



# 2015 Neighborhood Handbook

**ACTIVE BETHEL CITIZENS Amazon Neighbors**  
 Cal Young Neighborhood Association **Churchill**  
**Area Neighbors FAIRMOUNT NEIGHBORS**  
 Downtown Neighborhood Association **Far West**  
**Neighborhood Friendly Area Neighbors**  
*Goodpasture Island Neighbors Harlow Neighbors*  
*Industrial Corridor Community Organization*  
**Jefferson Westside Neighbors LAUREL HILL**  
**VALLEY CITIZENS ASSOCIATION** Northeast  
 Neighbors River Road Community Organization *Santa*  
*Clara Community Organization* **SOUTH UNIVERSITY**  
**NEIGHBORHOOD ASSOCIATION Southeast Neighbors**  
*Southwest Hills Neighborhood Association* **Trainsong**  
 Neighbors *West Eugene Community Organization* **West**  
**University Neighbors Whiteaker Community Council**

City of Eugene  
 City Manager's Office - Atrium  
 Human Rights and Neighborhood Involvement  
 99 West 10th Avenue  
 Eugene OR 97401  
[www.eugene-or.gov/neighborhoods](http://www.eugene-or.gov/neighborhoods)





Mayor's Office  
Kitty Piercy

Dear Neighborhood Leader:

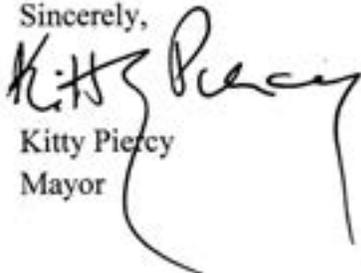
Let me begin by expressing my appreciation for all the valuable work you do on behalf of Eugene's residents. Neighborhood associations are an essential part of what makes Eugene a healthy, thriving community that supports a diversity of people, places and businesses.

Since they were formally recognized in 1976, Eugene's neighborhood associations have been vital partners in addressing issues that affect our community. Neighborhood associations provide a grassroots, democratic forum for residents to participate in civic affairs and are important to furthering the council's vision of *Effective, Accountable Municipal Government*. From public safety to land use, sustainability to parks and open spaces – our neighborhood associations help shape how Eugene works for all of us.

In my role as Mayor, I encounter Eugene's neighborhood leaders at City functions, neighborhood meetings and community gatherings. It's clear to me that Eugene's neighborhood leaders are highly engaged and committed to making our city a safe, vibrant, welcoming community in which to live.

As you participate in the neighborhood leader training, and engage in the hard work of representing your neighborhood and community interests, remember how much we value what you add to our city. Thank you for being a leader in your neighborhood and in your community.

Sincerely,



Kitty Piercy  
Mayor

*Community is the willingness to be bored by something that interests someone else.*

~ Unknown

*Commitment is never an act of moderation.*

~ Kenneth G. Mills

*You may not always have a comfortable life and you will not always be able to solve all of the world's problems at once but don't ever underestimate the importance you can have because history has shown us that courage can be contagious and hope can take on a life of its own.*

~ First Lady Michelle Obama

*It's good to remember that the entire universe, with one minor exception, is composed of others.*

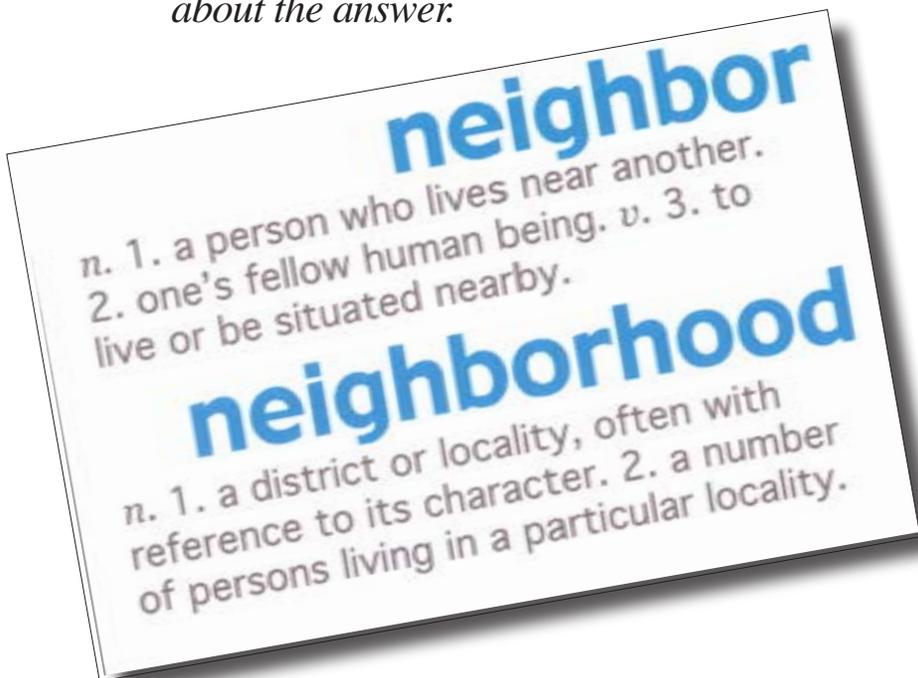
~ John Andrew Holmes

*Do-so is more important than say-so.*

~ Pete Seeger

*When the term "community" is used, the notion that typically comes to mind is a place in which people know and care for one another -- the kind of place in which people do not merely ask "how are you?" as a formality, but care about the answer.*

~ Amitai Etzioni



*Won't you be my neighbor?*

~ Fred Rogers

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# Introduction

## ***Neighborhood Handbook***

The *Handbook* is a resource for neighborhood leaders, board and commission members, and for residents who want to learn more about neighborhood associations and how they can be effective participants in their neighborhoods and community.

This document is available on the Web at [www.eugene-or.gov/neighborhoodresources](http://www.eugene-or.gov/neighborhoodresources). It's designed to augment the annual neighborhood orientation (see below) and serve as a resource for neighborhood associations. Additional focused trainings will expand on the information presented here and allow neighborhood leaders and residents to develop additional leadership skills.

The *Handbook* is divided into four sections including related appendices:

- Human Rights and Neighborhood Involvement Program (HRNI Appendix)
- City Government (CG Appendix)
- Neighborhood Associations (NA Appendix); and
- Tools and Resources (TR Appendix).

Goals of the *Handbook* are to:

- 1) Provide useful and current information to neighborhood association leaders and residents;
- 2) Broaden the knowledge and leadership capacity of neighborhood leaders; and
- 3) Provide resources to neighborhood residents to assist them in becoming more effective both in their neighborhoods and in the community.

## **Annual Neighborhood Orientation**

Each year, staff from the Human Rights and Neighborhood Involvement program present an orientation for neighborhood leaders. The over arching goals of the orientation are to foster personal connections between neighborhood leaders and provide an opportunity for active residents to share their experiences, challenges and successes. Additional goals of the orientation are for neighborhood leaders to:

- Meet program staff and understand their roles in providing support for neighborhood associations;
- Provide an introduction to current City programs;
- Understand City policies regarding neighborhood associations;
- Understand City resources available to neighborhood associations;
- Develop a shared understanding of rights, roles and responsibilities of neighborhood associations; and
- Understand ways to effectively engage in City processes such as land use planning, transportation planning, issues advocacy, budgeting, etc.

# Human Rights and Neighborhood Involvement

Overview

1

Staff

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## Office of Human Rights and Neighborhood Involvement

Eugene’s Office of Human Rights and Neighborhood Involvement (HRNI) works to create an equitable, safe and welcoming community.

We serve the entire community – people like you, your neighbors, community organizations and institutions, and neighborhood associations – by providing opportunities for meaningful participation in community conversations, access to information and training, and by connecting people to local resources and assistance. We work to remove barriers so everyone has an opportunity to access programs and services and provide input into our local government.

Our goals include involving more people in City of Eugene processes and decision making about issues such as budgeting, City services, transportation, land use and neighborhood planning.

We support an equitable, safe and welcoming community by:

- Engaging more voices in City decision-making;
- Supporting victims of hate and bias activity;
- Coordinating accessibility for City events, facilities, programs and services;
- Responding to discrimination complaints and accessibility grievances;
- Supporting Eugene’s formally recognized neighborhood associations; and
- Supporting the Human Rights Commission.

We believe all of us have a stake in creating a place where every person feels valued and respected.

*Your community is our community.*

HRNI is part of the City Manager’s Office. The program has an important role in fulfilling City Council’s vision of an Effective, Accountable, Municipal Government by improving Eugene residents’ access to, understanding of, and participation in City affairs.

One focus of HRNI support is to the City’s 23 formally recognized neighborhood associations. Program resources focus on building organizational capacity, providing funding for public information and outreach activities and neighborhood improvement projects, offering strategic planning and technical support for neighborhood-based problem solving, and enhancing communication and collaboration between neighbors, the City, and other community organizations.

HRNI also plays a key role in City efforts to keep neighborhoods informed about initiatives, programs and services that affect them directly and to gather input on proposed service changes, capital improvements, and the local impact of City-wide policy decisions.

Through these efforts HRNI strives to maintain a system of strong, inclusive and effective neighborhood associations that achieve grassroots, broad-based participation in shaping the quality of life for all residents of Eugene’s neighborhoods.



# Neighborhood Associations

— *Love where you live!*



Mike



Erica



Cindy



Lorna



Rene



Jennifer

## Human Rights and Neighborhood Involvement Staff

### Michael Kinnison

Program Manager

541-682-5009

michael.j.kinnison@ci.eugene.or.us

- Program oversight, planning and budgeting
- Interdepartmental coordination

### Erica Abbe

Equity & Accessibility Analyst

541-682-5277

erica.l.abbe@ci.eugene.or.us

- Rights Assistance Program
- ADA coordination

### Cindy Clarke

Program Coordinator

541-682-5272

cindy.j.clarke@ci.eugene.or.us

- Event planning and support
- Neighborhood outreach funding & policy
- Neighborhood Matching Grants
- Neighborhood reporting

### Lorna Flormoe

Neighborhood Planner

541-682-5670

lorna.r.flormoe@ci.eugene.or.us

- Community organizing and outreach
- Community education & training
- Grant and partnership development
- Internship program

### Rene Kane

Neighborhood Planner

541-682-6243

rene.c.kane@ci.eugene.or.us

- Land use liaison
- Capacity building and training for associations
- Neighborhood policy oversight
- Neighborhood Leaders Council representative

### Jennifer Lleras Van Der Haeghan

Equity & Human Rights Analyst

541-682-5619

jennifer.e.vanderhaeghen@ci.eugene.or.us

- Rights Assistance Program
- Hate and bias activity response and reporting
- Staff support for the Human Rights Commission

## Human Rights & Neighborhood Involvement Program Areas

The Office of Human Rights and Neighborhood Involvement provides staffing and funding resources for:

### Maintaining a System of Healthy, Active Neighborhood Associations



HRNI monitors the activities of neighborhood associations to focus resources on reactivating dormant or inactive groups, and on

helping others meet the City's criteria for "active" status. The program provides guidance on City policies governing neighborhood associations and monitors charter amendments to ensure compliance with the City's model charter. The program also maintains the official neighborhood association boundaries to ensure all City residents are within a neighborhood association.

### Funding Neighborhood Improvements

<http://www.eugene-or.gov/matchinggrants>

Neighborhood Matching Grants help leverage local resources to meet a diversity of neighborhood needs. Projects require a 50/50 match in funding or value of donated services, materials or labor. Since 2000, the program has awarded \$600,000 to 111 projects throughout Eugene's neighborhoods.

Eligible projects include but are not limited to:

- physical improvements that involve recreation or public safety facilities, natural resource features, public art and spaces or community gardens.
- public school partnership projects that benefit school children and the immediate neighborhood.
- transportation or land use related planning initiatives that serve to clarify issues, collect

data or focus on education, outreach and engagement of members.

- neighborhood-based events and celebrations, and;
- capacity building initiatives that serve to create, diversify, or increase participation in a neighborhood-based organization or promote an understanding of issues important to neighborhood residents.

Grant guidelines and application materials are available at the link above and at the Permit and Information Center. The application cycle opens July 1 and awards are announced the following spring. A volunteer Department Advisory Committee (DAC) reviews the grant applications and makes funding recommendations to HRNI. For more information about Neighborhood Matching Grants contact Cindy Clarke.

### *Community Bulletin*

HRNI produces a weekly e-newsletter, the *Community Bulletin*, packed with information on important community meetings and events, City-sponsored opportunities for public involvement (including, agendas for City Council and boards and commissions meetings) neighborhood association publications, training opportunities, resources and more. It is an effective and efficient way to stay abreast of issues of importance to all neighborhood groups. If you are not receiving your weekly edition of the *Bulletin* contact Cindy Clarke.

### Keeping Neighborhoods Informed

HRNI is an important facilitator of communication between neighborhoods and the City. The program provides funding and staff for public information and outreach

## HRNI Program Areas *(continued)*

activities of neighborhood associations. While the bulk of these funds are used to produce and mail print publications, funds are also available for other means of informing and engaging neighborhood association members.

HRNI pursues a variety of means to facilitate communication between the City and neighborhoods:

- coordinates staff presentations at neighborhood meetings;
- serves as a resource for City departments in soliciting neighborhood input and participation on citizen advisory boards and committees;
- maintains neighborhood leader contact and meeting information;
- works with newsletter editors to include City content in newsletters;
- compiles the *Community Bulletin*, a digest of information related to neighborhoods and human rights issues; and
- serves as a conduit for getting information to neighborhood association boards.



different topics that have ranged from creating better boards and meetings to conducting neighborhood outreach.

Other community organizations offer trainings that are frequently made available to neighborhood boards. HRNI staff are also

available to assist in addressing organizational challenges such as outreach, event planning, meeting planning and facilitation, and maintaining a healthy, functioning board. Contact Rene Kane for information about training opportunities and other assistance.

### Understanding Proposed Land Use Changes

The neighborhood planner on staff serves as a liaison for neighborhoods on planning matters, tracking City processes related to planning and development, researching questions and clarifying issues and process related to proposed land use changes and opportunities for public input. If you have questions on a proposed land use change in your neighborhood contact Rene Kane.

### Building Neighborhood Leader Capacity

HRNI believes in the value of investing in building the capacity of neighborhood associations and other community leaders. The program currently offers an annual leader orientation and occasional trainings on

### Supporting Neighborhood Events

Events, such as neighborhood cleanups and picnics are an important means of building community in neighborhoods. Resources available to support planning and implementing events include funding (for costs associated with supplies, rental fees, insurance, etc.) (see the Event Toolkit in the Appendix), waiver of park rental fees and coordination of Recreation staff support.

An Events Toolkit is available at <http://www.eugene-or.gov/neighborhoodresources> (and in the Appendix) to assist neighborhoods in planning successful events. Equipment for loan includes a laptop and projector, canopies, sound system, recycling/composting kits and

## HRNI Program Areas *(continued)*

reusable and durable foodware. Go online or contact Cindy Clarke for event planning assistance or to reserve meeting and event supplies and equipment.

### Posting Meetings and Events

HRNI helps neighborhood associations publicize their meeting and events by posting them on the City's online calendar of events and with the Register Guard and other media outlets. It is critical that we have up-to-date meeting schedules for your group so that accurate information is posted to the public. We list all known meetings up to two weeks in advance online and in the Public Meetings Calendar on the City's Web site. We ask neighborhood associations to verify this information. Contact Cindy Clarke for more information.

### Human Rights Commission

The Human Rights Commission promotes integration of human rights values and principles in City of Eugene programs and throughout the community. The commission works to affirm, encourage and initiate programs and services that protect, respect and fulfill principles set forth in the Universal Declaration of Human Rights.

The Human Rights Commission advises City Council on human rights issues in a variety of ways including: reports, testimony, Council liaison relationships, letters and memos. The Commission provides support for:

- Human rights education
- Active, inclusive public participation
- Transparency and openness
- Public accountability for human rights progress

The Human Rights Commission recruits new commissioners annually and accepts

applications from January -- March. To apply for the Human Rights Commission go to [www.eugene-or.gov/BCC](http://www.eugene-or.gov/BCC).

For more information about human rights in Eugene, the Human Rights Commission or to subscribe to the weekly *Community News* go to [www.eugene-or.gov/humanrights](http://www.eugene-or.gov/humanrights) or contact 541-682-5177 / [humanrights@ci.eugene.or.us](mailto:humanrights@ci.eugene.or.us).

### Accessibility for All

As a best practice, the City of Eugene values and strives to provide universal access to buildings, programs and services, events, and meetings. Universal design/universal access is an approach that ensures that products, services and environments are usable by as many people as possible regardless of age, ability, or circumstance.

The City of Eugene is committed to ensuring that City-sponsored programs, services and facilities are accessible. This includes:

- Ensuring all activities and meetings are barrier free;
- Providing access for people who use service animals;
- Offering assistive listening, note takers and/or sign language interpretation for verbal information; and
- Providing written information in alternative formats (Braille, large print, etc.).

Human Rights and Neighborhood Involvement staff can address accessibility questions and requests and can facilitate community input on the accessibility of City processes, services, programs and facilities. We also provide access to our services for Spanish-language speakers. For more information, to request ADA accommodation, or to file a grievance, call 541-682-5177 or use our online request form at [www.eugene-or.gov/accommodation](http://www.eugene-or.gov/accommodation).

## Rights Assistance Program

If you or someone you know has been discriminated against, we can assist with the following services through the Rights Assistance Program which was established in the Eugene Code (EC 4.613):

- referrals to appropriate service providers and resources;
- Helping with access to appeal and grievance processes; and
- Facilitating informal conflict resolution through mediated conversations.

By tracking the variety of community experiences dealing with discrimination each year, HRNI can report on trends and themes to improve our internal processes and our service delivery as an organization committed to promoting human rights and improving our social equity impact.

