earlier years. Thirty-five percent have visited the City website in the past year, a new high. Twelve percent reported viewing Working City, which debuted in 2004. Seventeen percent did none of the above activities, down significantly from 42% in 2003.

	2004	2003	2002	2001	2000	1999
Read neighborhood newsletter	65%	40%	44%	67%	56%	67%
Watched government access TV	35%	37%	37%	49%	59%	52%
Visited City Website	35%	17%	26%	22%	17%	21%
Watched Working City	12%	--	--	--	--	--
None of the above	17%	42%	29%	17%	18%	16%

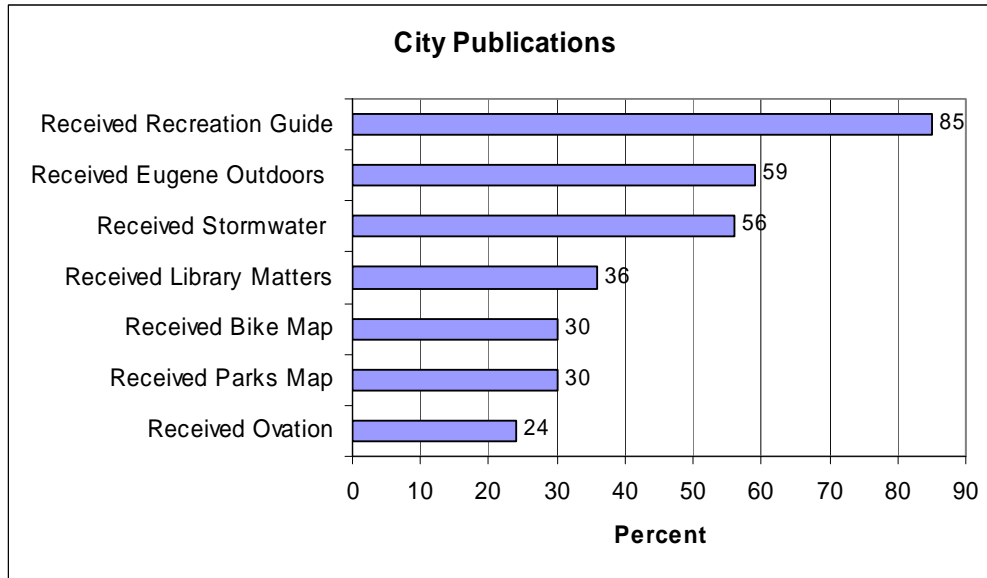
Those who have engaged in the above activities were asked how often they did so. There have been no significant changes in frequency in the past year.

	Frequently	Occasionally	Seldom
Government Access TV			
2004	13%	42%	45%
2003	12%	52%	36%
2002	11%	49%	40%
2001	18%	50%	32%
2000	17%	62%	21%
1999	13%	50%	37%
Neighborhood Newsletter			
2004	50%	33%	17%
2003	53%	37%	9%
2002	44%	36%	20%
2001	64%	24%	11%
2000	50%	38%	11%
1999	66%	28%	7%
Visited City Website			
2004	9%	40%	51%
2003	9%	49%	41%
2002	14%	42%	43%
2001	9%	48%	43%
2000	14%	51%	35%
1999	12%	49%	39%
Watched "Working City"			
2004	13%	52%	35%

People 55 and over, people with incomes of \$35,000-\$50,000, and homeowners are more likely than others to read their neighborhood newsletter. People 25-34, seniors; people with incomes of \$35,000-\$50,000; people who describe themselves as 'multi-racial'; and homeowners are more likely than others to watch government access TV.

City Publications

The City was interested in learning how effective it is in reaching citizens with a variety of publications. We asked respondents if they had received a variety of publications. More respondents recalled receiving the Recreation Guide than any other City publication. Eighty-five percent of respondents said they received the Recreation Guide, up from 62% from 2003.



People with more than two children, people 45-55, and homeowners were more likely to receive the Recreation Guide. People 55-64, people with income of \$50,000-\$75,000, people who describe themselves as 'multi-racial', and homeowners are more likely than others to receive 'Eugene Outdoors'. People who own their homes are more likely to receive Stormwater Connections and the Bike Map. Seniors, homeowners, and people with three children under 12 were more likely than others to receive the Parks Map. People with incomes under \$25,000 were less likely to receive the Parks Map. People who make more than 100,000, people over 45, and people who own their homes are more likely than others to receive Library Matters. People 55-64, people with 3-4 children, and homeowners are more likely than others to receive Ovation.

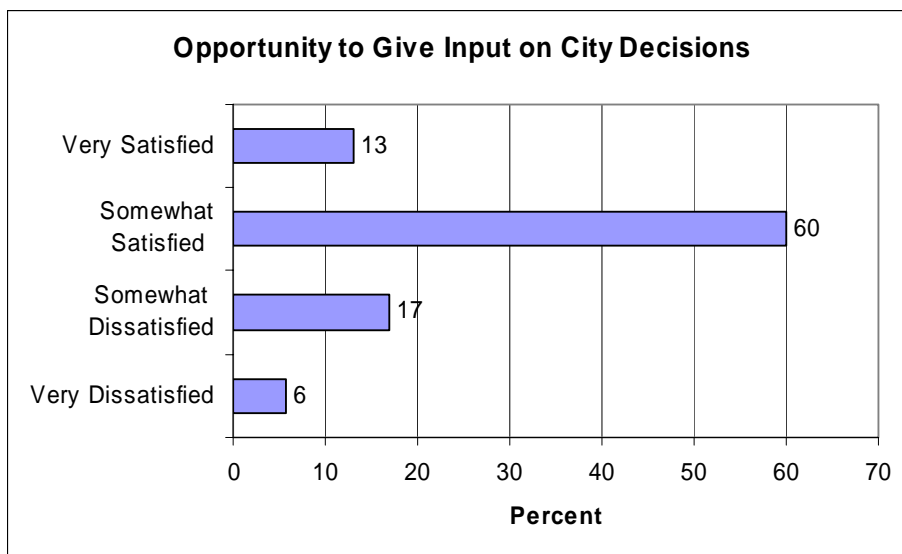
Internet Access at Home

More than three-quarters (77%) of respondents say they have Internet access at home, up from 70% in 2003.