## Eugene Human Rights Code

It is against the law (City Code 4.613) to discriminate against protected classes. If you or someone in your neighborhood experiences discrimination, hate or bias HRNI staff will support them by discussing available options to report their story. Our office issues an annual report on hate and bias activity in Eugene. Reporting hate and bias incidents allows the community to learn when, where and how such activity is occurring in Eugene, provides opportunities for victim support and supports community response to hate and bias activity.

### If you have experienced discrimination in:

- Housing
- Employment
- Public Accommodations

### Or if you have felt personally threatened because of your:

- Race/ethnicity, color, national origin;
- Gender, family status, marital or domestic partner status, sexual orientation;
- Age, source of income, religion, or disability.

### Speak Up...

We are working to make Eugene a welcoming and safe community. If you observe hate or bias or if you're the victim of hate or bias, here's what you can do:

### In an emergency dial: 911

For non-emergencies call:  
541-682-5111 (police non-emergency) or  
541-682-5177

Or file or submit your concern online at [www.eugene-or.gov/humanrights](http://www.eugene-or.gov/humanrights)

Contact us: 541-682-5177 / [HRNI@ci.eugene.or.us](mailto:HRNI@ci.eugene.or.us)

99 W 10th Ave; Eugene OR 97401 / [www.eugene-or.gov/humanrights](http://www.eugene-or.gov/humanrights)

# City Government

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# Eugene’s City Government

The City of Eugene, incorporated in 1862, is a home rule charter city. This charter is the basic law under which the City operates. Amendments to the charter can only be made by a vote of the people and can be placed on the ballot by the Council or by the voters through an initiative process.

Ordinances enacted by the City Council also govern the city. The Council can change an ordinance at any time or the voters of Eugene can initiate an ordinance change. City ordinances become effective 30 days after they are passed by the Council and approved by the Mayor. Emergency measures needed for the health, peace and safety of the city are effective immediately following a favorable vote by two-thirds of the Council.

The Mayor is the formal representative of the City of Eugene and is elected to a four-year term by the voters at large on a non-partisan ballot. The Mayor presides over Council meetings and does not vote, except in the case of a tie. The Mayor can veto any Council decision, but a two-thirds vote of the Council can override the veto.

The City Council is composed of eight councilors elected to four-year terms on a non-partisan ballot. One councilor is elected from each of the eight wards in the city, with one-half of the Council elected every two years. New wards may be created or the boundaries of wards may be changed by Council action. The Council’s authority extends over all the City’s powers and sets the policies by which the City serves its citizens. The Council takes official action at regular Council meetings, which are open to the public. The Mayor may call a special meeting, provided that the public is given 24-hour notice.

Since Eugene operates under the council-manager form of government, the Council is responsible for selecting a City Manager. The City Manager is responsible for the business, financial and property transactions of the City, as well as preparation of the annual budget, appointment and supervision of personnel, enforcement of City ordinances, and the organization and general management of City departments. As chief administrator, the City Manager has no vote in the Council, but may take part in discussions of matters coming before the legislative body.



Kitty Piercy  
Mayor



George Brown  
Ward 1



Betty Taylor  
Ward 2



Alan Zelenka  
Ward 3



George Poling  
Ward 4



Mike Clark  
Ward 5



Greg Evans  
Ward 6



Claire Syrett  
Ward 7



Chris Pryor  
Ward 8

## Eugene City Council Vision, Goals & Outcomes / April 26, 2010

### ***Vision***

*Value all people, encouraging respect and appreciation for diversity, equity, justice, and social well-being. We recognize and appreciate our differences and embrace our common humanity as the source of our strength;*

*Be 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 vibrant downtown, including a stable infrastructure;*

*Encourage a strong, sustainable and vibrant economy, fully utilizing our educational and cultural assets, so that every person has an opportunity to achieve financial security.*

### ***Goals and Outcomes***

#### **Safe Community**

A community where all people are safe, valued and welcome.

- Decreased property crime
- Greater sense of safety (especially downtown)
- Visible and accessible police presence
- Better police/community relations

#### **Sustainable Development**

A community that meets its present environmental, economic and social needs without compromising the ability of future generations to meet their own needs.

- Increased downtown development
- Strategic job creation/decreased unemployment
- Support for small and local business
- Decision-making that weighs economic, social equity and environmental (triple bottom line) effects

#### **Accessible and Thriving Culture and Recreation**

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

- Accessible to all incomes
- Preserve strength in arts and outdoors
- Invest in arts and culture as an economic engine

#### **Fair, Stable and Adequate Financial Resources**

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

- A long-term sustainable budget
- New or expanded revenue sources
- Accessible and transparent financial information

#### **Effective, Accountable Municipal Government**

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

- Transparent and interactive communication
- Public engagement that involves the community broadly
- Stronger partnership between government entities

# Community Involvement

## Boards and Commissions

<http://www.eugene-or.gov/bcc>

Broad participation in local governance is critical to a healthy, functioning City organization. Councilors are elected by the community to represent their interests on the Council, and City services are directed to meet their needs. Public hearings are routinely held so that citizens can contribute to planning and budgeting processes.

Another way for community members to have input in how the City is governed is through the City’s boards, committees and commissions. Members of boards and commissions provide an invaluable service to our city. They advise the City Council and City staff on a wide variety of subjects by making recommendations on important policy matters. Without the assistance of various boards and commissions, the City Council could give many complex and significant matters only a limited review. The detailed studies and considered advice of boards and commissions are often catalysts for innovative programs and improved services. Serving on a board or commission can be a rewarding experience for community service-minded residents. It is an excellent way to participate in the functioning of local government and to make a personal contribution to the improvement of our community. Making local government effective and responsive is everyone’s responsibility.

There are five distinct types of committees. These are *standing* committees to the City Council, *ad hoc* committees, *intergovernmental* committees, *department advisory* committees and committees created by the Eugene Charter. These committees originate from different sources: the City Code, council action, state statute, intergovernmental agreements, and the Eugene Charter. Annual recruitment for intergovernmental and standing committees occurs each January.

For some committees the mayor makes the appointments; for other committees, appointments are made by the City Council. Terms for standing committees to the City Council begin on July 1. Terms for intergovernmental committees vary, but generally begin at the same time as the standing committees. Recruitment for department advisory committees takes place following approval of the committee by either the Executive Managers or after the Council approves the formation of an ad hoc committee. Appointments to the department advisory committees are made by City staff drawing from the neighborhood, voter and special interest pools. Appointments to ad hoc committees are made by the body creating the committee, for example the council appoints an ad hoc committee created by the council.



## Boards and Commissions *(continued)*

### BUDGET COMMITTEE

<http://www.eugene-or.gov/budgetcommittee>

The Budget Committee reviews the proposed operating and capital budget each fiscal year and makes a recommendation on the budget to the City Council for final enactment. Throughout the fiscal year, council may ask the citizen members of the committee to study particular financial issues facing the City and to propose solutions



or to develop recommendations for the council. The citizen members of the Budget Committee also review department service profiles. Service profiles are mini strategic plans for each of the City of Eugene's services. Updated every four years on a rolling basis, the profiles offer an overview of each service and its goals, and insight into some of the tools the service uses to track its performance. On a biennial basis, the committee reviews and recommends changes to the Capital Improvement Program.

Public comment is an important component of the Budget Committee meetings. At most Budget Committee meetings, a period of time is set aside for public comment, and each speaker usually has up to three minutes to share his or her views on the budget. A Budget Committee public hearing is also held before the budget is approved.

### How to Provide Comment or Testify

1. Send a written statement addressed to the Budget Committee to:
  - City of Eugene Finance Division
  - 100 W 10th Avenue, Suite 400
  - Eugene, OR 97401
2. Send your testimony via online form.
3. Speak to the Budget Committee or the City Council at the public comment times or at public hearings.

If you have any questions or need more information on the Budget Committee work, please contact the Finance staff via email or by phone at 541-682-5512, or review our tips on how to testify before the Budget Committee.

- The Budget Committee and Budget sub-committees meet throughout the year. From late April through May the Budget Committee meets several times to review, deliberate and gather public input on the proposed budget culminating in a recommendation to the City Council for adoption.
- The Budget Committee is composed of eight citizen members and all eight city councilors.
- The citizen members serve a three year term; councilors serve as long as they are in office.
- The Budget Committee authority is in Eugene Code 2.013 and Oregon Revised Statutes 294.335.
- The City Council appoints the citizen members.
- Twylla Miller, 541-682-8417, [Twylla.j.miller@ci.eugene.or.us](mailto:Twylla.j.miller@ci.eugene.or.us)

## Boards and Commissions *(continued)*

### CIVILIAN REVIEW BOARD

The goal of the Civilian Review Board is to make the system of police accountability more transparent and increase public confidence in the manner that police conduct their work. The Civilian Review Board consists of seven members from the community appointed by City Council.

- The Civilian Review Board meets monthly, often on the 4th Monday of each month.
- Citizen members serve a three-year term.
- Civilian Review Board authority is in Eugene Code (EC) 2.013 and 2.240 and the Eugene Charter 15-A(2).
- Staff: Mark Gissiner, 541-682-6243, mark.a.gissiner@ci.eugene.or.us

### HUMAN RIGHTS COMMISSION

<http://www.eugene-or.gov/hrc>

The Human Rights Commission is a citizen body that is advisory to City Council and makes periodic reports and recommendations regarding human rights issues. The Commission has recently undergone a major transformation as the result of the Human Rights Listening Project and subsequent code change that went into effect in December 2011. For 2012/2013 the HRC work is focused on: Youth, Hate/Bias/Racism, Homelessness, and Immigrant Integration.



- There are 10 community members and 1 elected official
- Commissioners serve 3 year terms and may not serve more than 2 consecutive terms
- City Council appoints the community members and the Mayor appoints the elected official
- The authority for the HRC is EC 2.260
- Jennifer Lleras VanDerHaeghan, 541-682-5009, Jennifer.E.VanDerHaeghen@ci.eugene.or.us

### PLANNING COMMISSION

[www.eugene-or.gov/pc](http://www.eugene-or.gov/pc)

The Planning Commission makes recommendations to City Council on adoption, revisions, and updates to the Metropolitan Area General Plan (Metro Plan), and Eugene special area studies, neighborhood plans, special area studies, and other planning documents, as well as land use regulations and the capital improvement program. In addition, the Planning Commission helps guide the growth and development of the community, and decides appeals from the Hearings Official on certain land use applications.

- The Planning Commission meets 3-5 times each month.
- There are nine positions on the Planning Commission. The Oregon Revised Statutes require that no more than two commissioners can be engaged in the same occupation, business, trade, or profession, including the buying and selling or developing of real estate for a profit.
- Terms are for four years.
- The Council appoints members of the Planning Commission. The authority for the Planning

Commission is in EC 2.330 and ORS 227.030.

- Staff: Amy Janisch, 541-682-5699, amy.c.janisch@ci.eugene.or.us.

## **POLICE COMMISSION**

[www.eugene-or.gov/policecommission](http://www.eugene-or.gov/policecommission)

The Police Commission acts in an advisory capacity to the City Council, Chief of Police and City Manager on police policy and resource issues. The Police Commission strives to provide input reflecting community values in an effort to increase communications between the police and the community, and to facilitate a greater understanding of preferred policing methods for the city.



- The Police Commission meets on a monthly basis. For additional information, please contact the staff person listed below.
- Membership includes two city councilors, one human rights commissioner, one member from the citizen review board; one member recommended by the police chief; and eight citizen members.
- The City Councilors, Human Rights Commissioner, citizen review board member, and member recommended by police chief serve during their respective terms. Citizen members serve four year terms. There are term limits for this body; members may serve only two three year terms and then are not eligible or to reapply for a position for at least one year.
- The authority for the Police Commission is found in the Eugene Code 2.368.
- The Mayor nominates and the City Council appoints members for the Police Commission.
- Carter Hawley, 541-682-5852, carter.r.hawley@ci.eugene.or.us

## **SUSTAINABILITY COMMISSION**

[www.eugene-or.gov/sustainabilitycommission](http://www.eugene-or.gov/sustainabilitycommission)

The commission, established in 2007, acts as a policy advisory body to the council and city manager in the initiation or development of programs that will create or enhance sustainable practices within the community. The commission will advise on policy matters related to: sustainable practices; businesses that produce sustainable products and services; city building design and infrastructure; and related issues that directly affect sustainability efforts considered by the City Council.



- The Sustainability Commission meets on a monthly basis. For additional information, please contact the staff person listed below.
- Commissioners include four members from the community at-large and each city councilor appoints one citizen. The Mayor then appoints one city councilor for a total of 13 commissioners.
- The authority for the Sustainability Commission is found in the Eugene Code 2.380.
- Babe O'Sullivan, Sustainability Liaison, 541-682-5017, babe.osullivan@ci.eugene.or.us

## Boards and Commissions *(continued)*

### TOXICS BOARD

[www.eugene-or.gov/toxics](http://www.eugene-or.gov/toxics)

The Toxics Board makes policy governing the City of Eugene's Toxics Right-to-Know Program; by an amendment to the Eugene Charter, the Toxics Board is authorized to enforce reporting requirements and impose penalties on manufacturers within Eugene city limits.

- The Toxics Board meeting schedule varies. Contact the staff person listed below for additional information.
- There are seven members on the Toxics Board. Each member serves for three years, and there are term limits.
- The Toxics Board is governed by the Eugene City Charter, Section 54. Amendment IV, adopted by the voters of Eugene in November 1996.
- The City Council appoints the three members representing businesses and the three advocates. The seventh and neutral position is nominated by the six other members of the Toxics Board; the City Council then appoints the seventh member from the nomination submitted by the other six members.
- Jo Eppli, Toxics Program Manager, 541-682-7118 [joann.c.eppli@ci.eugene.or.us](mailto:joann.c.eppli@ci.eugene.or.us)

### WHILAMUT CITIZEN PLANNING COMMITTEE

[www.eugene-or.gov/cpc](http://www.eugene-or.gov/cpc)

The Citizen Planning Committee (CPC) for the Whilamut Natural Area of Alton Baker Park, formerly known as the East Alton Baker Park Citizen Planning Committee, was formed as a result of an Intergovernmental Agreement between the City of Eugene, the City of Springfield, Willamalane Park and Recreation District, and Lane County.



The agreement, which took effect in 1993, transferred ownership of the 237 acre East Alton Baker Park from Lane County to the jurisdictions of the City of Eugene and Willamalane Park and Recreation District. The agreement specified that the Eugene City Council and the Willamalane District Board of Directors jointly appoint a 15 member citizen planning committee with the charge of developing a plan to determine an appropriate mix of passive recreational uses for East Alton Baker Park.

The committee's scope of work includes monitoring city-initiated restoration and park improvement activities; coordinating committee-sponsored volunteer projects; and promoting the Whilamut Natural Area to the community as a valuable open space asset.

- The Whilamut Citizen Planning Committee meets four times a year.
- There are 15 members who serve a three-year term.
- Committee members are appointed by City Council.
- Jesse Carey-Hobbs, 541-682-4826, [jesse.a.carey-hobbs@ci.eugene.or.us](mailto:jesse.a.carey-hobbs@ci.eugene.or.us)

## HISTORIC REVIEW BOARD

Eugene's seven-member Historic Review Board was established in 1975. The board is a subcommittee of the Eugene Planning Commission, and oversees the main components of Eugene's historic preservation program. The board reviews and makes determinations on requests such as city landmark designations, listing of properties in the National Register of Historic Places (recommends to the state), moving or demolition of historic landmark buildings and appeals of historic alteration.

In addition to these duties, the board also advises staff on the City's cultural resource survey program, historic considerations related to other planning efforts, education and outreach efforts, and preservation incentive programs.

- The Historic Review Board meets as needed, generally quarterly.
- Committee members are appointed by City Council.
- Erik Berg-Johansen, 541-682-5437, erik.berg@ci.eugene.or.us

[www.eugene-or.gov/hrb](http://www.eugene-or.gov/hrb)



The screenshot shows the City of Eugene website interface. At the top, there is a navigation menu with categories: GOVERNMENT, DEPARTMENTS, SERVICES, BUSINESS, I WANT TO, and Explore EUGENE. A search bar is located on the right. The main content area features a large article titled "CITY COUNCIL REQUESTS STATE HELP WITH HOMELESS CRISIS" with a sub-headline "Council unanimously supports Mayor Percy's resolution stating homelessness is an emergency" and a "Learn More" link. Below this are three columns of content: "City of Eugene News" with items like "Meeting the Operation 265 Goal: Hundreds Housed by Veterans Day 2015", "Leaf Collection and Delivery Starts Nov. 16", and "Helping People and Having Fun at the Run to Stay Warm"; "Events" with dates for Nov. 16 and 21; and "Mayor and City Council CORNER" with links for "Council Agendas Meetings Newsletters", "Eugene Public Library Levy Passes", and "Emergency Preparedness". The footer contains the slogan "A Great City for the Arts and Outdoors".

# City of Eugene

## Mission Statement

*We work to make Eugene a dynamic, safe, and livable community.*

## Values and Operating Principles

We value service to our customers and the community, being responsive to their changing needs.

- We place priority on providing customers with quality services that meet their needs.
- We work with customers as partners in defining, designing, and delivering services.
- We involve customers in evaluating the quality and value of our services.

We value fairness, integrity, trust, honesty, and communication that is open, accurate, and respectful.

- We promote the resolution of conflict by using open communication as an opportunity to find positive solutions to problems.
- We make decisions based on objective information and in the public interest.

We value creativity in our work and seek opportunities for innovation and vision.

- We encourage all employees to be innovative, contribute ideas, and influence outcomes.

We value personal, professional, and organizational accountability.

- We are committed to the highest ethical standards.
- We support democratic principles and respect the roles of the City's elected officials.
- We are responsible in the way we manage public resources.

We appreciate unique abilities and talents, the diverse perspectives that each individual brings to his or her job, and the richness that results.

- We recognize and honor a diversity of viewpoints, cultures, and life experiences.

We value the opportunities for meaningful, high quality work and the challenge our work presents.

- We focus on results.
- We are flexible and responsive to change, continually learning and seeking ways to improve efficiency, effectiveness and productivity in service delivery.

We value respect, collaboration and teamwork in relationships with our fellow employees.

- We achieve our best results by working as teams and in partnership across the organization and with other agencies.

We are committed to making our work environment safe, supportive, fulfilling and enjoyable.

- We are caring and supportive of each other.
- We promote a harassment- and discrimination-free workplace.
- We encourage employees to learn, grow and develop their potential.

## Speak up!... Helpful Hints on Public Testimony

### General Guidelines

- Know the process that will be used (e.g. will a committee review the process before the Council? Is this a change in an Administrative Order? What is the Council schedule for work session/public hearing/action? If you're not sure, check with the Council/Committee staff or ask HRNI.
- Timing is important. Don't wait until the end of the process to provide public testimony.
- Always provide your name and address (for City Council also indicate which ward you live in).
- You can say you are neighborhood leader, but be very clear as to whose opinion you are stating, i.e., your own opinion, a vote of your Steering Committee or Executive Board, or a vote of the General Membership.
- Do your homework. Read the staff reports or memorandums.
- Avoid an accusatory tone (either written or spoken).
- Suggest alternatives if you can.

### ***When providing written testimony***

- Be concise.
- Be aware of the deadlines - both legal and procedural.
- E-mail is part of the written record.
- The maximum e-mail size our system will accept is 12 MB.
- Be factual and accurate.
- Avoid form letters.

### ***When providing oral testimony***

- Get to the meeting before it starts and sign up to speak.
- Think ahead about time limits. Most public forums/hearings limit individual testimony to 3 minutes. If a lot of people sign up to testify, the Mayor/Chair may request a 2 minutes limit. Consider preparing a 2-minute version of your testimony, just in case.
- Practice. Two or three minutes goes by a lot faster than you think.
- Focus your message.
- Use written testimony to provide details or as a back-up. Distribute at the meeting. -- If you've already submitted written testimony, don't read it during the public hearing.
- Coordinate testimony with others - each of you can emphasize a different aspect of an issue or situation and address more than just one person alone.

## City of Eugene Departments

Under the direction of the City Manager, six departments provide all City services: Central Services; Fire & Emergency Medical Services; Library, Recreation and Cultural Services; Planning and Development; Police; and Public Works. Refer to the City Phone Directory in the Tools & Resources appendix for additional contact information.

### Central Services

The City organization provides a wide variety of services to the public, including, but not limited to, police and fire protection, planning, library, recreation, public infrastructure, and airport. There is also a set of internal services which are necessary to support both elected officials and the organization. Core Services provided include:

**Governmental Services** - Mayor, City Council and City Manager support; legal counsel; relations with local, state and federal governments; City Recorder; constituent relations; public information; community relations; and service improvement.

**Sustainability and Human Rights and Neighborhood Involvement** – help community members collaborate on local issues; provide an access point for City departments to reach out to the public; facilitate neighborhood improvement projects, including management of the Neighborhood Matching Grant program; provide support for the City’s neighborhood associations and the Neighborhood Leaders Council, Human Rights Commission and Sustainability Commission; address discriminatory practices and promote human rights; provide leadership through coordination of advocacy, education, research, and intervention services; and plan, organize and guide City efforts to implement sustainable practices across the organization and in the community.

**Police Auditor** - receive and classify complaints of police misconduct; audit the investigations based on these complaints; and analyze trends and recommend improvements to police

services in this city. In addition, the Police Auditor supports a Civilian Review Board to provide valuable input about the fairness and diligence of the investigation process. Goal of the Civilian Review Board is to make the system of police accountability more transparent and increase public confidence in the manner that police conduct their work.

**Financial Services** - revenue and expenditure planning, management and reporting; accounting; budget; financial analysis; investment and debt management; collections and assessment management; purchasing; receivables; payables; and payroll.

**Human Resources** - employee recruitment and selection; records/information and personnel management, classification and compensation; labor and employee relations; and employee training and development programs.

**Risk Services** - employee benefits, including health insurance, deferred compensation, retirement benefits and wellness programs; worker’s compensation; safety; liability and property claims management; and emergency management.

**Information Services** - computer network management and operations; software development/acquisition and support; training and documentation; database support; Geographic Information Systems support; Internet, e-government, and Intranet support; telephone services; printing, photocopying, document imaging and mail processing; and

## Central Services *(continued)*

telecommunications franchise management.

**Municipal Court** - has jurisdiction over violations of the City Code within the city limits. The violations processed include all major and minor State traffic laws, parking laws and violations of City ordinances. Court proceedings are subject to the general laws of the State of Oregon which govern the justice courts. The Municipal Court manages a contractual relationship with Lane County for the provision of corrections services.

**City Prosecutor's Office** - prosecutes all misdemeanors and violations that occur within the city limits of Eugene and are in violation of City Code. The Prosecutor's Office also handles any appeals from Municipal Court filed in Lane County Circuit Court.

**Animal Services** – the City contracts with Lane County for Animal Control services. This program licenses pets, enforces animal control regulations

and provides for shelter costs for impounded animals. The City also directly operates a low cost spay/neuter clinic. The clinic performs spay and neuter surgeries to help control Eugene's overall pet population. In addition, the clinic offers basic health vaccinations for dogs and cats.

**Facility Management** - provides ongoing maintenance of many City facilities including technical services, custodial services, and energy management. City staff is also responsible for the design and contract management of capital projects associated with the preservation and maintenance of the City's infrastructure asset base. These project management services are provided for building additions, new construction, facility preservation, and space planning. The City's inventory of buildings includes over 200 structures with approximately 2.5 million square feet. The General Fund portion of this inventory is just over 100 structures with nearly one million square feet and a replacement value of nearly \$300 million.

Central Services Staff with community engagement roles:

- **Jan Bohman, Community Relations Manager**  
541-682-5587, jan.l.bohman@ci.eugene.or.us

- **Michael Kinnison, Human Rights and Neighborhood Involvement Mgr.**  
541-682-5009, michael.j.kinnison@ci.eugene.or.us

- **Erica Abbe, Equity & Accessibility Analyst**  
541-682-5277, erica.l.abbe@ci.eugene.or.us

- **Cindy Clarke, Program Coordinator**  
541-682-5272, cindy.j.clarke@ci.eugene.or.us

- **Lorna Flormoe, Neighborhood Planner**  
541-682-5670, lorna.r.flormoe@ci.eugene.or.us

- **Rene Kane, Neighborhood Planner**  
541-682-6243, rene.c.kane@ci.eugene.or.us

- **Vicki Silvers, Assistant Finance Director**  
541-682-5082, vicki.j.silvers@ci.eugene.or.us

- **Mark Gissiner, Police Auditor**  
541-682-5016, mark.a.gissiner@ci.eugene.or.us

- **Becky DeWitt, Recruitment and Selection Mgr.**  
541-682-5629, becky.l.dewitt@ci.eugene.or.us

- **Forrest Chambers, AIC Emergency Program Manager**  
541-682-5664, forrest.r.chambers@ci.eugene.or.us

- **Babe O'Sullivan, Sustainability Liaison**  
541-682-5017, babe.osullivan@ci.eugene.or.us

- **Matt McRae, Comm. Climate and Energy Analyst**  
541-682-5864, matt.a.mcrae@ci.eugene.or.us

## Fire and Emergency Medical Services

The Eugene Fire & Emergency Medical Services Department is the city's oldest, having begun operations in 1872 as Eugene Hook and Ladder Company #1. Horse-drawn hose carts were still a thing of the future.



Today, the department is known as Eugene Springfield Fire and includes 305 employees that serves the two cities and eight fire protection contract districts with a combined population of almost 240,000 people.

The department responds from sixteen fire stations with fourteen front-line engine companies, two ladder companies, three truck companies, six 24-hour ambulances, one peak activity ambulance, an airport rescue and firefighting response unit, and other specialized apparatus. The department responds to approximately 33,000 calls for service per year.

The department provides fire suppression and rescue services, first-response advanced life support medical assistance, emergency medical transport, aircraft rescue and firefighting, water rescue, technical rescue, urban search & rescue, fire prevention and code services to the City of Eugene, to seven adjacent rural districts by

contract, as well as all neighboring population areas by mutual or automatic aid.

To exchange information on a non-emergent level, Eugene Springfield Fire personnel can often be found making presentations to local classrooms and community groups, and attending neighborhood gatherings, picnics, and summer festivals. Eugene Springfield Fire also has at least one crew representing the department at the Lane County Fair, and other large community events, where personnel engage the public while being on hand to respond to emergencies that occur inside the venue.

### Get Involved!

- Invite Fire and EMS staff to your neighborhood event or to provide specific instruction regarding fire safety.

This past year the Eugene Fire & EMS Department and Springfield Fire & Life Safety completed the merger of the two departments. This merger has increased efficiencies and improved service effectiveness by bringing more resources to emergencies while allowing the closest unit to respond to incidents regardless of jurisdiction.

To learn more about the Eugene Springfield Fire or to arrange a speaker for your group, go to [www.eugene-or.gov/fire](http://www.eugene-or.gov/fire), or call 541-682-7100.

## Library, Recreation and Cultural Services

The Library, Recreation and Cultural Services Department provides programs and opportunities that add value to the lives of area residents. Library, Recreation and Cultural Services contributes to an economically healthy, socially vibrant community by providing access to a diverse range of services and experiences that foster lifelong learning and personal development.

The Library, Recreation and Cultural Services Department provides programs and opportunities that add value to the lives of area residents. The mission of LRCS is to enrich the lives of Eugene residents through diverse opportunities where:

- discovery, creativity, personal and community growth can flourish;
- people can experience the open exchange of ideas;
- individuals, families and neighborhoods can feel connected to their community; and,
- all residents have full and equitable access to lifelong learning, recreational and cultural experiences.

Eugene Public Library has more than 500,000 items: books, DVDs, audiobooks, eBooks, music, and lots of information sources – many that can be downloaded from the Library's website. The Library provides free public Internet access through computers (equipped with Microsoft Office products) and free wi-fi; some Library computers are equipped with adaptive equipment and software. Each year the Library offers more than 1,000 free educational and entertainment events for all ages. Library services are free to Eugene residents. Those who live outside of the city limits may purchase a Library card. The Library has three locations: Downtown, Sheldon

Branch, and Bethel Branch. At the Library's website, cardholders have 24/7 access to downloading eBooks, magazines, music, as well as access to online resources through the Info Hub or live chat.

The Recreation Division's mission is to strengthen the community by providing diverse recreation experiences. Services are provided in five program areas: Aquatics, Adult Athletics (team sports), Adult and Senior Services, Adaptive Recreation, and Youth and Family, which includes the Outdoor Program. These programs operate from Amazon, Campbell, Hilyard, Petersen Barn, River House, and Sheldon Community Centers; as well as Amazon Pool, and Echo Hollow and Sheldon Fitness Centers and Pools. Each of these facilities offer wi-fi and several have a computer available to the public in the lobby.

The Cultural Services Division provides programs and services that "enrich the cultural life of the region." The Hult Center for the Performing Arts is home to six Resident Companies, a Broadway presenter, local and touring promoters who bring live performances to the Silva Concert Hall and Soreng Theater. Community Events schedules summer music, downtown events and activities throughout the City. Art in Public Places manages the Public Art Program, activities and events.

Each division offers regular newsletters with programming information:

- Eugene Public Library Newsletter – [www.eugene-or.gov/Library](http://www.eugene-or.gov/Library)
- Recreation Guide – mailed to persons who request a free subscription (call 541-682-5333), and available for pickup at City Community Centers, Pools, all

## Library, Recreation & Cultural Services *(cont'd)*

Library locations, the Hult Center, as well as many other public locations, and virtual guide at: [www.eugene-or.gov/rec](http://www.eugene-or.gov/rec)

- Rec eNews – [www.eugene-or.gov/rec](http://www.eugene-or.gov/rec)
- Hult Center eNews - [www.hultcenter.org](http://www.hultcenter.org).
- Ovation – printed newsletter mailed to subscribers and available for pickup.

### LRCS Events

The Library hosts more than 1000 events annually, ranging from storytimes for young children to activities for teens to classes and talks for adults. All events are listed on the online calendar at the Library Web site: [www.eugene-or.gov/library](http://www.eugene-or.gov/library).

Recreation offers hundreds of activities and events year around in six program areas. Many are free or low cost and scholarships are available. All Recreation activities are listed in the Recreation Guide, published in summer, fall and winter/spring editions. The Guide is available by mail by requesting a free subscription at 541-682-5333, for pick up in many City locations and online. Recreation events are also listed on the City's online calendar and on other community calendars. Choose the "Stay Connected" link on the City's website to subscribe to any of the City's newsletters, or to receive notices of City news updates.

Cultural Services and the Hult Center host events throughout the year including sponsored pre-concert talks and special events. All Hult Center events, free or ticketed, are listed at Hult Center website: [www.hultcenter.org](http://www.hultcenter.org). Other events presented by Cultural Services include:

- Summer in the City – Free Music in the Parks, Downtown and Community Events
- Free Art in Public Places – (sub)Urban Projections

### LRCS Contacts

541-682-6065

[www.eugene-or.gov/lracs](http://www.eugene-or.gov/lracs)

### Administration

#### Department Executive Manager

Renee Grube, 541-682-6065

[renee.l.grube@ci.eugene.or.us](mailto:renee.l.grube@ci.eugene.or.us)

#### Marketing & Public Information Mgr.

Kathy Madison 541-682-6343

[kathy.madison@ci.eugene.or.us](mailto:kathy.madison@ci.eugene.or.us)

### Eugene Public Library

#### Division Manager

Connie Bennett, 541-682-5454

[connie.j.bennett@ci.eugene.or.us](mailto:connie.j.bennett@ci.eugene.or.us)

#### Customer Experience Manager

LaVena Nohrenberg 541-682-8314

[lavena.r.nohrenberg@ci.eugene.or.us](mailto:lavena.r.nohrenberg@ci.eugene.or.us)

### Recreation

#### Division Manager

Craig Smith, 541-682-5334

[craig.h.smith@ci.eugene.or.us](mailto:craig.h.smith@ci.eugene.or.us)

### Cultural Services

#### Division Mgr.

Tomi Anderson, 541-682-5700

[tomi.d.anderson@ci.eugene.or.us](mailto:tomi.d.anderson@ci.eugene.or.us)

#### Marketing & Public Relations Mgr.

Libby Tower, 541-682-8380

[libby.j.tower@ci.eugene.or.us](mailto:libby.j.tower@ci.eugene.or.us)

#### Art in Public Places & Community Events Mgr.

Isaac Marquez, 541-682-2057

[isaac.r.marquez@ci.eugene.or.us](mailto:isaac.r.marquez@ci.eugene.or.us)

#### Assistant Community Events Mgr.

Colette Ramirez, 541-682-6347

[colette.m.ramirez@ci.eugene.or.us](mailto:colette.m.ramirez@ci.eugene.or.us)

# Planning and Development

The Planning & Development Department (PDD) consists of four divisions: Administration; Building & Permit Services; Community Development; and Planning. Each of these divisions has a unique focus and scope of work. As a department, however, all of these groups work together toward making Eugene a safe and livable community. Our primary services include:

- Ensuring all buildings and structures in our City are safe;
- Promoting waste prevention and sustainable building practices;
- Supporting economic development and affordable housing; and
- Working with the community to plan our City's look and feel, now and in the future.

## Get Involved!

Planning & Development's goal is to create positive community relationships through excellent customer service, education, outreach and involvement with our diverse community. The department has a number of community advisory groups and commissions that help inform and guide our work and we actively seek community members to join these groups. They include the:

- Planning Commission
- Community Development Block Grant Advisory Group
- Housing Policy Board
- Eugene Redevelopment Advisory Committee

**Administration:** PDD's Administration Division includes the office of the Executive Director, Community Outreach & Participation, Administrative Support, and Fiscal Management.

Planning & Development's goal is to create positive community relationships through excellent customer service, education, outreach

and involvement with our diverse community.

**Building & Permit Services (BPS):** BPS provides construction plan reviews, permits and inspections, implements local and state building and land use codes, administers zoning and nuisance laws, oversees business licenses, administers rate regulation and licensing for solid waste hauling within the city, and provides incentives and assistance for green building programs.

**Community Development:** The Community Development Division manages economic development, affordable housing, homelessness prevention and other community programs that are funded with federal and local funds. A number of programs are funded by the federal Community Development Block Grant (CDBG) and HOME grant including the Business Development Fund, Housing Rehabilitation Loans, Historic Preservation Loans, the Homebuyer Assistance Program, the Emergency Home Repair Program, the Fair Housing program, and social services administered through the Human Services Commission. The Division also manages the City Parking Program, Enterprise Zone program and Urban Renewal projects including the Downtown Revitalization Loan Program.

**Planning:** The Planning Division consists of current Land Use Planning which oversees land use codes, applications and changes and long-range Metro & Community Planning which manages and plans for the City's growth.

PDD also works with neighborhood associations to keep them informed on land use issues and development proposals. In addition, community outreach is a key part of many of our programs like Waste Prevention and Green Building which provides incentives, outreach and technical assistance on composting, green building, recycling and waste prevention.

As new projects and initiatives occur, new

## Planning & Development *(continued)*

community advisory groups are often formed and new opportunities for public involvement arise. Public participation and involvement in Planning & Development projects is critical and we work closely with HRNI to spread the word about opportunities to be involved. PDD is always looking for new and effective ways of engaging community members, especially those who may be hard to reach.

### Events

All PDD related meetings and events are posted on the City Calendar at <http://www.eugene-or.gov> – please visit the calendar to get the most current information on dates, times and locations.