Internet Access at Home	2004	2003
Yes	77%	70%
No	23%	29%

Citizen Participation

Respondents were asked if they are satisfied with the opportunities for citizens to give input on city decisions. Nearly three-quarters (73%) of respondents reported that they are “very” or “somewhat” satisfied with the opportunities provided for citizen input, representing no significant change from 2003 data.

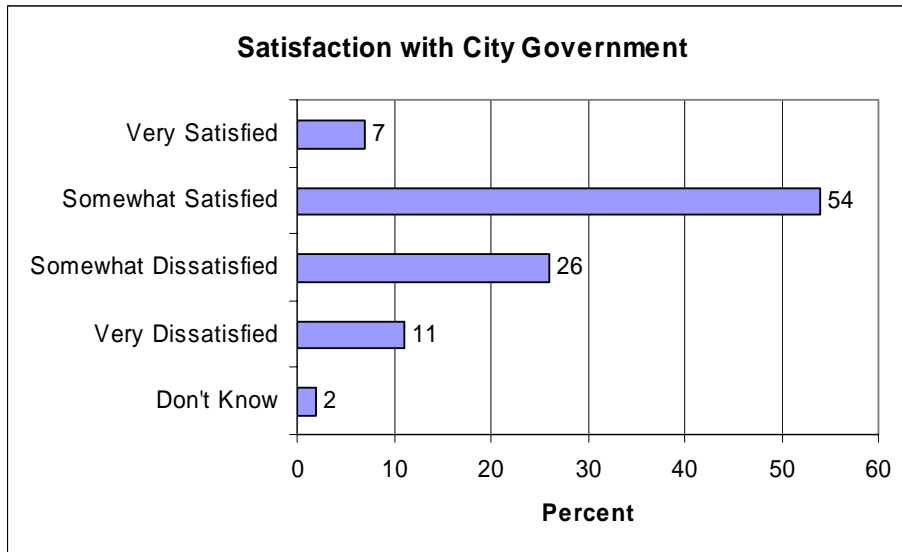


	2004	2003	2002	2001	2000	1999	1998	1997	1996
Very satisfied	13%	20%	19%	26%	30%	31%	34%	28%	28%
Somewhat satisfied	60%	50%	47%	42%	46%	43%	39%	45%	45%
Somewhat dissatisfied	17%	8%	16%	16%	11%	11%	12%	11%	10%
Very dissatisfied	6%	8%	6%	6%	6%	6%	7%	10%	12%
Don't know	4%	13%	12%	9%	7%	9%	9%	5%	4%
Total: Very or Somewhat Satisfied	73%	70%	66%	68%	76%	74%	73%	73%	73%
Total: Very or Somewhat Dissatisfied	23%	16%	22%	22%	17%	17%	19%	21%	22%

Twenty-five to thirty-four year olds, renters, and people with children are more likely to be “satisfied” than others. 45-54 year olds, people with incomes over \$100,000, and people who describe themselves as ‘American Indian’, or ‘other’, are more likely than others to be “very dissatisfied” with opportunities for citizen input.

Satisfaction with City Government

Respondents were asked if they are satisfied with city government in Eugene. Sixty-one percent say they are “very” or “somewhat” satisfied with City government in Eugene, while citizen dissatisfaction was up 10 percentage points from 2003.

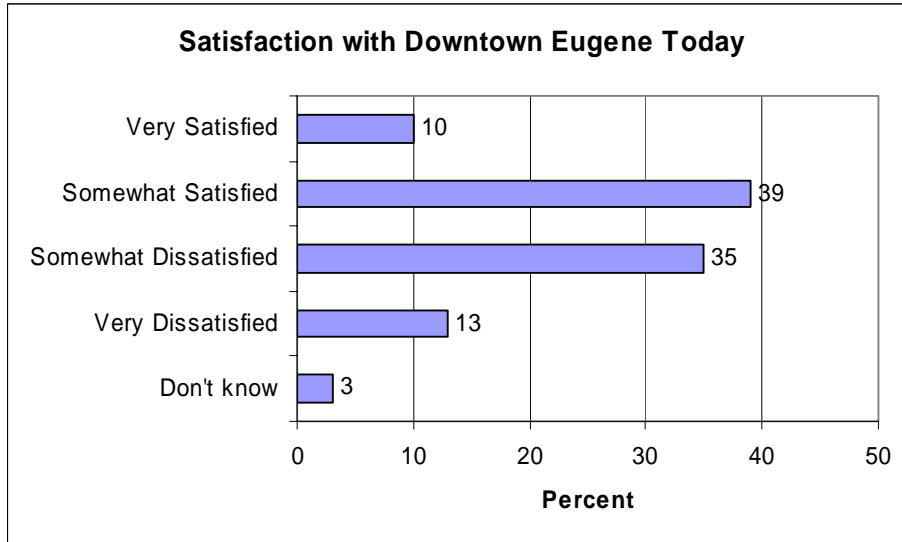


	2004	2003	2002	2001	2000	1999	1998	1997	1996
Very satisfied	7%	16%	11%	13%	21%	20%	23%	14%	12%
Somewhat satisfied	54%	48%	51%	45%	50%	53%	45%	48%	45%
Somewhat dissatisfied	26%	19%	23%	26%	19%	14%	17%	20%	25%
Very dissatisfied	11%	8%	9%	12%	6%	8%	9%	16%	15%
Don't know	2%	9%	5%	5%	3%	3%	6%	3%	3%
Total: Very or Somewhat Satisfied	61%	64%	62%	58%	71%	73%	68%	62%	57%
Total: Very or Somewhat Dissatisfied	37%	27%	32%	38%	25%	22%	26%	36%	40%

Forty-five-54 year olds, people with incomes \$50,000-\$70,000, and males are more likely to feel “very satisfied”, while people making under \$25,000 and 55-64 year olds are more likely to report “very dissatisfied”.

Downtown Eugene

Respondents were asked if they are satisfied with Downtown Eugene the way it is today. Forty-nine percent say they are “very” or “somewhat” satisfied with City government in Eugene, down from 56% in 2003.



	2004	2003	2002	2001	2000	1999	1997	1996	1995
Very satisfied	10%	14%	12%	3%	8%	5%	10%	16%	4%
Somewhat satisfied	39%	42%	44%	24%	23%	28%	38%	37%	20%
Somewhat dissatisfied	35%	24%	23%	40%	27%	26%	25%	20%	34%
Very dissatisfied	13%	15%	12%	30%	36%	35%	24%	23%	42%
Don't know	3%	5%	9%	3%	5%	5%	3%	3%	1%
Total: Very or Somewhat Satisfied	49%	56%	56%	27%	31%	33%	48%	53%	24%
Total: Very or Somewhat Dissatisfied	48%	39%	35%	70%	63%	66%	49%	43%	76%

Eighteen to twenty-four year olds, people with incomes less than \$15,000, those who describe themselves as ‘other’ and ‘American Indian’, and people who rent are more likely to be “very satisfied” with downtown. 45-50 year olds and people who own their homes are more likely than others to be “very dissatisfied” with Downtown Eugene the way it is today.

**CITY OF EUGENE
NOVEMBER 2004**



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**FREQUENCY RESULTS
EMBEDDED IN THE SURVEY
INSTRUMENT**

Are you a resident of Eugene, Oregon?

Category	Count	Percent	Valid %
YES	401	100%	100%
Total	401	0%	0%

Do you think the community is generally going in the right direction, or do you think things are generally heading in the wrong direction?

Category	Count	Percent	Valid %
RIGHT DIRECTION	235	58.6%	58.6%
WRONG DIRECTION	131	32.7%	32.7%
DON'T KNOW	24	6%	6%
REFUSED	4	1%	1%
NO ANSWER	7	1.7%	1.7%
Total	401	100%	100%

What is the most important problem facing Eugene? [open-ended]

What do you like most about living in Eugene? [open-ended]

Generally speaking, how satisfied are you with the overall level of services provided by the City of Eugene government? Are you very dissatisfied, somewhat dissatisfied, somewhat satisfied, or very satisfied?

Category	Count	Percent	Valid %
VERY DISSATISFIED	16	4%	4%
SOMEWHAT DISSATISFIED	64	16%	16%
SOMEWHAT SATISFIED	227	56.6%	56.6%
VERY SATISFIED	90	22.4%	22.4%
DON'T KNOW	4	1%	1%
Total	401	100%	100%

Next, the City would like to ask you about how important certain issues are to you. On a scale of 1 to 5, where 1 is not important and 5 is very important, how important to you is it that our community protect the environment?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	5	1.2%	1.2%
2	14	3.5%	3.5%
3	45	11.2%	11.2%
4	88	21.9%	21.9%
5(VERY IMPORTANT)	249	62.1%	62.1%
Total	401	100%	100%

How important to you is it that our community improves neighborhoods?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	9	2.2%	2.2%
2	16	4%	4%
3	76	19%	19%
4	122	30.4%	30.4%
5(VERY IMPORTANT)	171	42.6%	42.6%
DON'T KNOW	6	1.5%	1.5%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How important to you is it that our community achieves compact urban growth?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	42	10.5%	10.5%
2	49	12.2%	12.2%
3	114	28.4%	28.4%
4	94	23.4%	23.4%
5(VERY IMPORTANT)	84	20.9%	20.9%
DON'T KNOW	15	3.7%	3.7%
REFUSED	2	0.5%	0.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How important to you is it that our community develops job opportunities?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	8	2%	2%
2	7	1.7%	1.7%
3	34	8.5%	8.5%
4	95	23.7%	23.7%
5(VERY IMPORTANT)	253	63.1%	63.1%
DON'T KNOW	2	0.5%	0.5%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How important to you is it that our community provides parks and open space?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	12	3%	3%
2	22	5.5%	5.5%
3	63	15.7%	15.7%
4	114	28.4%	28.4%
5(VERY IMPORTANT)	187	46.6%	46.6%
DON'T KNOW	2	0.5%	0.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How important to you is it that our community supports the arts?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	24	6%	6%
2	31	7.7%	7.7%
3	95	23.7%	23.7%
4	120	29.9%	29.9%
5(VERY IMPORTANT)	131	32.7%	32.7%
Total	401	100%	100%