### Links

#### Key staff with community engagement roles:

Laura Hammond, General PDD, 541-682-6021, [laura.a.hammond@ci.eugene.or.us](mailto:laura.a.hammond@ci.eugene.or.us)

Amy Janisch, Planning Commission, 541-682-5699, [amy.c.janisch@ci.eugene.or.us](mailto:amy.c.janisch@ci.eugene.or.us)

Stephanie Jennings, Housing Policy Board and Community Development Block Grant (CDBG) Advisory Committee, 541-682-5529, [stephanie.a.jennings@ci.eugene.or.us](mailto:stephanie.a.jennings@ci.eugene.or.us)

Amanda Nobel Flannery, Multi-Unit Property Tax Exemption (MUPT) program, 541-682-5535, [amanda.nobelflannery@ci.eugene.or.us](mailto:amanda.nobelflannery@ci.eugene.or.us)

Rachelle Nicholas, Code Compliance, 541-682-5495, [rachelle.d.nicholas@ci.eugene.or.us](mailto:rachelle.d.nicholas@ci.eugene.or.us)

Planning & Development Department  
<http://www.eugene-or.gov/pdd>

Planning Division  
<http://www.eugene-or.gov/planning>

Planning Commission  
<http://www.eugene-or.gov/pc>

Land Use Planning  
<http://www.eugene-or.gov/luplanning>

Envision Eugene (Long Range Planning)  
<http://www.envisioneugene.org>

Building & Permit Services Division  
<http://www.eugene-or.gov/bps>

Community Development Division  
<http://www.eugene-or.gov/development>

Downtown Revitalization  
<http://www.vibranteugene.org>

Parking Services  
<http://www.eugarkeugene.com>

Recycling and Solid Waste  
<http://www.eugenerecycles.org>



# Police

**Eugene Police Department**  
**PROTECT. SERVE. CARE.**  
**300 Country Club Rd., Eugene, OR 97401**  
[http:// www.EugenePolice.com](http://www.EugenePolice.com)  
**Non-emergency: 541-682-5111**  
**All emergencies: 911**

Eugene Police Department - 300 ordinary people, including 180 sworn officers, who show up for work every day to help people, solve crimes, and save lives. We work in partnership with the community to promote safety and security, enforce laws, prevent crime, and safeguard the constitutional rights of all people. The arrest rate for EPD is double the national average, with 50 percent fewer officers.



## CONTACTS

EPD Service Directory with links and phone:  
<http://www.eugene-or.gov/epdservices>  
 Chief of Police: [policechief@ci.eugene.or.us](mailto:policechief@ci.eugene.or.us)

## Your Crime Prevention Team

541.682.5137  
<http://www.eugene-or.gov/crimeprevention>  
 Your Crime Prevention Resource: home, neighborhood & business Crime Prevention Specialists are assigned by area of the City. This allows them the ability to be familiar with crime trends and unique community issues in their areas. Below is a general listing of Crime Prevention Specialists areas and their contact information.

**Did you know: If you are the victim of a crime, such as graffiti, bike theft, or vandalism, EPD has an online police reporting option?** Online reporting allows

citizens to conveniently file crime reports on frequently occurring types of crime in Eugene. Access this service at: [www.eugene-or.gov/policereportsonline](http://www.eugene-or.gov/policereportsonline)

Your Crime Prevention Specialist can assist you with a large variety of prevention and non-emergency police services:

### Central and South Eugene

CSO Tod Schneider, 541.682.8186

### Bethel, River Road & Santa Clara

CSO Margaret Mazzotta, 541.682.5761

### UO, East and North, Coburg Road area

CSO Steven Chambers, 541.682.5178

### Your School Resource Team

<http://www.eugene-or.gov/schoolresourceteam>  
 Sgt. Carl Stubbs, 541-682-8189  
 North Eugene – Officer Renee Tobler  
 South Eugene – Officer Ryan Wolgamott  
 Churchill – Officer Aaron Johns  
 Sheldon – Officer John Savage  
 Willamette – Officer Steve Timm

**Want to see what crimes EPD officers are responding to, in almost real time?** Check out the EPD dispatch log online at: <http://coeapps.eugene-or.gov/epddispatchlog>

If you're more interested in seeing calls for service specific to your neighborhood, you can create your own analytics at: [www.crimereports.com](http://www.crimereports.com)



## Police *(continued)*

**LINKS** to more commonly requested information:

**Neighborhood Crime Statistics:**

<http://www.eugene-or.gov/crimestatistics>

**Eugene Police Commission:**

<http://www.eugene-or.gov/policecommission>

**Registered Sex Offender Information:**

<http://www.criminalcheck.com>

**Eugene Police on Social Media:**

<http://www.twitter.com/EugenePolice>

<http://www.facebook.com/EugenePolice>

<http://www.youtube.com/EugenePoliceDept>

<http://www.ustream.com/channel/EPDpio>

**Want to know more about:**

- **Neighborhood Watch; or**
- **Neighborhood Problems in Eugene including common questions & answers?**  
.... you'll find fact sheets on these topics in the *Appendix*.

### GET INVOLVED!

**JOIN IN:**

**Volunteer!** EPD Volunteers serve in MANY different roles from the Forensic Lab, to the Records Section. Specialized units provide home vacation checks, shuttle police vehicles to mechanics, transcribe tip lines and help with disabled parking enforcement. They greet customers at substations, serve subpoenas, help with recycling at the police range and more. To discuss the ways YOU may fit into the Eugene Police Volunteer Program contact the Volunteers in Policing Program Manager, Carrie Chouinard, at 541-682-5355 or [carrie.f.chouinard@ci.eugene.or.us](mailto:carrie.f.chouinard@ci.eugene.or.us).

**Police Youth Programs:**

**Police Activities League.** A week long summer recreation program for youth ages 8 to 13. For information call Sgt. Carl Stubbs at 541-682-8189.

**Police Cadet** program is an opportunity for 16-20 year-olds to explore a law enforcement career while serving the community. Cadets learn leadership skills and assist police officers. Cadets attend a 130-hour academy. For information, contact Officer Jennifer Curry at 541-682-5573 or [jennifer.m.curry@ci.eugene.or.us](mailto:jennifer.m.curry@ci.eugene.or.us).

**SIGN UP:**

**Rental Property Notification.** At your request we can automatically notify you if police are dispatched to property you manage or own. Contact Kelly Putnam 541-682-5642.

**Neighborhood Watch** is a simple organizing tool to improve connectivity and communication between neighbors. For sample flyers to help you set up meetings, see the police department website for Neighborhood Watch Templates. To contact EPD for a facilitator, call 541-682-5137.

**Hear from the Chief of Police:** Sign up to receive regular emails on current EPD events from Police Chief Pete Kerns about what your police department is working on and crime topics relevant to your neighborhood. Sign up by emailing [policechief@ci.eugene.or.us](mailto:policechief@ci.eugene.or.us)

**Follow updates on Twitter:** Follow @EugenePolice on Twitter to stay updated on current news, traffic incidents and breaking police information directly to you from your Police Department.

**ATTEND:**

**Tours of police facilities** are available to groups and are arranged by request. Call 541-682-5352 to schedule your tour.

## Public Works

In addition to typical services such as planning, designing and constructing capital projects and maintaining streets and sewers, the Eugene Public Works Department operates the region's wastewater treatment facilities, runs the regional airport, manages stormwater in the greater Eugene area, and plans and maintains the local park system. Funding for these various services comes through a mix of taxes paid by local property owners, fees paid by service users, and grants and special payments provided through intergovernmental agreements.

### Services provided by Public Works

There are six divisions in Public Works:

- **Airport** maintains facilities and provides operations that support commercial air service, charter air service, general aviation, and aviation-related business.
- **Administration services** include financial management, stormwater and wastewater utility administration, human resource coordination, public communication and education, stormwater education, graphic services, and executive management.
- **Engineering services** include system development charge rate setting, land development and building permit reviews to determine public infrastructure needs, capital project design and construction management, and promotion of alternate modes of transportation.
- **Maintenance** takes care of and repairs public infrastructure and equipment, including the City's fleet, and operates and maintains city streets and traffic systems and the local wastewater collection and stormwater systems.
- **Parks and Open Space** preserves and enhances more than 6,000 acres of parks and natural areas, including Eugene's urban forest.

### GET INVOLVED!

Open house events, public hearings, presentations to community groups, and formal and ad hoc stakeholder meetings are among the opportunities for the public to be engaged in Public Works programs and projects. Specific examples include:

- Eugene Airport Advisory Committee
- Street Repair Review Panel
- SPLASH stormwater education program (school engagement)
- Bicycle Pedestrian Advisory Committee
- Metropolitan Wastewater Management Commission
- Numerous other advisory panels for specific issues.
- In Parks and Open Space (POS), staff are available to attend neighborhood association meetings to address park-related questions or concerns upon request.
- Public Works engages the public through the Eugene Park Stewards volunteer program.
- POS also frequently works with neighborhood associations on Neighborhood Matching Grant projects in parks and natural areas.
- The Public Works web site provides direct opportunities for citizens to access information, report problems and request services.

- **Wastewater** operates the regional sewage treatment facilities.

## Public Works *(continued)*

### Public Works Contacts

#### Administration / <http://www.eugene-or.gov/pw>

- Public Affairs Manager, Eric Jones, 541-682-5523, [eric.r.jones@ci.eugene.or.us](mailto:eric.r.jones@ci.eugene.or.us)
- Stormwater Education, Kathy Eva, 541-682-2739, [kathy.a.eva@ci.eugene.or.us](mailto:kathy.a.eva@ci.eugene.or.us)

#### Airport / <http://www.flyEUG.com>

- Deputy Airport Director, Airport Services, Cathryn Stephens, 541-682-5430, [cathryn.e.stephens@ci.eugene.or.us](mailto:cathryn.e.stephens@ci.eugene.or.us)
- Office Manager Carrie Martin, 541-682-5430, [carrie.c.martin@ci.eugene.or.us](mailto:carrie.c.martin@ci.eugene.or.us)

#### Engineering

- Main number, 541-682-5291
- Bicycle & Pedestrian Planning / Project Development, Reed Dunbar; 541-682-5727, [reed.c.dunbar@ci.eugene.or.us](mailto:reed.c.dunbar@ci.eugene.or.us); / [www.eugene-or.gov/walkbike](http://www.eugene-or.gov/walkbike),
- Transportation Options, Lindsay Selser, 541-682-5094 [lindsay.r.selser@ci.eugene.or.us](mailto:lindsay.r.selser@ci.eugene.or.us)
- Traffic Calming, Chris Henry. 541-682-8472 [chris.c.henry@ci.eugene.or.us](mailto:chris.c.henry@ci.eugene.or.us)
- BPAC and Adopt-a-Path, Lee Shoemaker, 541-682-5471, [lee.shoemaker@ci.eugene.or.us](mailto:lee.shoemaker@ci.eugene.or.us)
- Eugene Transportation System Plan and EmX, Kurt Yeiter / <http://www.eugenetsp.org> 541-682-8379, [kurt.m.yeiter@ci.eugene.or.us](mailto:kurt.m.yeiter@ci.eugene.or.us)

#### Maintenance / <http://www.eugene-or.gov/pothole> (report a pothole online)

- Main number, 541-682-4800, [pwmaintenance@ci.eugene.or.us](mailto:pwmaintenance@ci.eugene.or.us) (best way to get connected)
- Traffic Operations, Steve Gallup, 541-682-4960, [steve.s.gallup@ci.eugene.or.us](mailto:steve.s.gallup@ci.eugene.or.us)

#### Parks and Open Space - Main number, 541-682-4800 / <http://www.eugene-or.gov/parks>

- Eugene Park Stewards / <http://www.eugene-or.gov/eps> (park volunteer opportunities)
  - West Region Coordinator, Lorna Baldwin, 541-682-4845, [lorna.j.baldwin@ci.eugene.or.us](mailto:lorna.j.baldwin@ci.eugene.or.us)
  - North Region Coordinator, Katie Blair, 541-682-4831, [katie.a.blair@ci.eugene.or.us](mailto:katie.a.blair@ci.eugene.or.us)
  - South Region Coordinator, Carrie Karl, 541-682-4850, [carrie.l.karl@ci.eugene.or.us](mailto:carrie.l.karl@ci.eugene.or.us)
- Marketing and Outreach Manager, Kelly Darnell  
541-682-4901, [kelly.a.darnell@ci.eugene.or.us](mailto:kelly.a.darnell@ci.eugene.or.us)
- Parks and Open Space Planning Manager, Neil Bjorklund  
541-682-4909, [neil.h.bjorklund@ci.eugene.or.us](mailto:neil.h.bjorklund@ci.eugene.or.us)

#### Wastewater - Main plant number, 541-682-8600

For information on Eugene's Capital Improvement Program, Street Bond Measures, Systems Development Charges, and Street Improvement Assessments go to [www.eugene-or.gov/streets](http://www.eugene-or.gov/streets) and follow the links at the bottom of the page.

## Eugene's Planning Policies and Programs

Eugene's Neighborhood associations originated in the 1970s out of residents' involvement in neighborhood planning. Land use remains an important topic in Eugene and neighborhood representatives are involved in planning discussions and activities across the city from responding to land use applications to active involvement in larger, community-wide planning efforts such as Envision Eugene.

### Envision Eugene

[www.envisioneugene.org](http://www.envisioneugene.org)

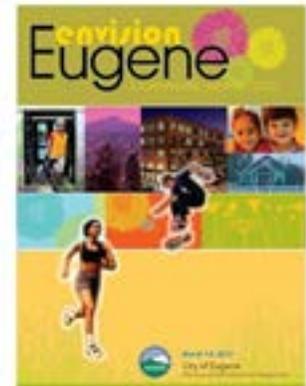
Envision Eugene is our community vision for the future. Based on two years of work with community members in listening sessions, workshops, and other meetings, as well as detailed technical analysis by staff, consultants and a Technical Resource Group, the City Manager released the Envision Eugene Recommendation in March 2012. The Recommendation outlines strategies for accommodating growth while creating the most beautiful, prosperous, sustainable, and livable community possible.

The pillars that frame the community vision are:

- Provide ample economic opportunities for all community members
- Provide housing affordable to all income levels
- Plan for climate change and energy resiliency
- Promote compact development and efficient transportation options
- Protect, repair, and enhance neighborhood livability
- Protect, restore, and enhance natural resources
- Provide for adaptable, flexible, and collaborative implementation

The urban growth boundary (UGB) is an Oregon tool that limits how far the city can physically grow out, and protects our farms and forests from unplanned development. Each

city's UGB is required by state law to contain enough land for its projected population needs over the next 20 years. Between 2012 and 2032 Eugene is expected to grow by approximately 34,000 people. That will bring Eugene's population to an estimated 213,000 people in 2032. In order to accommodate this population growth, we need to ensure we have enough land to support a variety of uses including housing, jobs, services, parks and schools.



Envision Eugene helps us grow smarter rather than just bigger. While our population could grow by up to 20% over the next two decades, our boundaries will grow by only about 3%. Focusing new development on existing lands makes the best use of public resources. The areas we add will make land available for jobs in our targeted industries and meet a small percentage of our single family housing, park and school needs.

Work is continuing in three topic areas as we move toward adoption of a new UGB and Comprehensive Plan:

- Community Investment Program, to focus development where we want it
- Efficient Land Use and Compatibility, making better use of the lands inside the

## Eugene's Planning Policies and Programs *(continued)*

- current boundary
- Urban Growth Boundary Expansion, finding the lands that best meet our needs within the parameters of state law

On-going public participation is critical to the success of the project. Check out the Web site, send us an email, or attend a public event.

The latest information including implementation project updates for Downtown Mixed Use Code Amendments, Single-Family Code Amendments, Employment Zones, Residential Re-designation, EWEB Code Amendments and Re-designation and the South Willamette Concept Plan and Special Area Zone as well as maps and upcoming events is available at [www.envisioneugene.org](http://www.envisioneugene.org).

### Overlay Zones

Overlay zones are intended to provide special regulations and standards that supplement the base zoning of property. Examples of overlay zones include:

- Nodal Development Overlay Zone (/ND) – Directs and encourages mixed-use development. Prohibits some auto-dependent uses (drive-throughs, for example) and establishes density and development standards that promote compact, pedestrian-friendly development with a mix of residential and commercial uses.
- Site Review Overlay Zone (SR) – Intended to maintain or improve the character, integrity, and harmonious development of an area, address potential environmental impacts, and provide a safe, stable, efficient and attractive on-site environment. Requires land use applicants to undergo a site review process.
- Residential Density Range Overlay Zone (/#) - Narrows the density range normally allowed to increase the efficiency of public services and facilities, ensure higher or lower densities in response to site specific conditions, and/or promote preservation of significant architectural or historic resources.
- Planned Unit Development Overlay Zone (PD) – Intended to provide a high degree of flexibility in the design of a site to encourage development.

### Special Area Zones

Special Area Zones recognize areas of the city that possess distinctive buildings or natural features that have significance for the community and require special conservation and development measures that can not be achieved through the standard base zones. Examples of special area zones include:

- Whiteaker Special Area Zone (S-W) – The purpose of this zone is to stimulate the economic vitality of the area while allowing a mix of residential types. The zone encourages both a mixture of uses within a building as well as within a block. The character of the area is intended to develop with usable public and private open space and pedestrian-oriented activity while encouraging preservation and restoration of historic structures and retention of older, mature street trees.
- Chambers Special Area Zone (/CSAZ) - In September 2004, the City of Eugene Planning Division initiated a series of neighborhood discussions about the effects of new development on neighborhood character. The Chambers Reconsidered project resulted in specially crafted design standards for new residential and commercial buildings in the area located around West 11th Avenue and Chambers.

## Eugene's Planning Policies and Programs *(continued)*

### Refinement Plans

<http://www.eugene-or.gov/planning>

Each jurisdiction in the Eugene-Springfield metropolitan area may adopt Refinement Plans (neighborhood plans) to give more specific direction to the policies of the Metro Plan (comprehensive plan). In Eugene there are many refinement plans that were created specifically for smaller sub-areas within the Metro Plan boundaries. When the criteria of a land use application requires compliance with the refinement plan policies, the City refers to these documents. Should inconsistencies occur, the Metro Plan is the prevailing policy document.