How important to you is it that our community provides access to reading and reference materials?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	11	2.7%	2.7%
2	15	3.7%	3.7%
3	60	15%	15%
4	125	31.2%	31.2%
5(VERY IMPORTANT)	190	47.4%	47.4%
Total	401	100%	100%

How important to you is it that our community provides an efficient transportation system?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	14	3.5%	3.5%
2	24	6%	6%
3	64	16%	16%
4	108	26.9%	26.9%
5(VERY IMPORTANT)	190	47.4%	47.4%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How important to you is it that our community encourages cultural diversity and tolerance?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	11	2.7%	2.7%
2	17	4.2%	4.2%
3	67	16.7%	16.7%
4	83	20.7%	20.7%
5(VERY IMPORTANT)	220	54.9%	54.9%
DON'T KNOW	3	0.7%	0.7%
Total	401	100%	100%

How important to you is it that our community provides recreation opportunities?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	14	3.5%	3.5%
2	25	6.2%	6.2%
3	102	25.4%	25.4%
4	137	34.2%	34.2%
5(VERY IMPORTANT)	123	30.7%	30.7%
Total	401	100%	100%

How important to you is it that our community prevents crime?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	4	1%	1%
2	13	3.2%	3.2%
3	30	7.5%	7.5%
4	95	23.7%	23.7%
5(VERY IMPORTANT)	259	64.6%	64.6%
Total	401	100%	100%

How important to you is it that our community minimizes loss of life and property due to emergencies?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	4	1%	1%
2	11	2.7%	2.7%
3	41	10.2%	10.2%
4	112	27.9%	27.9%
5(VERY IMPORTANT)	214	53.4%	53.4%
DON'T KNOW	10	2.5%	2.5%
REFUSED	4	1%	1%
NO ANSWER	5	1.2%	1.2%
Total	401	100%	100%

How important to you is it that our community provides safe buildings and infrastructure?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	5	1.2%	1.2%
2	16	4%	4%
3	56	14%	14%
4	128	31.9%	31.9%
5(VERY IMPORTANT)	194	48.4%	48.4%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How important to you is it that our community promotes a sense of community?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	5	1.2%	1.2%
2	19	4.7%	4.7%
3	95	23.7%	23.7%
4	121	30.2%	30.2%
5(VERY IMPORTANT)	157	39.2%	39.2%
DON'T KNOW	2	0.5%	0.5%
REFUSED	0	0%	0%
NO ANSWER	2	0.5%	0.5%
Missing	0	0%	0%
Total	401	100%	100%

How important to you is it that our community provides good value for tax dollars spent?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	6	1.5%	1.5%
2	5	1.2%	1.2%
3	38	9.5%	9.5%
4	67	16.7%	16.7%
5(VERY IMPORTANT)	284	70.8%	70.8%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How important to you is it that our community supports youth and child development?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	5	1.2%	1.2%
2	5	1.2%	1.2%
3	40	10%	10%

4	94	23.4%	23.4%
5(VERY IMPORTANT)	254	63.3%	63.3%
REFUSED	1	0.2%	0.2%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How important to you is it that our community encourages a vital downtown?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	23	5.7%	5.7%
2	35	8.7%	8.7%
3	108	26.9%	26.9%
4	127	31.7%	31.7%
5(VERY IMPORTANT)	106	26.4%	26.4%
DON'T KNOW	1	0.2%	0.2%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on developing job opportunities?

Category	Count	Percent	Valid %
1(POOR)	47	11.7%	11.7%
2	124	30.9%	30.9%
3	185	46.1%	46.1%
4	29	7.2%	7.2%
5(EXCELLENT)	5	1.2%	1.2%
DON'T KNOW	10	2.5%	2.5%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

Next, how would you rate our community on providing good value for tax dollars spent?

Category	Count	Percent	Valid %
1(POOR)	26	6.5%	6.5%
2	68	17%	17%
3	188	46.9%	46.9%
4	81	20.2%	20.2%
5(EXCELLENT)	15	3.7%	3.7%
DON'T KNOW	22	5.5%	5.5%
REFUSED	0	0%	0%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on supporting youth and child development?

Category	Count	Percent	Valid %
1(POOR)	4	1%	1%
2	37	9.2%	9.2%
3	135	33.7%	33.7%
4	164	40.9%	40.9%
5(EXCELLENT)	36	9%	9%
DON'T KNOW	24	6%	6%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on encouraging a vital downtown?

Category	Count	Percent	Valid %
1(POOR)	22	5.5%	5.5%
2	79	19.7%	19.7%
3	159	39.7%	39.7%
4	97	24.2%	24.2%
5(EXCELLENT)	32	8%	8%
DON'T KNOW	11	2.7%	2.7%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on protecting the environment?

Category	Count	Percent	Valid %
1(POOR)	8	2%	2%
2	30	7.5%	7.5%
3	125	31.2%	31.2%
4	162	40.4%	40.4%
5(EXCELLENT)	66	16.5%	16.5%
DON'T KNOW	9	2.2%	2.2%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on improving neighborhoods?

Category	Count	Percent	Valid %
1(POOR)	11	2.7%	2.7%
2	54	13.5%	13.5%
3	203	50.6%	50.6%
4	86	21.4%	21.4%
5(EXCELLENT)	26	6.5%	6.5%
DON'T KNOW	19	4.7%	4.7%
REFUSED	1	0.2%	0.2%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on achieving compact urban growth?

Category	Count	Percent	Valid %
1(POOR)	20	5%	5%
2	50	12.5%	12.5%
3	158	39.4%	39.4%
4	103	25.7%	25.7%
5(EXCELLENT)	22	5.5%	5.5%
DON'T KNOW	40	10%	10%
REFUSED	6	1.5%	1.5%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How would you rate our community on providing parks and open space?

Category	Count	Percent	Valid %
1(POOR)	4	1%	1%
2	14	3.5%	3.5%
3	83	20.7%	20.7%
4	187	46.6%	46.6%
5(EXCELLENT)	106	26.4%	26.4%
DON'T KNOW	6	1.5%	1.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on supporting the arts?

Category	Count	Percent	Valid %
1(POOR)	6	1.5%	1.5%
2	20	5%	5%
3	75	18.7%	18.7%
4	191	47.6%	47.6%
5(EXCELLENT)	96	23.9%	23.9%
DON'T KNOW	12	3%	3%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on providing access to reading and reference materials?

Category	Count	Percent	Valid %
1(POOR)	0	0%	0%
2	16	4%	4%
3	56	14%	14%
4	172	42.9%	42.9%
5(EXCELLENT)	148	36.9%	36.9%
DON'T KNOW	7	1.7%	1.7%
REFUSED	1	0.2%	0.2%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on providing an efficient transportation system?

Category	Count	Percent	Valid %
1(POOR)	10	2.5%	2.5%
2	42	10.5%	10.5%
3	102	25.4%	25.4%
4	145	36.2%	36.2%
5(EXCELLENT)	98	24.4%	24.4%
DON'T KNOW	4	1%	1%
Total	401	100%	100%

How would you rate our community on encouraging cultural diversity and tolerance?

Category	Count	Percent	Valid %
1(POOR)	10	2.5%	2.5%
2	46	11.5%	11.5%
3	135	33.7%	33.7%
4	153	38.2%	38.2%
5(EXCELLENT)	49	12.2%	12.2%
DON'T KNOW	7	1.7%	1.7%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on providing recreation opportunities?

Category	Count	Percent	Valid %
1(POOR)	1	0.2%	0.2%
2	19	4.7%	4.7%
3	104	25.9%	25.9%
4	183	45.6%	45.6%
5(EXCELLENT)	79	19.7%	19.7%
DON'T KNOW	14	3.5%	3.5%

NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on preventing crime?

Category	Count	Percent	Valid %
1(POOR)	12	3%	3%
2	57	14.2%	14.2%
3	185	46.1%	46.1%
4	115	28.7%	28.7%
5(EXCELLENT)	24	6%	6%
DON'T KNOW	7	1.7%	1.7%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on minimizing loss of life and property due to emergency?

Category	Count	Percent	Valid %
1(POOR)	2	0.5%	0.5%
2	13	3.2%	3.2%
3	117	29.2%	29.2%
4	147	36.7%	36.7%
5(EXCELLENT)	58	14.5%	14.5%
DON'T KNOW	53	13.2%	13.2%
REFUSED	6	1.5%	1.5%
NO ANSWER	5	1.2%	1.2%
Total	401	100%	100%

How would you rate our community on providing safe buildings and infrastructure?

Category	Count	Percent	Valid %
1(POOR)	5	1.2%	1.2%
2	20	5%	5%
3	139	34.7%	34.7%
4	146	36.4%	36.4%
5(EXCELLENT)	60	15%	15%
DON'T KNOW	30	7.5%	7.5%
REFUSED	1	0.2%	0.2%
Total	401	100%	100%

How would you rate our community on encouraging a sense of community?

Category	Count	Percent	Valid %
1(POOR)	7	1.7%	1.7%
2	39	9.7%	9.7%
3	130	32.4%	32.4%
4	168	41.9%	41.9%
5(EXCELLENT)	46	11.5%	11.5%
DON'T KNOW	10	2.5%	2.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

Do you believe that POPULATION growth and development in Eugene during the past 5 years has been too fast, too slow, or just about right?

Category	Count	Percent	Valid %
TOO FAST	120	29.9%	29.9%

TOO SLOW	35	8.7%	8.7%
JUST ABOUT RIGHT	222	55.4%	55.4%
REFUSED	3	0.7%	0.7%
DON'T KNOW	17	4.2%	4.2%
NO ANSWER	4	1%	1%
Total	401	100%	100%

Do you believe your ECONOMIC opportunity in Eugene during the past 5 years has gotten better, worse, or stayed the same?

Category	Count	Percent	Valid %
BETTER	66	16.5%	16.5%
WORSE	143	35.7%	35.7%
STAYED THE SAME	173	43.1%	43.1%
REFUSED	3	0.7%	0.7%
DON'T KNOW	12	3%	3%
NO ANSWER	4	1%	1%
Total	401	100%	100%

Should the City take an active role helping local businesses create and retain jobs?

Category	Count	Percent	Valid %
YES	343	85.5%	85.5%
NO	44	11%	11%
REFUSED	0	0%	0%
DON'T KNOW	14	3.5%	3.5%
Total	401	100%	100%

Should the City take an active role helping outside companies come to Eugene in order to increase economic opportunities?

Category	Count	Percent	Valid %
YES	320	79.8%	79.8%
NO	65	16.2%	16.2%
REFUSED	1	0.2%	0.2%
DON'T KNOW	14	3.5%	3.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

Should the City provide problem-solving assistance to businesses for siting, permit, and development issues?

Category	Count	Percent	Valid %
YES	331	82.5%	82.5%
NO	48	12%	12%
REFUSED	1	0.2%	0.2%
DON'T KNOW	20	5%	5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

Should the city provide tax incentives to businesses creating new jobs?