### Multi-Unit Property Tax Exemption (MUPTE)

Amanda Nobel Flannery, 541-682-5533  
[amanda.nobel@ci.eugene.or.us](mailto:amanda.nobel@ci.eugene.or.us)

On July 13, 2015 the Eugene City Council approved a revised ordinance effective August, 2015. Under the new MUPTE program student housing will no longer be eligible. The revisions also include increased energy efficiency, higher quality design standards, expanded neighborhood involvement and an extensive community review process. The administrative rules for the updated MUPTE program are available online.

The Multi-Unit Property Tax Exemption program is enabled under state law for the purposes of stimulating construction of multi-unit housing in the core area and to ensure use of the core area as a place where citizens have the opportunity to live as well as work. Projects eligible for the tax exemption include construction, addition or conversion of rental or ownership multi-unit housing within the MUPTE boundary. Projects must include a minimum of five new housing units.



### Tax Exemption

The MUPTE program offers a property tax exemption on the new structure or incremental change in the property value of the building that comprises the project for a maximum of 10 years. Projects are required to address specific quality standards established in the program. Tax exemption requests are reviewed and approved by the Eugene City Council.

### Affordable Housing

<http://www.eugene-or.gov/development>

The Eugene 1996 Housing Dispersal Policy (adopted by Council Resolution #4477) provides guidelines to evaluate whether a specific housing development is furthering the goal of dispersal of low-income family rental units throughout the city. Establishes "unsuitable areas" for additional low-income housing that already have an adequate share of subsidized housing or low-income families.

## Neighborhood/Applicant Meetings

A neighborhood/applicant meeting is an opportunity for an applicant to meet with surrounding property owners to discuss a development or land division proposal prior to submitting a formal application. The purpose and benefits of this meeting are two-fold:

1. Surrounding property owners and residents and other interested people have the opportunity to learn about a proposal before it is submitted; and
2. The applicant has the chance to hear local concerns and address them (if possible) prior to submittal.

A neighborhood/applicant meeting provides the applicant the opportunity to be responsive to neighborhood concerns early in the process when alterations to the proposal are easier to make. Neighbors benefit from the meeting by having an opportunity to ask questions and provide comments and feedback to the applicant about the proposed development or land division. This process should aid in reducing appeals, expediting the land use process, and reducing the costs to the applicant and the City in the long run. See the appendix for an overview of the Neighborhood / Applicant Meeting Process.

The neighborhood/applicant meeting primarily occurs between the land use applicant and surrounding property owners and residents within 300 feet to 500 feet (depending on the type of development) of the subject property. The recognized neighborhood association where the property is located may also be involved in setting up the meeting and may be a resource for neighbors to learn more about the land use process. People who see a sign on the property announcing the meeting may also attend.

Because the meeting occurs before formal land use application submittal, the City of Eugene has no key role in the meeting.

### *When is a Meeting Required?*

As of July 7, 2009, a neighborhood/applicant meeting is required prior to submittal of the following land use application types:

1. Type II: 3-lot partitions, tentative subdivisions and tentative cluster subdivisions;
2. Type III: Only conditional use permits and tentative planned unit developments;
3. Type IV applications that are not city-initiated;
4. Metro Plan amendments that are not city-initiated.

See Section 9.7007 of the Eugene Code for specific code language on this process. Contact the Planner on Duty at 541-682-5377 to confirm if the proposal requires a meeting. For more information go to <http://www.eugene-or.gov/landuseforms> and select *Neighborhood-Applicant Meeting Process Packet*.

You'll also find Information in the *City Government Appendix*.

## Land Use Notifications

Information about proposed land use changes, projects or upcoming hearings is provided to community members in a variety of ways. Sign up to receive land use notifications (every 1-2 weeks) on the City's web page. Notifications include links to electronic documents available on the City's Web site. As applications proceed

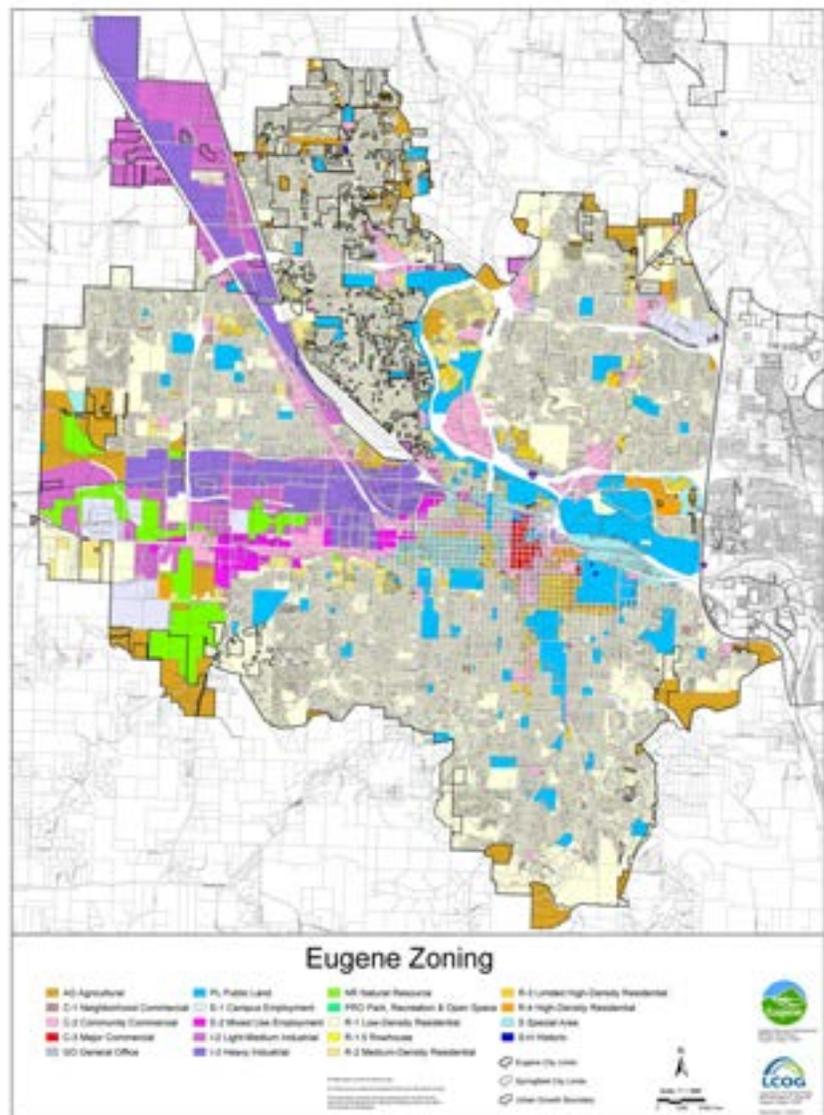
## Land Use Notifications *(continued)*

through the review process, additional documents are added to the electronic file. You can also sign up to receive Notices of Project Consultations. Designers, contractors and property owners schedule consultations and pre-application meetings to obtain information on requirements related to building permits and land use applications. The meetings are scheduled and paid for by applicants and are not public meetings as defined by Oregon Statutes (ORS 192). Attendance is at the discretion of the applicant.

*If you would like to receive email notices of land use applications and project consultations, go to the City's Web site at [www.eugene-or.gov](http://www.eugene-or.gov) and select the "Stay Connected" link at the top. Land use related notifications to consider receiving are "New Land Use Applications", "Project Consultation Applications", and the "Public Works Transportation Planning" news.*

Land Use Referrals, Notices of Hearings, and Decisions on land use applications are mailed via U.S. Mail to neighborhood leaders, interested parties and owners and occupants of surrounding properties. Land Use actions often have deadlines for responding (see the sidebar on the following page).

To see land use application materials that have been filed, access the Land Use Application Database at <http://www.eugene-or.gov/luappstracking> (searchable by neighborhood, tax lot, date, etc.). You can find information about the land use application process and forms at <http://www.eugene-or.gov/landuseforms>.



**Heads-up!****Follow-Up!****Have Your Voice Heard!**

You may receive information from the City that your neighborhood association or executive board would like to follow up on. Here are some suggestions:

1. If it's a land use notification, check the notice for the date a response from the Neighborhood Association is due.

The Neighborhood Association has 30 days to respond to a CUP (Conditional Use Permit), Zone Change, PUD (Planned Unit Development - tentative stage), Street Name Change and Willamette Greenway Permit.

- Street or Alley Vacation = 20 days for associations, 10 days for referral staff.
- All other applications have a 15-day response time.

2. Department news releases come out very close to the actual event (e.g., road closure, parks dedication). Consider establishing an e-mail distribution list of your board or members so you can distribute timely information to them.

3. For meetings, review the agenda items. Every agenda has contact information for staff from whom you can get the background information. The Eugene City Council Tentative Working Agenda includes at least three months in advance, so you can get a good sense of what issues are coming up

for discussion and action. For issues that are relevant, decide with your Executive Board (and, if time, general membership):

- Do you want to prepare testimony for items scheduled for a public hearing?
- Do you want to contact your Councilor or other committee member prior to the meeting if it's scheduled for a work session?

Council committees do not publish agendas in advance. For these, pay special attention to those agendas that have *Annual Work Plan* as an item. Getting these results will allow you to do your work planning.

4. For memos that come from Human Rights and Neighborhood Involvement staff, share the information with your Executive Board/Steering Committee or newsletter editor.

5. Scan newsletters from other Neighborhood Associations for ideas and then forward to your newsletter editor.

6. Scan the City Council Newsletter for anything interesting to share with your neighbors or to get ideas about possible speakers for upcoming general meetings.

# Neighborhood Associations

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## Mission Statement, Guidelines and Adopted Policies for City-Recognized Neighborhood Associations

### Mission of Neighborhood Associations

In May 1999, City Council approved the following mission for a City recognized neighborhood association:

To build community at the neighborhood level and improve the livability of the neighborhood by:

- Sponsoring neighborhood improvement projects and social events;
- Providing a forum to identify, discuss, and resolve neighborhood issues;
- Establishing two-way communication between neighborhoods and the City, and between neighborhoods and other external agencies;
- Educating neighborhoods on issues, public process, City services, and elections;
- Identifying and advocating the neighborhood association's position on issues such as land use, transportation, public safety, and social services.

### Neighborhood Organization Recognition Policy (NORP) Resolution No. 2554

Beginning in 1976, the City formally "recognized" neighborhood associations' important role in the local government decision making process with benefits for the general health, welfare, and pride of the entire community. With adoption of the NORP, neighborhood associations assumed an advisory role to City Council and other boards and commissions, as well as responsibilities for assessing their constituents needs, communicating those needs to the City and keeping their neighborhoods informed on plans, proposals or activities affecting their area.

The NORP (see Appendix) contains policy statements that are to be used to "affirm and govern the relationship between the City and recognized neighborhoods as they participate in the decision-making processes of the City."

The document contains five sections:

- Criteria for Recognition of Neighborhood Organizations
- Function and Responsibilities of Neighborhood Organizations
- Functions and Responsibilities of the City
- Neighborhood Newsletters
- Recommended Procedure for Establishment of City-Recognized Neighborhood Organizations

### Your Neighborhood Association Charter

Every neighborhood association has a charter that defines the group's boundaries, membership and board composition, and establishes processes for meetings, elections, voting, committees and amending the document. Your neighborhood association charter can be found at <http://www.eugene-or.gov/nassociations>.

The City has adopted a Model Charter (see Appendix) that serves as a template for all neighborhood association charters and contains key elements that all charters must be consistent with (see Neighborhood Associations Appendix). Neighborhood associations may amend their charters but must do so in collaboration with Human Rights and Neighborhood Involvement. Charter amendments require City Attorney review and may require approval of City Council. If your group is thinking of amending its charter please contact Rene Kane.

## Mission Statement, Guidelines and Policies *(continued)*

### Definition of an Active Neighborhood Association

In February 2000, City Council approved the following definitions for “active,” “semi-active,” and “inactive” neighborhood associations:

To remain “active” an association must:

- conduct a minimum of four general meetings annually. Three of the four meetings must have a minimum of ten members in attendance, not including executive committee members. (“General meetings” include any neighborhood association sponsored activity at which attendance is taken. In addition to traditional meetings, neighborhood projects, social events and meetings cosponsored with other agencies meet this requirement as long as the minimum participation levels are met. “Members” include anybody who lives, works, or owns property in the neighborhood.);
- Conduct at least four executive committee meetings annually;
- hold elections in accordance with the Association’s charter or by another method sanctioned by the City, recognizing the timing of resignations or organizing activities and neighborhood needs; and
- provide an annual report to the City on the Association’s status, activities and neighborhood needs.

A semi-active association holds at least one general meeting annually and meets at least some of the above criteria. An inactive association fails to meet any of the criteria for an active or semi-active neighborhood.

Human Rights and Neighborhood Involvement monitors activity of the associations to determine their status and reports this information to City Council annually. For those associations with “semi-active” or “dormant” status, HRNI works with a subcommittee of

the Neighborhood Leaders Council and the relevant association’s remaining executive committee members to develop a work plan to improve their status. Funds from the association’s publication budget may be available to support work plan activities.

### Goals for Public Information/Outreach

Since 1976, the City has financed the publication of neighborhood newsletters and other

print communication. Each neighborhood association is provided an annual allocation at the beginning of the fiscal year (July) to help meet their public information and outreach needs.

This includes print publications, events and other activities

that generate awareness of or promote interest and participation in neighborhood associations and their activities. The Guidelines for Use of Public Information Funds (see Neighborhood Associations Appendix) provide guidance on appropriate uses of these funds.

While funding is administered by HRNI, neighborhood associations are solely responsible for planning the use of their allocation to meet established goals for public information, complying with the *Neighborhood Association Publication Policies with Guidelines* (see NA Appendix) and coordinating the printing and mailing process. The policies identify the role and purpose of newsletters, goals for output, and requirements for content (see Neighborhood Associations appendix). For more information on public information and outreach funds and associated policies and guidelines contact Cindy Clarke.



## Mission Statement, Guidelines and Policies *(continued)*

### Guidelines for Neighborhood Boundaries

The City Council approved Neighborhood Association Boundary Guidelines at two work sessions in February and March 2000. The following provides a summary of the criteria governing the size of a neighborhood association and the process for redrawing boundaries:

- **Size** – No fewer than 300 units, and not more than 8 percent of total residential addresses (approximately 5,000 households in 2000)
- **Borders** – Not divided by a major natural or artificial barrier (river, major highway, etc.); not defined by a sole private sector collective (i.e., an apartment complex, homeowners' association or gated community); all residents in one and only one neighborhood association; not aligned with precincts, school districts or census tracts
- **When to redraw:**
  1. Any active or semi-active neighborhood association may vote to split into multiple groups or combine together as long as the criteria related to size and border characteristics are not violated and board members are identified for both (or all) groups. The vote to split must be taken at a general meeting that has been publicized in a mailing to all postal addresses in the boundary.
  2. A dormant, active or semi-active neighborhood association's borders may be called into question if it no longer meets a size limitation or characteristic listed above. The assessment of whether an existing neighborhood association had met the size or physical characteristics would occur as

part of the annual review of neighborhood associations.

3. An active or semi-active neighborhood association's borders may be called into question through a petition process.

The neighborhood petition must:

- State the petitioner's desire to form a new neighborhood association;
- Describe boundaries for the new neighborhood association that meet the size and barrier characteristics of the guidelines (and leaves a neighborhood association that also meets said criteria);
- Be signed by at least 45 people from different households in the same geographic area proposed for the new neighborhood association, of which no more than 25 percent of said households are on any one tax lot; and,
- Be submitted to HRNI or a City Councilor representing the petitioners.
- Additionally, before circulating the petition, notice (either in person or in writing) must be given to the existing neighborhood association's executive board. The board will have 45 days to prepare a one-page response that is sent to the designated petitioner and HRNI and made available to members.

The *if, how and when* a boundary change may occur under options 2 and 3 will be worked out among representatives from the neighborhood association's executive board, Neighborhood Leaders Council, HRNI staff, Councilor(s) representing the neighborhood and, in the case of a petition-driven review, at least one of the petitioners. City Council participation is at the council's discretion. See the Appendix for a list of neighborhoods by size.

## Neighborhood Associations and Liability

### Legal Relationship to the City

By law the City of Eugene is only responsible for the actions of its officers, agents and employees while acting within their scope of employment or duties (ORS 30.265). Agents of the City are considered to be those individuals who are authorized to act on behalf of the City. Members of advisory committees who are appointed by the City would be considered to be agents of the City and entitled to defense and indemnification for their actions as advisory committee members. Neighborhood association committee or board members are not agents of the City since they are not appointed by, nor authorized to act on behalf of, the City of Eugene.

The City of Eugene has established a self-insured liability program to insure the tort liability of the public body and its officers, employees and agents as authorized by ORS 30.282. Since members of neighborhood associations are not agents of the City, they are not eligible for coverage under the City's self-insured liability program.

Neighborhood Associations may want to consider liability insurance to cover risk associated with events they sponsor. Insurance is required by the City for block parties or park events that serve alcohol or anticipate attendance in excess of 500. Event insurance is available at a reduced rate for neighborhood associations and can be paid for with a portion of their Public Information and Outreach budgets (see Event Guide in the HRNI Appendix or on the web at: <http://www.eugene-or.gov/neighborhoodresources>). Park permits require an authorized representative to assume responsibility for the event, and hold the City harmless from claims that may arise as a result of any activity occurring at the event.

Contact Jan Bergquist, Risk Services, 541-682-5662 or [jan.d.bergquist@ci.eugene.or.us](mailto:jan.d.bergquist@ci.eugene.or.us) with questions regarding liability and insurance for neighborhood associations.