Category	Count	Percent	Valid %
YES	267	66.6%	66.6%
NO	117	29.2%	29.2%
REFUSED	1	0.2%	0.2%
DON'T KNOW	13	3.2%	3.2%
NO ANSWER	3	0.7%	0.7%
Total	401	100%	100%

Should the city provide financial support to businesses in targeted areas, such as downtown?

Category	Count	Percent	Valid %
YES	212	52.9%	52.9%
NO	166	41.4%	41.4%
REFUSED	2	0.5%	0.5%
DON'T KNOW	21	5.2%	5.2%
Total	401	100%	100%

Should the city provide assistance with road, sewer, and utility costs to new and expanding businesses?

Category	Count	Percent	Valid %
YES	242	60.3%	60.3%
NO	135	33.7%	33.7%
REFUSED	3	0.7%	0.7%
DON'T KNOW	19	4.7%	4.7%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How safe do you feel walking alone in business areas after dark?

Category	Count	Percent	Valid %
VERY SAFE	75	18.7%	18.7%
SOMEWHAT SAFE	175	43.6%	43.6%
SOMEWHAT UNSAFE	81	20.2%	20.2%
VERY UNSAFE	60	15%	15%
REFUSED	2	0.5%	0.5%
DON'T KNOW	5	1.2%	1.2%
NO ANSWER	3	0.7%	0.7%
Total	401	100%	100%

How safe do you feel walking alone in your neighborhood after dark?

Category	Count	Percent	Valid %
VERY SAFE	212	52.9%	52.9%
SOMEWHAT SAFE	138	34.4%	34.4%
SOMEWHAT UNSAFE	31	7.7%	7.7%
VERY UNSAFE	16	4%	4%
REFUSED	0	0%	0%
DON'T KNOW	3	0.7%	0.7%
NO ANSWER	1	0.2%	0.2%
Missing	0	0%	0%
Total	401	100%	100%

Are you aware of your Neighborhood Association?

Category	Count	Percent	Valid %
YES	250	62.3%	62.3%
AWARE, BUT INACTIVE	33	8.2%	8.2%
NO	115	28.7%	28.7%
REFUSED	0	0%	0%
DON'T KNOW	2	0.5%	0.5%
NO ANSWER	1	0.2%	0.2%
Missing	0	0%	0%
Total	401	100%	100%

Do you feel your neighborhood association is having a positive impact on your neighborhood?

Category	Count	Percent	Valid %
YES	182	45.4%	72.8%
NO	36	9%	14.4%
REFUSED	0	0%	0%
DON'T KNOW	28	7%	11.2%
NO ANSWER	4	1%	1.6%
Missing	151	37.7%	
Total	401	100%	100%

How important is it to you that the City engage in environmentally sustainable practices?

Category	Count	Percent	Valid %
1(NOT IMPORTANT)	12	3%	3.2%
2	10	2.5%	2.6%
3	57	14.2%	15%
4	95	23.6%	25.1%
5(VERY IMPORTANT)	199	49.5%	52.5%
DON'T KNOW	4	1%	1.1%
REFUSED	1	0.2%	.3%
NO ANSWER	1	0.2%	.3%
Missing	23	5.7%	
Total	401	100%	100%

How would you rate the City's performance on engaging in environmentally sustainable practices?

Category	Count	Percent	Valid %
1(POOR)	6	1.5%	1.6%
2	29	7.2%	7.7%
3	165	41.0%	43.5%
4	129	32.1%	34.0%
5(EXCELLENT)	35	8.7%	9.2%
REFUSED	14	3.5%	3.7%
NO ANSWER	1	.2%	0.3%
Missing	23	5.7%	
Total	401	100%	100%

Regarding Eugene City government issues, do you feel you are well informed, somewhat informed, or not very informed?

Category	Count	Percent	Valid %
WELL INFORMED	87	21.7%	21.7%
SOMEWHAT INFORMED	230	57.4%	57.4%
NOT VERY INFORMED	81	20.2%	20.2%
REFUSED	1	0.2%	0.2%
DON'T KNOW	1	0.2%	0.2%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

In the past year, have you watched government access TV on Metro Vision?

Category	Count	Percent	Valid %
YES	142	35.4%	35.4%
NO	255	63.6%	63.6%

REFUSED	1	0.2%	0.2%
DON'T KNOW	3	0.7%	0.7%
Total	401	100%	100%

Do you watch government access TV frequently, occasionally, or seldom?

Category	Count	Percent	Valid %
FREQUENTLY	19	4.7%	13.4%
OCCASIONALLY	59	14.7%	41.5%
SELDOM	64	16%	45.1%
Missing	259	64.6%	
Total	401	100%	100%

In the past year, have you read your neighborhood association newsletter?

Category	Count	Percent	Valid %
YES	259	64.6%	64.6%
NO	137	34.2%	34.2%
REFUSED	0	0%	0%
DON'T KNOW	3	0.7%	0.7%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

Do you read your neighborhood association newsletter frequently, occasionally, or seldom?

Category	Count	Percent	Valid %
FREQUENTLY	130	32.4%	50.2%
OCCASIONALLY	85	21.2%	32.8%
SELDOM	44	11%	17%
Missing	142	35.4%	
Total	401	100%	100%

In the past year, have you visited the City Website on the Internet?

Category	Count	Percent	Valid %
YES	142	35.4%	35.4%
NO	257	64.1%	64.1%
DON'T KNOW -- >SKIPTO INFORM4	2	0.5%	0.5%
Total	401	100%	100%

Do you visit the City Website frequently, occasionally, or seldom?

Category	Count	Percent	Valid %
FREQUENTLY	13	3.2%	9.2%
OCCASIONALLY	56	14%	39.4%
SELDOM	73	18.2%	51.4%
Missing	259	64.6%	
Total	401	100%	100%

In the past year, have you watched "Working City" on government access TV?

Category	Count	Percent	Valid %
YES	48	12%	12%
NO	347	86.5%	86.5%
REFUSED	0	0%	0%
DON'T KNOW	6	1.5%	1.5%
Total	401	100%	100%

Do you watch "Working City" on government access TV frequently, occasionally, or seldom?

Category	Count	Percent	Valid %
FREQUENTLY	6	1.5%	12.5%
OCCASIONALLY	25	6.2%	52.1%
SELDOM	17	4.2%	35.4%
Missing	353	88%	
Total	401	100%	100%

Did you receive the City of Eugene publication "Ovation" in the past year?

Category	Count	Percent	Valid %
YES	98	24.4%	24.4%
NO	268	66.8%	66.8%
DON'T KNOW	35	8.7%	8.7%
Total	401	100%	100%

Did you receive the City of Eugene publication "Library Matters" in the past year?

Category	Count	Percent	Valid %
YES	146	36.4%	36.4%
NO	224	55.9%	55.9%
REFUSED	0	0%	0%
DON'T KNOW	31	7.7%	7.7%
Total	401	100%	100%

Did you receive the City of Eugene publication "Eugene Outdoors" in the past year?

Category	Count	Percent	Valid %
YES	238	59.4%	59.4%
NO	144	35.9%	35.9%
DON'T KNOW	19	4.7%	4.7%
Total	401	100%	100%

Did you receive the City of Eugene publication "Storm Water Connections" in the past year?

Category	Count	Percent	Valid %
YES	223	55.6%	55.6%
NO	158	39.4%	39.4%
REFUSED	0	0%	0%
DON'T KNOW	20	5%	5%
Total	401	100%	100%

Did you receive the City of Eugene publication "Recreation Guide" in the past year?

Category	Count	Percent	Valid %
YES	340	84.8%	84.8%
NO	56	14%	14%
DON'T KNOW	5	1.2%	1.2%
Total	401	100%	100%

Did you receive the City of Eugene publication "Bike Map" in the past year?

Category	Count	Percent	Valid %
YES	119	29.7%	29.7%
NO	261	65.1%	65.1%
DON'T KNOW	21	5.2%	5.2%
Total	401	100%	100%

Did you receive the City of Eugene publication "Parks Map" in the past year?

Category	Count	Percent	Valid %
YES	119	29.7%	29.7%

NO	258	64.3%	64.3%
REFUSED	0	0%	0%
DON'T KNOW	24	6%	6%
Total	401	100%	100%

Do you have Internet access at home?

Category	Count	Percent	Valid %
YES	309	77.1%	77.1%
NO	92	22.9%	22.9%
Missing	0	0%	
Total	401	100%	100%

Generally speaking, how satisfied or dissatisfied are you with the opportunities provided to the citizens of Eugene to give input on city decisions?

Category	Count	Percent	Valid %
VERY DISSATISFIED	22	5.5%	5.5%
SOMEWHAT DISSATISFIED	67	16.7%	16.7%
SOMEWHAT SATISFIED	239	59.6%	59.6%
VERY SATISFIED	53	13.2%	13.2%
REFUSED	2	0.5%	0.5%
DON'T KNOW	15	3.7%	3.7%
NO ANSWER	3	0.7%	0.7%
Total	401	100%	100%

Generally speaking, how satisfied or dissatisfied are you with City government in Eugene?

Category	Count	Percent	Valid %
VERY DISSATISFIED	43	10.7%	10.7%
SOMEWHAT DISSATISFIED	104	25.9%	25.9%
SOMEWHAT SATISFIED	218	54.4%	54.4%
VERY SATISFIED	27	6.7%	6.7%
REFUSED	0	0%	0%
DON'T KNOW	9	2.2%	2.2%
Total	401	100%	100%

Thinking about Downtown Eugene, how satisfied or dissatisfied are you with Downtown Eugene the way it is today?

Category	Count	Percent	Valid %
VERY DISSATISFIED	53	13.2%	13.2%
SOMEWHAT DISSATISFIED	139	34.7%	34.7%
SOMEWHAT SATISFIED	155	38.7%	38.7%
VERY SATISFIED	39	9.7%	9.7%
REFUSED	1	0.2%	0.2%
DON'T KNOW	10	2.5%	2.5%
NO ANSWER	4	1%	1%
Total	401	100%	100%

First how old are you?

Category	Count	Percent	Valid %	Category	Count	Percent	Valid %
18	2	0.5%	0.5%	55	5	1.2%	1.2%
19	5	1.2%	1.2%	56	5	1.2%	1.2%
20	5	1.2%	1.2%	57	10	2.5%	2.5%
21	3	0.7%	0.7%	58	9	2.2%	2.2%
22	3	0.7%	0.7%	59	7	1.7%	1.7%