### State and Federal Protections

Oregon Nonprofit Corporation Act and the Federal Volunteer Protection Act of 1997 offer some protection from liability for board members and other volunteers of non-profit organizations if the volunteers are acting within the scope of their responsibility in the nonprofit organization. Oregon Statutes generally protect directors against liability for all but gross negligence or intentional misconduct. Federal law generally limits liability of volunteers except for willful or criminal misconduct, gross negligence, reckless misconduct, or a conscience, flagrant indifference to the rights or safety of the individual harmed..." Limitation of personal liability is sometimes one reason individuals decide to incorporate as a legal entity. For information on registering with the Oregon Secretary of State, Corporations Division go to: [http://www.filinginoregon.com/pages/business\\_registry/nonprofit.html](http://www.filinginoregon.com/pages/business_registry/nonprofit.html)

Even when these provisions afford liability protections, they do not eliminate the risk of exposure from defending a lawsuit. For this reason, neighborhood associations may wish to consider liability insurance. Many homeowner insurance policies offer low-cost riders that cover volunteer service.

Because there is some degree of risk involved, neighborhood associations may wish to confer with private legal counsel to clarify their legal protections under state and federal law and potential liability as members of neighborhood boards.

# Oregon's Public Meeting and Public Records Law

## Definition

“The Public Records and Public Meetings Laws were enacted by the Oregon Legislature in 1973. These laws underscore the state’s policy that the public is entitled to know how the public’s business is conducted. Thus, the written record of the conduct of the public’s business is, with some important exceptions, available to any citizen. Similarly, the deliberations and decisions of public bodies are, for the most part, open to attendance by any interested person.... The authority to hold private meetings, executive (closed) and emergency sessions, as well as to claim confidentiality of records, are exceptions to the general rule of openness and must be narrowly interpreted. Even when public bodies have the ability to operate in secret, they generally are not required to do so.”

*Attorney General’s Public Records and Meeting Manual, December 1, 1999 edition*

Oregon is called a “sunshine state” because its public records and public meetings laws favor openness: The public’s business is to be done in public.

*What does this mean for neighborhood associations?*

- The City Attorney has determined that neighborhood associations are not public bodies and therefore are not required to follow Oregon’s public meeting and public record law.
- It is the City’s expectation that neighborhood associations operate in the spirit of public meeting and public record law.
- The City’s model charter includes meeting notification and publication of minutes provisions. neighborhood association charters should be consistent with these provisions.

*What about when a neighborhood association is party of a legal action (e.g., land use appeal)?*

- Meetings may be limited to those who are party of the legal action, i.e., the executive board or steering committee, because of attorney-client privilege. Technically, since a neighborhood association is not a public body they cannot go into executive session. However, invoking attorney-client privilege has the same result.

**IMPORTANT:** Although neighborhood associations are not a public body, the City’s Office of Human Rights and Neighborhood Involvement is. Any record that we have is subject to public records law.

## Neighborhood Association Reporting

Human Rights and Neighborhood Involvement is charged with providing the support necessary for establishing and maintaining a system of healthy, functioning neighborhood organizations. Several performance benchmarks have been established to provide a baseline for determining the activity status of neighborhood associations. This information is compiled and provided to City Council in the first quarter of each year. It is the responsibility of all neighborhood associations to submit an annual report on their activities to HRNI to assist with this reporting.

Information is reported for each neighborhood association in the following areas:

- Activity Level (“Active”, “Semi-active”, or “Dormant”);
- Performance in Meeting Public Information Goals;
- Consistency with the Neighborhood Association Boundary Guidelines; and
- Themes related to accomplishments, needs and challenges of neighborhood associations.

For more information see the Mission Statement, Guidelines and Adopted Policies, for City Recognized Neighborhood Associations in this section of the Handbook.

We use this information to identify trends and individual neighborhood associations that are struggling with participation, sustaining leadership or communicating with their members and to make decisions on where to target program support. Neighborhood associations that were not able to meet established benchmarks will be consulted to develop a plan to improve their status or consistency with existing guidelines.

It is our goal that all neighborhoods are meeting regularly, holding elections, maintaining full boards and communicating regularly with all their members. If you feel your association is in need of support at any time please don't hesitate to contact Rene Kane.

## Frequently asked questions about neighborhood funds

*Do we qualify as a tax exempt organization?*

The IRS provides for exemption from federal taxes for different types of organizations. According to IRS publication 557 - Tax Exempt Status for Your Organization, A 501(c)3 exemption is for groups that are organized and operated exclusively for one or more of the following purposes:

- \* Religious
- \* Charitable
- \* Scientific
- \* Educational
- \* Literary
- \* Public safety testing
- \* Prevention of cruelty to animals

Application 1023 is required to be granted a formal exemption under section 501(c)3. The IRS completes an “organizational test” to see if your group qualifies under one of the above purposes. Publication 557 reads the articles of organization (for these purposes your neighborhood association charter) must limit the organization's purpose to one or more of those described above and must not expressly empower it to engage, other than as an insubstantial part of its activities, in activities that do not further one or more of those activities.

The City's Model Charter includes an optional purpose statement designed to emphasize

## FAQs about neighborhood funds *(continued)*

the educational function of neighborhood associations that reads, “The organization shall serve in an educational capacity to inform the citizens of the neighborhood. The organization will encourage and facilitate communication among the members on matters of common concern.” Consult your group’s charter to see if this language is included and whether or not the document emphasizes purposes consistent with the 501(c)3 exemption.

### *Can we receive tax deductible donations?*

A 501(c)3 designation also allows for tax deductible donations. Publication 557 states that organizations that qualify for exemption as 501(c)3 entities are not required to file a 1023 application if they have annual gross receipts of less than \$5,000. However, without going through an official IRS determination your group would be making an assumption about its qualifying status and would not have documentation to assure donors that their contributions are truly tax deductible.

A 501(c)4 exemption may be a better fit for neighborhood groups and is described in publication 557 as a community association that works to improve public services, housing and residential parking; publishes a free community newspaper; sponsors a community sports league, holiday programs and meetings; and is devoted to preserving the community’s traditions, architecture and appearance by representing it before the local legislature and administrative agencies in zoning, traffic and parking matters. However, in general, contributions to 501(c)4 organizations are not tax deductible. A 501(c)4 organization can establish a charitable fund that could accept tax deductible donations but the fund would have to meet the requirements of section 501(c)3.

Please note that this information is complex and this summary should not be interpreted

to authorize or recommend a particular tax exempt status for neighborhood associations. Final determination can only be provided by the IRS. For additional information go to [www.irs.gov/charities-&-non-profits](http://www.irs.gov/charities-&-non-profits) or call the IRS at 1-877-829-5500.

### *What is an EIN and how do I get one?*

Financial institutions will require an Employee Identification Number (EIN) from your group to open a bank account. There is no cost for this and you can find the appropriate form (SS-4) at [www.irs.gov](http://www.irs.gov).

### *Do we have to report to the IRS or the State?*

The IRS now requires all small non-profit organizations (less than \$50,000 in annual receipts) that qualify for tax exempt status to file an electronic form 990-N annually. If your group does not file for three consecutive years the IRS will discontinue your EIN.

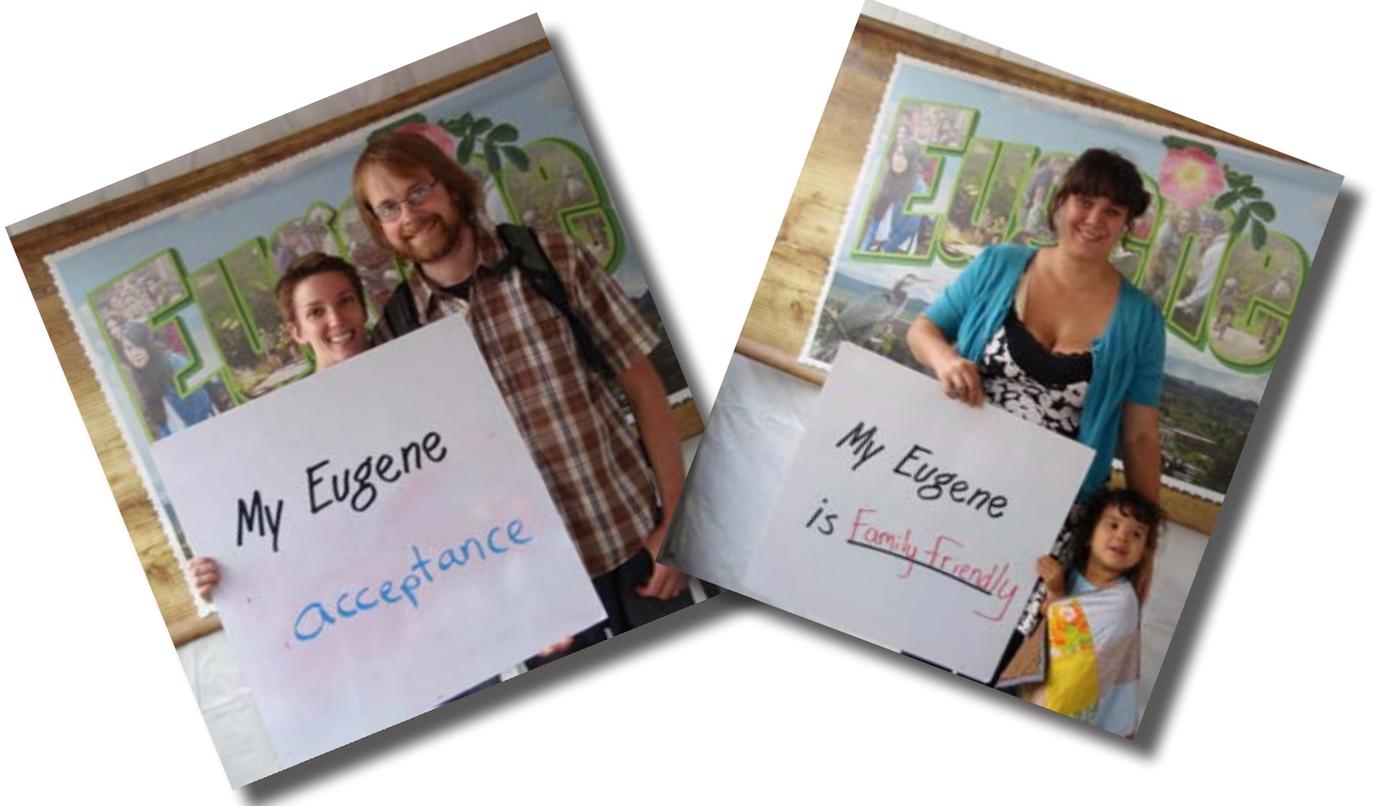
According to the Secretary of State’s office and the Department of Revenue - unless your group would like to incorporate as a non-profit with the Secretary of State; register for 501c status; or if you hire employees and will be making payroll payments to the Oregon Department of Revenue there is no need to file anything with the State of Oregon.

### *Eugene Neighbors, Inc. / 501c3*

Another fiscal management resource available for neighborhood associations is Eugene Neighbors Inc. ENI is an independent 501c3 that provides financial and educational services for its member neighborhood associations and other community-based organizations. ENI offers its non-profit status for tax deductible donations, fiscal sponsorship, bookkeeping services, a small grant program for neighborhood projects and organizational skills training workshops. See the Tools and Resources section for more information about ENI.

# Tools and Resources

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## Neighborhood Outreach & Engagement

Eugene’s Neighborhood Organization Recognition Policy (NORP) states that a neighborhood organization “shall be open to the total area and diversity of interests present in the neighborhood” and “shall inform themselves of neighborhood needs and desires and maintain communication with their neighborhoods on plans, proposals and activities affecting their areas.” These policy statements set the standard for participation and communication for all neighborhood groups.

This all sounds pretty reasonable. Who would disagree with the notion of neighborhood groups as open, democratic institutions that work to create and maintain an informed membership? However, fulfilling these expectations can be a challenge. Most associations would agree they struggle to keep attendance up at their meetings. Why should this be a concern? Shouldn’t people have to show up to have their voices heard? It is a reasonable expectation that individuals take primary responsibility for participating in civic affairs and the most obvious way is to attend a meeting. And while regular, general membership meetings will always be a vital part of the neighborhood association process—it is where meaningful debate and discussion can take place—meeting attendance alone is not enough to ensure you are in touch with a broad representation of members’ needs and interests.

When looking at who makes up your neighborhood demographics and how your organization might increase participation, it’s important to examine and understand that barriers to attending your meetings may exist for some of your neighbors and that your organization might need to look at alternative ways for involving or getting input from some neighbors. For example, Latino neighbors may

not even know about your meeting because information is not available in Spanish and they may feel uncomfortable coming if no one else they know is there. Some neighbors may work swing shifts or graveyard shifts and might not be able to make your meeting time. For families in your neighborhood, and especially single parents, childcare may be an issue. An elderly neighbor might not be able to drive to get to meetings. Can it be expected that youth come to your meeting and want to participate if it is run by adults and deals with issues that are important to adults? It is important to ask, “Who is NOT at the table here?, What might the barriers be?, Can we go to their table? Are there ways to make meetings more accessible to all of the people who live in your neighborhood? Are there ways that your neighborhood association members can



reach out and go to another group’s meeting to gather input? Are there other ways to get neighbors involved?

The formal recognition bestowed upon neighborhood associations to represent neighborhood interests before the City carries with it high expectations for governance and accountability. The credibility of neighborhood groups depends on healthy levels of participation and robust efforts to engage

## Neighborhood Outreach & Engagement *(continued)*

neighbors. The following methods and tools can assist neighborhoods to stay relevant, involve as many of their members as possible and act with confidence that they are providing a truly open, democratic process for civic engagement.

### **Know Your Neighbors**

It's important to understand the demographics of your neighborhood. Who lives there? What ethnic groups are represented—are their voices present in the neighborhood association? Do you have a large percentage of youth or elderly in your area? What about income levels? Different groups have different interests and different ways they like to be engaged. HRNI compiles census data at the neighborhood level to assist neighborhood associations in understanding their neighborhood's demographics. You can see a current demographic analysis of your neighborhood at <http://www.eugene-or.gov/nassociations>. Human Rights & Neighborhood Involvement staff, Lorna Flormoe, is also a resource for developing strategies to engage groups that are often underrepresented in neighborhood associations.

### **Build Relationships**

When the 4700 respondents to the 2009 Eugene Neighborhood Survey were asked "What would encourage them to be involved (or more involved) in their neighborhood association", the most frequent answer was "knowing other people" who are involved. Don't underestimate the power of being "neighborly" -- building relationships, friendships and connections with people in your neighborhood is the number one thing you can do to create more capacity in your neighborhood. It's also fun and interesting and, as an added bonus, when you're out of sugar or your lawn mower breaks down, or an emergency occurs, you just might know where you can go for help. There

are endless benefits to knowing the folks who live around you.

### **Make Meetings Matter**

Even though meetings cannot reach everyone (and a combination of outreach strategies is essential), they will continue to be one avenue for engaging for neighbors. It's important that your members are properly informed about when and where meetings occur, that they're held regularly, topics to be discussed are advertised, and that a record of decisions is kept and readily available. Newsletters, postcards, email lists and Web sites are important tools for providing this information.

Open, efficient meetings that provide opportunities for meaningful input, including minority opinions, foster participation in neighborhood activities. Many neighborhoods have found that scheduling compelling programs and guest speakers and holding topical discussions are great ways to attract neighborhood residents to meetings. Meetings should be welcoming to new faces and perspectives—particularly if you want people to continue participating. If you provide a forum for people to voice their concerns and engage them in creating and seeking solutions, it's more likely they'll see the value of attending neighborhood association meetings and, just as important, joining in the work being done on behalf of their neighborhood. (See additional information about planning and holding successful meetings in the Appendix.)

### **Successful Events**

The benefit of events and functions sponsored by your neighborhood association should not be underestimated. Events are a more relaxed, fun way to engage your neighbors and build relationships. Events often times attract neighbors who don't come to meetings. Be creative and think about plugging in to

## Neighborhood Outreach & Engagement *(continued)*

other events or partnering with other groups to share the work. Events are a great way to publicize your neighborhood—the media is often interested in community events that make great photo opportunities. Events are also a great opportunity to get residents involved in the other work your neighborhood association is doing. Take the opportunity that fun, family- and food-oriented events provide to distribute surveys, add residents to your email list, have sign-up sheets for volunteer projects, and provide information about projects, meetings, and issues in your neighborhood. The Event Guide (see Appendix) can help you organize and hold successful events in your neighborhood.

### Newsletters

The City's Community Survey indicated that newsletters are an effective means of reaching your members. However, the majority of neighborhood associations do not produce a newsletter, and others are inconsistent in sending out postcards. Your association's newsletter editor is a key person in your organization and can make sure that important information is conveyed to neighborhood residents. Newsletters are a great means of informing members about the group's activities and encouraging attendance at meetings and events. But keep in mind that newsletters are mailed to every postal address within a neighborhood boundary, which does not include non-resident property owners who also have a right to participate in neighborhood affairs.

### Community Organizations

Increasing your neighborhood association's connection with other community organizations (non-profits, business groups, schools, churches, etc.) has great potential to leverage participation and resources. Consider reaching out to groups active in your neighborhood

and explore ways you can work together. Community groups are a great resource to help with events, work parties, topics and guest speakers for meetings, and even securing grant funds. Consider having liaisons from your neighborhood association who build relationships with and attend other community organization meetings.

### Surveys

While neighborhood associations are unlikely to have the resources and capacity to conduct statistically valid data collection, surveys can still be a useful tool for gauging member interests. Skill is needed in developing and delivering a good survey – one that provides consistent, useful information. Different methods are available – sidewalk surveys, web-based surveys, and mailed surveys, etc.—each with advantages and limitations. It's important to keep in mind that you are sampling opinions and perspectives, much as you would at a meeting, and that results are not necessarily indicative of the “majority view.” HRNI staff are available to help your group develop survey tools.

### 2009 Eugene Neighborhood Survey

This survey conducted by (then) HRNI and the UO Community Planning Workshop in collaboration with neighborhood leaders is a valuable resource to your neighborhood association. It contains information about your neighborhood demographics, neighborhood concerns, involvement and barriers to participation, and gives contact information for new neighbors who want to be involved – by neighborhood association boundary. A summary for your neighborhood is included with this packet and is also available on your neighborhood association's city-hosted web page. Contact Lorna Flormoe if you need help interpreting this data.

### **iContact and Email Lists**

More and more neighborhoods are maintaining email databases or listserves for their members. Email is an efficient means of communicating and can help remind people of key meetings and events. HRNI currently provides access to an email subscription and management service (iContact) for neighborhood associations. Contact Cindy Clarke for more information.

### **Web sites**

Several of the city's neighborhood associations have their own Web sites which provide an effective, low-cost way to communicate with your members. If developing and maintaining your own Web site is intimidating, consider a number of software options that are free and easy to use to create a Web presence. HRNI features a page for each neighborhood on its Web site. Contact Cindy Clarke for more information.

## **Sustaining an Active Neighborhood Board**

Here are six steps that will help you recruit and strengthen your executive board and keep board members engaged.

1. Don't count on personal loyalty and friendships to guide your recruitment. Invest in some research to identify individuals with your neighborhood's schools, churches and other organizations who have a history of commitment to issues in your neighborhood or in the community at large.

2. Once you have found them, get them involved where they're comfortable. Ask them what would interest them. Offer them an opportunity to learn about your organization and the excellent work it does. Begin with a tour of the neighborhood, a newsletter, an invitation to participate in a committee project, or a request for advice based upon their knowledge or skills. Build their commitment before inviting them to join the board.

3. Take a long-range view of board development. Keep good records of who has been approached, what they might offer, how they responded,

and what follow-up has occurred. Having established a relationship, keep strengthening it.

4. When making the invitation to join the board, keep in mind that almost nobody joins a board because they want to come to more meetings. They join so they can help you achieve your vision for your neighborhood. Plan an orientation for new board members so they can learn beforehand what kinds of activities and issues your neighborhood association is engaged in. See what activities and issues matter to them and discuss incorporating them. Plan board meeting agendas so they provide opportunities to learn about the value of your work.



## Sustaining an Active Neighborhood Board *(continued)*

5. Remember that each board member brings different skills, knowledge, and experience to the board. Each board member needs to be able to contribute his or her unique perspective to the planning and decision-making process. Evaluate your meetings and ask board members how their role can be made more meaningful.

6. When people leave the board, don't let them leave the organization. Keep them involved through the same methods you used to cultivate their interest. When they provide advice, or work on a project, make sure they are thanked promptly and reassured as to how their contribution will help fulfill your neighborhood's goals.

7. Remember they're volunteers, just like you! Show your appreciation!

Great board members don't come out of the woodwork. By applying good practices to board development, you will increase the likelihood of finding and retaining great board members.



## Successful Neighborhood Meetings

### Preparing for your meeting:

Announce your meeting as broadly as possible (newsletter, postcard, listserv, Web site to generate interest and participation).

The Meeting Agenda (see example):

### Seven steps to preparing an agenda:

1. Strive to get agenda ready 5-10 days in advance. This could also serve as a reminder to the group about the upcoming meeting.
2. The agenda should be as short and concise as possible.
3. Identify and list each item on the agenda. Include who is responsible for the presentation, what kind of action is needed (when appropriate) and the time allotted for the presentation.
4. Try to keep your meetings to 90 minutes or less.
5. Generally, plan the agenda to mix items of importance. Alternating major items of less importance can benefit the flow of the meeting.
6. At the opening of the meeting, ask for changes, clarifications, or additions to the agenda.
7. Include an ending time for the meeting. In support of credibility, honor the closing time as scheduled.

### During your meeting:

- Keep information items brief and relevant.
- Discuss decision items at a time when most members are present. Generally, this is in the body or middle of the meeting.
- Know the limits of the group's decision-making authority.
- Committee reports should recommend action with clearly stated proposals.
- Present financial information with written copies for everyone present.
- Involve everyone who attends the meeting. Have newcomers introduce themselves before they speak, or introduce everyone at the beginning of the meeting.
- Use visual aids as much as possible. This includes charts, graphs, posters, etc.
- Establish the next meeting time and place. People should walk away from the meeting knowing when and where they will meet next.
- Allow time for new business so that all participants have an opportunity to bring up issues that have not already been covered by the agenda.
- Minutes should be taken at all meetings.

## Helpful Tips...

- Plan your meeting.
- Select a “neutral” place to meet.
- Always start and end on time.
- State the purpose of your meeting clearly on the agenda.
- State ideas positively and show their relation to the overall issue.
- Watch the general flow of the meeting.
- Attempt to stress cooperation, not conflict.
- Encourage people to take on tasks and responsibility as the meeting proceeds. Make sure that each assignment is recorded in the minutes.
- Direct the meeting and the attendees from problem to solution after each issue. Keep it moving as need warrants.
- Find background information ahead of time or invite resource people to attend the meeting.
- Encourage everyone to contribute.
- Encourage people to voice their opinions by questioning or restating as you go along.
- Make frequent summaries during the discussion.
- Conclude the meeting.
- Summarize the decisions reached.
- Point out differences not yet resolved.
- Outline future actions, next steps to be taken.
- Set deadlines and review task assignments.
- Set the next meeting date, time, and place.
- Evaluate the meeting.

## Successful Neighborhood Meetings *(continued)*

### Sample Meeting Agenda

Item	Person Responsible	Action	Required Time
Call to Order	Chair		7:30 p.m.
Announcements	Chair		7:35 p.m.
Minutes	Secretary	Approval	7:40 p.m.
Treasurer's Report	Treasurer	Approval	7:45 p.m.
Unfinished Business*	Chair	Refer to committees	7:50 p.m.
New Business	All	Need more consideration	8:10 p.m.
Evaluation	Chair		8:25 p.m.
Adjournment	Chair		8:30 p.m.

\*refer to last meeting's minutes:

- Who was assigned which task?
- Are they prepared to make a report on their assignment?
- Where should they be on the agenda?
- How much time do they need for their presentation?
- What issues were left unresolved?
- On what issues are you now prepared to make decisions?

### Meeting Minutes

A written record of your group's actions will assist you in sharing that information with the larger community. In addition, documenting the activities of your organization makes good sense. It not only helps you track your group's progress and decisions, but also provides a permanent historical record that future association leaders can refer back to in their own decision-making processes.

When writing meeting minutes, document what transpired at the most essential level. In recording minutes, details are very important. The following should help you accomplish this task:

- Name of organization
- Members Present: (for Board meetings, list by name; for general membership meetings, this is not always practical, but it helps to indicate the number of neighborhood association members present at the meeting)
- Agenda Item Number: (Should correspond to the Board/General meeting Agenda number)
- Situation or Issue: (Detail as much as appropriate)
- Highlights of discussion (key points made; does not need to be word-for-word)
- Recommendations: (for Board recommendations or Committee recommendations to general membership)
- Action required: (Define what action the Board or membership needs to take)

NOTE: Minutes should be kept on file with your association's secretary and must be available to anyone requesting them.

## Neighborhood Leaders Council (NLC)

The Eugene Neighborhood Leaders Council (NLC) meets monthly to share ideas and promote the interests of the City's neighborhood associations. The purpose of the NLC includes:

- Providing assistance to the City's neighborhood associations;
- Advising the City Council, Planning Commission, and other City boards, Commissions, departments, officials, and other decision-making bodies on issues of concern to the neighborhoods;
- Working with staff in drafting refinement plans and special purpose/functional plans;
- Working with staff and elected and appointed officials in seeking and implementing solutions to neighborhood problems;
- Maintaining effective communication with neighborhood residents so that as many as possible are aware of neighborhood and citywide concerns and can participate in their resolution;
- Exchanging information about issues of mutual concern to neighborhoods and providing coordination where desired;
- Promoting grassroots democratic involvement and encouraging citizen participation;
- Promoting effective leadership skills.

Each active neighborhood association is invited to send a representative to the NLC. In most cases this is the neighborhood association chair or president, although each neighborhood can designate any active member as its NLC representative.

The NLC meets on the fourth Tuesday of each month, at 7 p.m. in the Sloat Room, on the ground floor of the Atrium Building, at 10th and Olive Street.

## Eugene Neighbors Inc. (ENI)

Eugene Neighbors, Incorporated (ENI) is an independent 501c3 that provides financial and educational services for its member Neighborhood Associations and other community-based organizations in Eugene. The organization offers its non-profit status for tax deductible donations, fiscal sponsorship opportunities, bookkeeping services, a small grant program for neighborhood projects and organizational skills training workshops.



ENI is governed by a seven member board elected by the member associations. This board is made up of individuals experienced in the operations of neighborhood associations and other community organizations. The board is comprised of a Chair, Vice-Chair, Secretary, Treasurer and 3 at large members.

ENI provides an array of financial services to its member organizations, including:

- **Directed Donations.** Individuals and businesses can make tax-deductible donations through ENI that the donor designates for a specific project. These are called "directed donations." As the fiscal sponsor, ENI provides tax-deductibility for donors. Fund-raising for neighborhood projects can be much easier for the member organization.
- **Fund Management.** With ENI all funds are held in a subaccount. This is especially useful for an organization that does not have its own bank account. Checks are written from the sub-account funds as needed for the organization's expenses and projects.

To learn more about ENI go to: <http://www.eugeneneighborsinc.org/>

## Additional Resources and Links

### **Indianapolis Neighborhood Resource Center**

*Their Community Organizer's Workbook is excellent!*

<http://www.inrc.org/toolkit>

### **Information about the Saguaro Project on Civic Engagement**

<http://www.bettertogether.org>

### **Neighborhoods USA (NUSA)**

*This national organization of neighborhood associations, and government partners holds an annual conference. Associate membership is free!*

<http://www.nusa.org>

### **Elements of Thriving Neighborhoods**

*This site has been under development for a number of years but it has some interesting ideas about what makes the physical design of spaces support social aspects of neighborhoods. Based on Christopher Alexander's A Pattern Language.*

<http://www.livingneighborhoods.org/ht-0/bln-exp.htm>

### **The Co-Intelligence Institute**

*This site includes hundreds of articles and references describing proven methods, innovative models, practical visions and the theoretical frameworks that weave them all together.*

<http://www.co-intelligence.org/index.html>

### **The Community Toolbox**

*Many good suggestions, tips, and tools on community organizing. Applicable broadly, and geared toward community health initiatives.*

<http://ctb.ku.edu/en/tablecontents/index.aspx>

### **The Center for What Works**

*See "Community organizing" outcome measures.*

<http://www.whatworks.org>

### **Good Group Decisions**

*Tips, videos and handouts on meeting facilitation and decision making*

<http://www.craigfreshley.com/>

### **JWN Guide to Meetings: Understand your neighborhood charter and bylaws**

<http://jwneugene.org/documents/JWNGuideTomeetings.pdf>

# Human Rights & Neighborhood Involvement Appendix

Events Toolkit    HRNI 1



# Events Tool Kit

## 1. General tips for a successful event:

- **Allow plenty of time:** When planning your event, allow plenty of time in advance of the event for the entire board/community to help out.
- **Network:** contact local businesses, clubs, restaurants, etc. to see if they would donate items for raffles or help provide services for the event.
- **Encourage people to attend:** Remember to give your neighbors a heads up about upcoming events both in person when you talk with them and through post cards, posters, newsletters or meeting announcements.
- **Plan for fun:** Include family friendly activities that will encourage kids and adults alike to participate. Recreation staff may be able to help, see the event & staffing reservation form.
- **Sustainability:** We have portable outdoor recycling kits and durable plates, cups, and utensils available for check out. These kits come in 20 count sets. Indicate the number you need on the equipment reservation form under "Dish Kits".

**2. Equipment:** All of the items listed below are available in Neighborhood Services and can be reserved by filling out the Equipment Reservation form 4 – 6 weeks before your event.

- Canopy (2)
- Sound System (cordless microphone available upon request)
- Supplies (maps, tape, Neighborhood cards, brochures, bike maps, etc.)
- Laptop
- Projector
- Recycling/ Composting kits
- Dish kits (we have 5 kits of 20: plates, cups, bowls, utensils; 1 kit of 50 plates, bowls, cups, utensils)
- Tables, 3' x 6' (2)
- 5-gallon Water Coolers (2)

**3. Staffing:** Recreation Services may be able provide staff to help deliver, set up and take down equipment for your event or to help initiate activities that will create a family-friendly and engaging event.

The Eugene Police Department may also be able to provide Crime Prevention Staff to provide information on community safety and offer free bicycle registration.

Costs may be associated with these services depending on staffing, event activities and time of year. Please contact us early so we can help you schedule staff for your event.

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#### 4. Planning Events:

##### **Insurance:**

Neighborhood association events are not covered under the City's liability protections. Neighborhoods may wish to purchase liability insurance for events. Depending on the size and potential impacts of your event, you may be required to obtain liability insurance.

Liability insurance protects the event sponsor and the City of Eugene from liability associated with 3<sup>rd</sup> party injury or damage. Insurance is available through K&K Insurance for events taking place on City property (see attached Event Liability Insurance flyer) including parks and facilities. Give us a call at (541) 682-5272 for more information or to see if your event may require insurance coverage.

##### **Alcohol:**

Neighborhood Associations may host events where alcohol is available. However, if the event takes place on City owned property the City requires proof of Host Liquor Liability insurance. All state laws must be enforced including not serving liquor to minors and not serving intoxicated people.

Please note that public funds may not be used to purchase alcohol. Host Liquor Liability coverage is available through the City of Eugene Risk Services using K & K Insurance. Jan Bergquist is the City's Liability Analyst and may be reached at (541)682-5662) for more information.

Host Liquor Liability coverage does not cover the sale of alcohol. If the event is held on private property, Host Liquor Liability insurance may be obtained through most homeowner insurance policies. Contact your insurance agent for more information.

A Temporary Sales License (TSL) is required at all events where alcohol is available and admission tickets are sold, any payments or purchases are required or donations of money are accepted for: admission; membership; club dues; food or a meal; an open house; fundraiser; entertainment function; or other event. If alcohol is available, but there is no payment or purchase required, and no donations of money are accepted for alcohol, or for entry/admission, or for any other product or service, a TSL is not needed. (An example is a wedding reception where alcohol is available, but payment or purchase is not required and donations of money are not accepted.) Contact the OLCC for more information– (800)452-6522 or visit [www.oregon.gov/OLCC](http://www.oregon.gov/OLCC).

If holding a raffle please note that ORS 471.408(2) allows only a nonprofit or charitable organization that is registered with the State of Oregon to conduct a raffle, and then only a raffle of wine (raffling malt beverages, cider, or distilled spirits is not allowed).

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Raffle tickets for wine may not be sold to minors because alcohol may not be delivered to the minor if the minor wins.

### **Block Parties:**

If you are considering an event that involves the closure of public right-of-way (streets, sidewalks, etc.) your group will be required to pay for a temporary right-of-way use permit. Permitted closures are typically limited to low-volume residential streets. Coordination with all property owners impacted by the closure is necessary, appropriate signage and traffic control must be provided by the organizers, and provisions must be made for emergency vehicle access. Insurance will also be required for the event. A "rider" for insurance may be purchased through most home-owner or business policies.

Contact Public Works staff early in the planning process to determine the feasibility of this type of event for a specific site. Once the appropriate plans and application forms have been submitted, allow a minimum of 10 working days to review and process the application. For more information contact the Permit and Information Center at (541)682-8400.

### **Large Events:**

If your event is very large in scale and/or will involve multiple departments (Police, Public Works, Parks, etc.) please submit an Event Notification Form found on [www.eugene-or.gov/specialevents](http://www.eugene-or.gov/specialevents) or contact Colette Ramirez with the Eugene Special Events Team well in advance. She may be reached via phone at (541)682-6347 or via e-mail at [colette.m.ramirez@ci.eugene.or.us](mailto:colette.m.ramirez@ci.eugene.or.us).

Large events are generally defined as any event that meets any of the conditions listed below:

- has more than 250 people in attendance;
- involving street, bike path, or sidewalk closures;
- one that affects LTD routes;
- racing or organized walking;
- parade; and/or
- impacts waterways or natural resources.

**5. Park Reservations:** Park reservations are booked on a first come, first served basis. If you are planning an event that will be held at a park and will have more than 20 attendees, you will need to reserve the park via the Parks Reservation Request Form. If it is an official neighborhood event that your board has approved, someone from your association (preferably a board member) will need to fill out and submit the Parks Reservation Form electronically on the HRNI Event Resources page. If approved, the park reservation fee for your event will be waived.

**6. Event Announcements:** There are several things you can do to raise awareness about your events and encourage attendance.

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- Reach out to your neighbors – share the news of date, time and location of the event and encourage everyone to come!
- Post notices on bulletin boards about the event (both electronically and on local boards in stores and gathering spots).
- Generate written notices (post cards, posters, newsletter announcements, etc.)
- Create PSAs and News Releases to send to the media.
- Network within your neighborhood.

**7. Summer Concerts in the Parks:** Neighborhood Associations are invited to have a presence at the Hult Center’s “Concerts in the Parks” series by setting up a table where you can help promote your association and connect neighbors with your executive board and neighborhood activities. This is a great opportunity to reach out to your neighborhood. Please see the summer concerts schedule at:

[www.eugene-or.gov/summerinthecity](http://www.eugene-or.gov/summerinthecity). Identify the concerts or events that your association would like to participate in on the **Equipment Reservation** form.

## **8. Event Funds:**

Each neighborhood association is authorized to use some of their annual allocation to cover event-related expenses (picnics, cleanups, block parties, etc.). Consult the Guidelines for Use of Neighborhood Public Information Funds for more information. Prior authorization from Neighborhood Services is required to guarantee coverage of event expenses.

Associations can request reimbursement for money spent or to have a check issued in advance of the expenditure. Requests for funding must have the signature of the chair or president of the association. The minimum processing time for advance funding requests is two weeks and the minimum time for reimbursements is one month.

You will need to attach original receipts that show an itemized list of the actual purchase and cost as part of the reconciliation. Reconciliations should be submitted to Neighborhood Services within 30 days of the event. The form for requesting advances or reimbursements is included in this packet.