23	8	2%	2%	60	3	0.7%	0.7%
24	6	1.5%	1.5%	61	5	1.2%	1.2%
25	5	1.2%	1.2%	62	13	3.2%	3.2%
26	5	1.2%	1.2%	63	4	1%	1%
27	7	1.7%	1.7%	64	6	1.5%	1.5%
28	7	1.7%	1.7%	65	5	1.2%	1.2%
29	5	1.2%	1.2%	66	6	1.5%	1.5%
30	4	1%	1%	67	2	0.5%	0.5%
31	6	1.5%	1.5%	68	3	0.7%	0.7%
32	7	1.7%	1.7%	69	2	0.5%	0.5%
33	7	1.7%	1.7%	72	5	1.2%	1.2%
34	8	2%	2%	73	4	1%	1%
35	10	2.5%	2.5%	74	7	1.7%	1.7%
36	9	2.2%	2.2%	75	2	0.5%	0.5%
37	4	1%	1%	76	5	1.2%	1.2%
38	7	1.7%	1.7%	77	2	0.5%	0.5%
39	3	0.7%	0.7%	78	6	1.5%	1.5%
40	9	2.2%	2.2%	79	3	0.7%	0.7%
41	9	2.2%	2.2%	80	5	1.2%	1.2%
42	8	2%	2%	81	7	1.7%	1.7%
43	5	1.2%	1.2%	82	3	0.7%	0.7%
44	4	1%	1%	83	2	0.5%	0.5%
45	8	2%	2%	84	2	0.5%	0.5%
46	8	2%	2%	85	1	0.2%	0.2%
47	7	1.7%	1.7%	86	2	0.5%	0.5%
48	4	1%	1%	87	2	0.5%	0.5%
49	10	2.5%	2.5%	88	1	0.2%	0.2%
50	14	3.5%	3.5%	92	1	0.2%	0.2%
51	9	2.2%	2.2%	94	1	0.2%	0.2%
52	11	2.7%	2.7%	97	4	1%	1%
53	13	3.2%	3.2%	Missing	0	0%	
54	6	1.5%	1.5%	Total	401	100%	100%

Age Grouped

Category	Count	Percent	Valid %
18-24	32	8.0	8.0
25-34	61	15.2	15.2
35-44	68	16.9	17.0
45-54	90	22.4	22.4
55-64	67	16.7	16.7
65 and over	83	20.6	20.7
Refused/No Answer	1	0.2	0.2%
Total	401	99.8	100.0

Are you male or female?

Category	Count	Percent	Valid %
MALE	164	40.9%	40.9%
FEMALE	237	59.1%	59.1%
Total	401	100%	100%

Do you own or rent your home?

Category	Count	Percent	Valid %
OWN	266	66.3%	66.3%
RENT	132	32.9%	32.9%
REFUSED	1	0.2%	0.2%
NO ANSWER	2	0.5%	0.5%
Total	401	100%	100%

How many people in your household are under age 12?

Category	Count	Percent	Valid %
0	301	75.1%	75.1%
1	45	11.2%	11.2%

2	44	11%	11%
3	7	1.7%	1.7%
4	2	0.5%	0.5%
5	1	0.2%	0.2%
97	1	0.2%	0.2%
Total	401	100%	100%

How many people in your household are age 12 to 17?

Category	Count	Percent	Valid %
0	337	84%	84%
1	46	11.5%	11.5%
2	13	3.2%	3.2%
3	2	0.5%	0.5%
4	2	0.5%	0.5%
97	1	0.2%	0.2%
Total	401	100%	100%

What is your race?

Category	Count	Percent	Valid %
WHITE	372	92.8%	92.8%
ASIAN/PACIFIC ISLANDER	4	1%	1%
AMERICAN INDIAN/ALASKAN NATIVE	2	0.5%	0.5%
HISPANIC/LATINO	6	1.5%	1.5%
MULTI-RACIAL	6	1.5%	1.5%
OTHER	4	1%	1%
REFUSED	6	1.5%	1.5%
NO ANSWER	1	0.2%	0.2%
Total	401	100%	100%

Is your total household income from all sources, before taxes, over or under \$35,000?

Category	Count	Percent	Valid %
OVER \$35,000	219	54.6%	54.6%
UNDER \$35,000	160	39.9%	39.9%
REFUSED	16	4%	4%
DON'T KNOW	6	1.5%	1.5%
Total	401	100%	100%

Is it over or under \$25,000?

Category	Count	Percent	Valid %
OVER \$25,000	63	15.7%	39.4%
UNDER \$25,000	92	22.9%	57.5%
REFUSED	2	0.5%	1.3%
DON'T KNOW	3	0.7%	1.9%
NO ANSWER	0	0%	0%
Missing	241	60.1%	
Total	401	100%	100%

Is it over or under \$15,000?

Category	Count	Percent	Valid %
OVER \$15,000	48	12%	52.2%
UNDER \$15,000	41	10.2%	44.6%

REFUSED	1	0.2%	1.1%
DON'T KNOW	2	0.5%	2.2%
Missing	309	77.1%	
Total	401	100%	100%

Is it over or under \$75,000?

Category	Count	Percent	Valid %
OVER \$75,000	84	20.9%	38.4%
UNDER \$75,000	131	32.7%	59.8%
REFUSED	4	1%	1.8%
Missing	182	45.4%	
Total	401	100%	100%

Is it over or under \$50,000?

Category	Count	Percent	Valid %
OVER \$50,000	70	17.5%	53.4%
UNDER \$50,000	58	14.5%	44.3%
REFUSED	2	0.5%	1.5%
DON'T KNOW	1	0.2%	0.8%
Missing	270	67.3%	
Total	401	100%	100%

Is it over or under \$100,000?

Category	Count	Percent	Valid %
OVER \$100,000	34	8.5%	40.5%
UNDER \$100,000	49	12.2%	58.3%
REFUSED	1	0.2%	1.2%
Missing	317	79.1%	
Total	401	100%	100%