Staff are available to help you plan, promote, fund and implement successful neighborhood events. Contact Cindy Clarke for assistance at (541) 682-5272 or [cindy.j.clarke@ci.eugene.or.us](mailto:cindy.j.clarke@ci.eugene.or.us)

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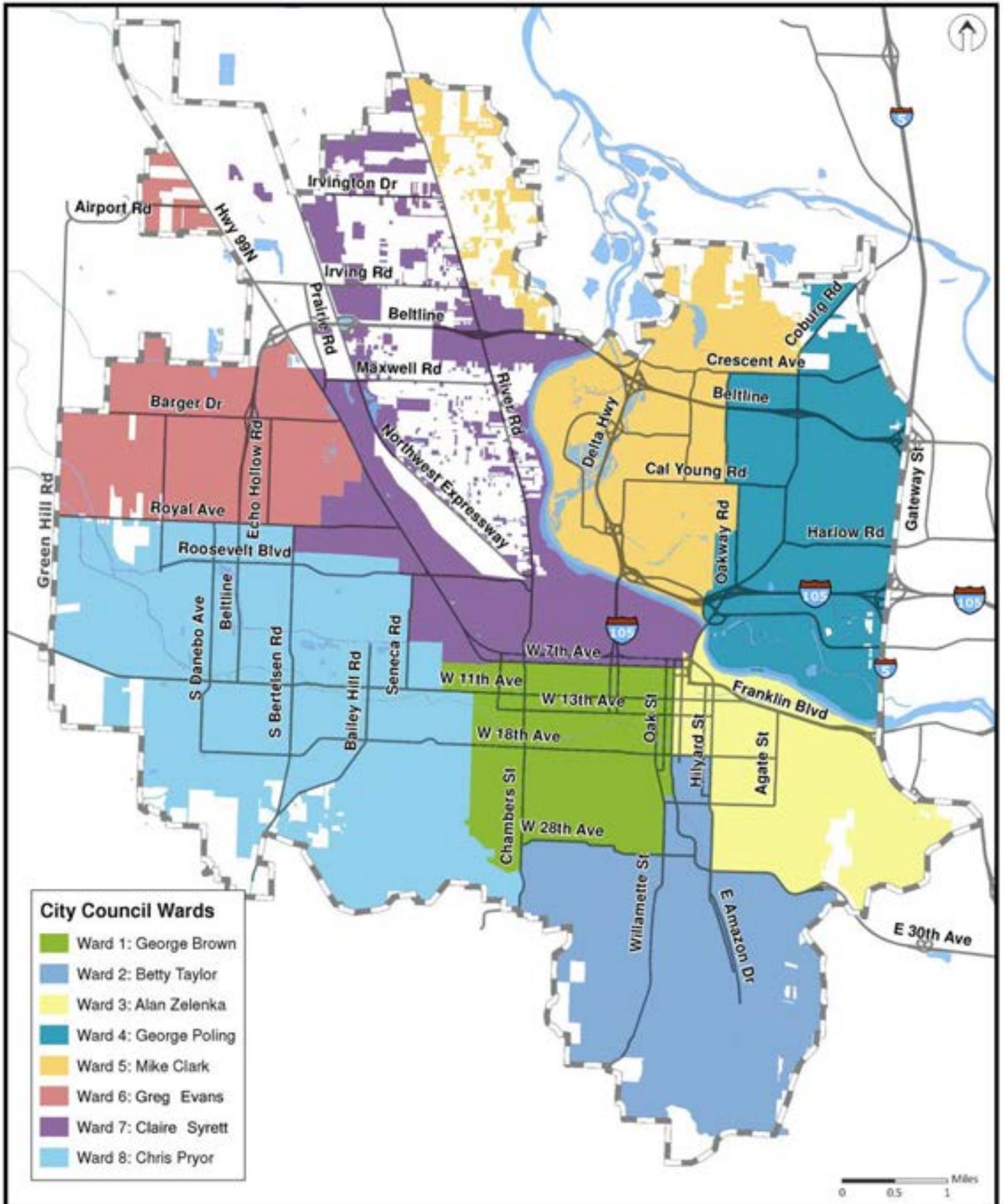
# City Government / Appendix

	City Council Ward Map	CG 1
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	City of Eugene - Organizational Chart	CG 8
	Neighborhood/Applicant Meeting Process Overview	CG 9
	Neighborhood Watch	CG 11
Neighborhood Problems in Eugene: Common questions & answers		CG 14



# City of Eugene City Council Wards

CG 1



Current City limits, UGB, and Ward boundaries should be confirmed with the Eugene City Recorder at 541-682-5042.  
 Caution: This map is based on imprecise source data, subject to change, and for general reference only.



Council Meetings:2<sup>nd</sup> and 4<sup>th</sup> Mondays, 7:30 p.m., Harris HallPublic Hearings:3<sup>rd</sup> Mondays, 7:30 p.m., Harris HallCouncil Work Sessions:2<sup>nd</sup> and 4<sup>th</sup> Mondays, 5:30 p.m., Harris Hall2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> Wednesdays, noon, Harris Hall

City of Eugene

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor

Lane County Public Service Building

Eugene, Oregon 97401

(541) 682-5010

(541) 682-5414 (fax)

[www.eugene-or.gov](http://www.eugene-or.gov)**CITY OF EUGENE OFFICIALS**

January 10, 2013

**MAYOR****Kitty Piercy**

Term: January 2013 – January 2017

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-5010

Fax: 541-682-5414

[Kitty.Piercy@ci.eugene.or.us](mailto:Kitty.Piercy@ci.eugene.or.us)**WARD 1****George Brown**

Term: January 2013 – January 2017

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8341

Fax: 541-682-5414

[George.r.brown@ci.eugene.or.us](mailto:George.r.brown@ci.eugene.or.us)**WARD 2****Betty Taylor**

Term: January 2013 – January 2017

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-338-9947

Fax: 541-338-9947

[Betty.L.Taylor@ci.eugene.or.us](mailto:Betty.L.Taylor@ci.eugene.or.us)**WARD 3****Alan Zelenka**

Term: January 2011 - January 2015

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8343

Fax: 541- 682-5414

[Alan.Zelenka@ci.eugene.or.us](mailto:Alan.Zelenka@ci.eugene.or.us)**WARD 4****George Poling**

Term: January 2011 - January 2015

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541- 517-3110

Fax: 541-344-7927

[George.A.Poling@ci.eugene.or.us](mailto:George.A.Poling@ci.eugene.or.us)**WARD 5****Mike Clark**

Term: January 2011 - January 2015

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8345

Fax: 541-682-5414

[Mike.Clark@ci.eugene.or.us](mailto:Mike.Clark@ci.eugene.or.us)**WARD 6****Greg Evans**

Interim appointment (06/30/2013)

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8346

Fax: 541-682-5414

[Greg.A.Evans@ci.eugene.or.us](mailto:Greg.A.Evans@ci.eugene.or.us)**WARD 7****Claire Syrett**

Term: January 2013 – January 2017

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8347

Fax: 541-682-5414

[Claire.m.syrett@ci.eugene.or.us](mailto:Claire.m.syrett@ci.eugene.or.us)**WARD 8****Chris Pryor**

Term: January 2013 – January 2017

125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-8348

Fax: 541- 682-5414

[Chris.E.Pryor@ci.eugene.or.us](mailto:Chris.E.Pryor@ci.eugene.or.us)**CITY MANAGER****Jon Ruiz**125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, OR 97401

Phone: 541-682-5010

Fax: 541-682-5414

[Jon.R.Ruiz@ci.eugene.or.us](mailto:Jon.R.Ruiz@ci.eugene.or.us)**EUGENE MAYOR AND COUNCIL***Group distribution list*125 East 8<sup>th</sup> Avenue, 2<sup>nd</sup> Floor  
Eugene, Oregon 97401

Phone: 541-682-8340

Fax: 541-682-5414

Email:

[mayorcouncilandcitymanager@ci.eugene.or.us](mailto:mayorcouncilandcitymanager@ci.eugene.or.us)

# Municipal Processes

## Creating Laws and Procedures

There are three primary documents used by the Council and City Manager to set the laws and procedures for the city:

### ORDINANCE:

a permanent rule of action, a law or statute adopted by a municipal corporation for the proper conduct of its affairs or the governance of its inhabitants. It applies to all residents within a city. Ordinances commonly govern zoning, building, safety, traffic, and penalties may be involved. Ordinances & Resolutions are passed by the City Council.

### RESOLUTION:

a decision, opinion, policy, or directive of an official body or a public assembly, expressed in a formally drafted document and adopted by a vote.

### ADMINISTRATIVE ORDER:

a mandate or command authoritatively given. May implement provisions of City Code or an ordinance, delegate responsibilities, set fees, adopt or amend rules. Administrative orders are adopted and signed by the City Manager or the Manager's designee.

If you have any questions or need to obtain a copy of an existing ordinance, resolution, or administrative order, please contact the City Recorder's Office. <http://www.eugene-or.gov/cityrecorder>

For details about the municipal processes listed here, please refer to the Appendix.

## Ordinances

### ORDINANCE TYPES

Ordinances can be developed in three ways:

- 1) staff initiated
- 2) council requests to staff
- 3) the initiative process

Eugene now has two different types of ordinances:

- 1) "Regular" ordinance enacting a law that creates policy; and
- 2) "Protected" ordinance (in accordance with Eugene Charter of 2002, section 32-A) that may be amended or repealed only by another initiative, council referral, or by unanimous vote of councilors present and voting at a council meeting.

Some ordinances change City Code; others may be more administrative laws, such as street and alley vacations. State law and code provisions may require certain actions to be taken through ordinance while some actions may require both—a resolution to adopt a program and an ordinance to implement it.

### COUNCIL PROCESS

- Procedures for council adoption of ordinances are specified in Municipal Charter Chapter VII.
- Ordinances always require a public hearing, not necessarily a work session.
- Chapter 9 revisions also require a public hearing before Planning Commission.
- A Council Bill number is assigned when an item is scheduled but the ordinance number is assigned only after passage.

## Municipal Processes *(continued)*

### AFTER ADOPTION: SIGNING AND TIMING

- Passage requires a majority vote of council (Mayor votes if there is a tie).
- City Recorder prints and retains the official copy, which includes any referenced exhibits. Mayor and City Recorder sign. Recorder prepares copies for City Attorney & lead staff, adds ordinance to online and Web indexes.
- Not all ordinances change City Code, but changes to City Code may only be done by ordinance. Ordinances amending City Code are incorporated into the online code within a few days (updated code pages are distributed to subscribers at least annually).
- Legislative history listing all amending ordinances is provided within each code section. Looking for “laws” in the appropriate section of the code is usually more useful than looking for the ordinance itself, with the notable exception of ordinances affecting Chapter 9 (Land Use) which typically include findings that do not become part of the code.

• **Effective Dates:** Ordinances take effect on the 30th day after passage (calculated from the date of the Mayor’s signature) with 4 exceptions:

1) Emergency clause--immediate effective date.

Not used “unless it is necessary to have immediate effect for the preservation of the peace, health, and safety of the city, states in a separate section the reasons why it is so necessary, and is approved by the affirmative vote of two-thirds (6) of the members of the council. In that event it takes effect immediately upon its adoption by the council and approval by the mayor or passage over his veto or at whatever subsequent time the ordinance specifies.”

2) Ordinance specifies a delayed time of effect—Charter (Chapter IX) requires that amendments to ordinances governing procedures for public improvements or for special assessments may not take effect for 6 months after council adoption.

3) Ordinance enacted through initiative process takes effect immediately upon Mayor’s declaration of its passage unless otherwise specified.

4) An ordinance may be put on hold by a referendum petition (which must be completed within the 30 days between signature and effective date).

### OPTIONS FOR REPEAL

Council action, Referendum, or Initiative: processes that are part of Oregon’s system of direct legislation by the voters. Requirements for these processes are set by the Secretary of State and Oregon Revised Statutes: type of paper, arrangement of statements, format of the petition, specific deadlines are all set by State standards. The City has established its own specific procedures and time lines by Code (E.C. 2.970-2.992).

## City Council Resolutions

### COUNCIL RESOLUTIONS

Like ordinances, resolutions may come before the council in 3 different ways.

- Submitted to council by staff (most common)
- A group of not less than three councilors may bring an item before council
- Council may draft resolutions and bring them to the table

## Municipal Processes *(continued)*

Resolutions cover a broad range of topics and often the City Attorney determines the appropriateness of using a resolution or an ordinance. Determining factors may include State Law or the need to do something that affects code. Some actions may actually require both: a resolution to adopt a program and an ordinance to implement it.

### URBAN RENEWAL AGENCY RESOLUTIONS

The City Council acts as the Urban Renewal Agency (URA) of the City of Eugene and the activities of the agency are regulated by State law. Council adjourns its meeting and immediately convenes a meeting of the URA.

URA resolutions are primarily for adoption of budget or actions within the Urban Renewal District.

### DEVELOPMENT OF A RESOLUTION

Format is important for both legal and stylistic reasons. Resolutions must reference and repeal previous resolutions as necessary.

The Council Coordinator assigns resolution numbers and schedules them on the council agenda.

### AFTER ADOPTION: SIGNING AND TIMING

- A resolution takes effect when it is passed and signed.
- As with ordinances, City Recorder prints official copy, including exhibits. City Recorder signs council resolutions; City Manager, as Agency Director, signs URAs. Recorder distributes to attorney and staff, adds to indexes & [web.www.ci.eugene.or.us/cityreco/RESOLUTIONS](http://www.ci.eugene.or.us/cityreco/RESOLUTIONS)
- Original ordinances (currently since 2000) & resolutions (since 1996) are kept in the City Recorder's Office until permanently archived. Past practice has been to microfilm for easy retrieval but document imaging through Laserfiche is replacing film as the new preferred method for access.

## Administrative Orders and Rules

### INTRODUCTION

- The process for developing and implementing administrative orders or rules is prescribed in Eugene Code. Section 2.019 empowers the City Manager to adopt administrative orders for any provision of the code. Section 2.020 authorizes the City Manager to set fees. Other sections relating to specific programs also delegate the administrative authority.
- An administrative order may originate from the need to implement provisions of the code; an ordinance passed by the City Council; or to revise and/or update existing orders. Orders may be used to delegate responsibilities and authority, adopt or amend rules, or set fees for City services.
- Administrative rules may address topics such as park rules, parking rules, financial policy, snow routes, System Development Charge (SDC) Fee methodology, etc.
- There are several exceptions to the general process for administrative orders (ambulance, Airport rules and rates, SDC fees, traffic enforcement). In many of these, the City Manager has delegated the authority to develop and sign orders.

## Municipal Processes *(continued)*

### DEVELOPMENT OF ORDERS AND RULES

- **Legal Review:** the City Attorney's Office reviews proposed orders for legal form and to ensure there is no conflict with City Code or existing orders or rules. Orders that replace or amend an existing order, rule or rate reference that in the caption.
- **Numbering System:** the City Recorder's Office assigns an administrative order number, using a department number-year-consecutive number system beginning with "01" each year (all Planning Department orders begin with 53, e.g. 53-04-01 would be the first Planning-related order in 2004). Orders establishing rules or fees require public notice and these require two separate but related orders: the first is the notice, which establishes the reasons for the order and initiates the process. The second is the final order, created after the public notice period and finalizing the action. Both orders share a common number such as 53-04-82, but the final order will have an "F" added at the end (53-04-82-F).
- Orders are signed by the City Manager or a Department Director and the original is retained permanently by the City Recorder.

### PUBLIC NOTICE REQUIREMENTS

Not all administrative orders require public notice, but notice is required for orders concerning adoption, amendment or repeal of rules or fees.

- Public notices must contain directions for submitting comments, including where and when they may be submitted. Fee notices list the fees, both current and proposed.
- Copies of notices for signed orders declaring the intent to create or change rules are provided to any business which possess a license issued pursuant to the rule and to anyone requesting a notice. Copies are also provided to the Mayor and City Council in their Thursday packet material.
- The City Recorder's Office posts notices on the two public bulletin boards at City Hall (near City Manager's Office and the McNutt Room).
- Notices of intended rulemaking are published as legal notices in the Register-Guard for at least 5 consecutive days. The 15-day comment period starts at the first publication date.
- For fees of \$250 or more, the notice of intended fees is published as a legal ad in the Register-Guard at least one time and the 15-day comment period starts at the publication date.
- Section 2.019(4) of the Eugene Code states: "The city shall give interested persons reasonable opportunity of not less than 15 days to submit data or views. The City Manager shall make findings that consider fully any written submissions."

### FINAL ORDER

- Any comments received must be considered in preparing a final order. If changes are made as a result of the comments, those comments are referenced in the final order.
- The final administrative order must be signed by the manager or his or her designee and is then filed with the City Recorder's Office. Copies of final orders setting or changing a general fee of \$250 or greater are sent to the Mayor and City Councilors.

## **Municipal Processes** *(continued)*

### **Exceptions to Administrative Order Process**

#### **Airport Rates**

Procedures are outlined in Eugene Code Sections 2.440 through 2.442.

#### **Airport Rules**

Eugene Code Sections 2.430 through 2.442 specifies procedural requirements.

#### **Ambulance Rates**

The process for enacting ambulance rates is governed by the Eugene Code, Section 2.608. A public notice must be given and the proposed rates reviewed in a public hearing. Based on comments received, the City Manager will adopt the rates. There is a 30-day appeal process.

#### **System Development Charges**

Part of these fees are developed in accordance with section 2.020. However, because of State regulations, there are exceptions. City staff must obtain legal counsel when developing these types of orders.

#### **Chapter 5, Traffic**

Section 5.040 authorizes the City Manager to exercise “administrative actions”. There is a 30-day appeal; therefore one administrative order is done with two exhibits, one being a notice that takes effect 30 days after the adoption of the order, if no appeal is filed.

#### **Temporary Rules (this applies to rules only - not rates)**

The City Manager may adopt temporary rules that shall expire 180 days from the date of adoption of any addition to or revision of the code.

#### **Emergency Rules (this applies to rules only - not rates)**

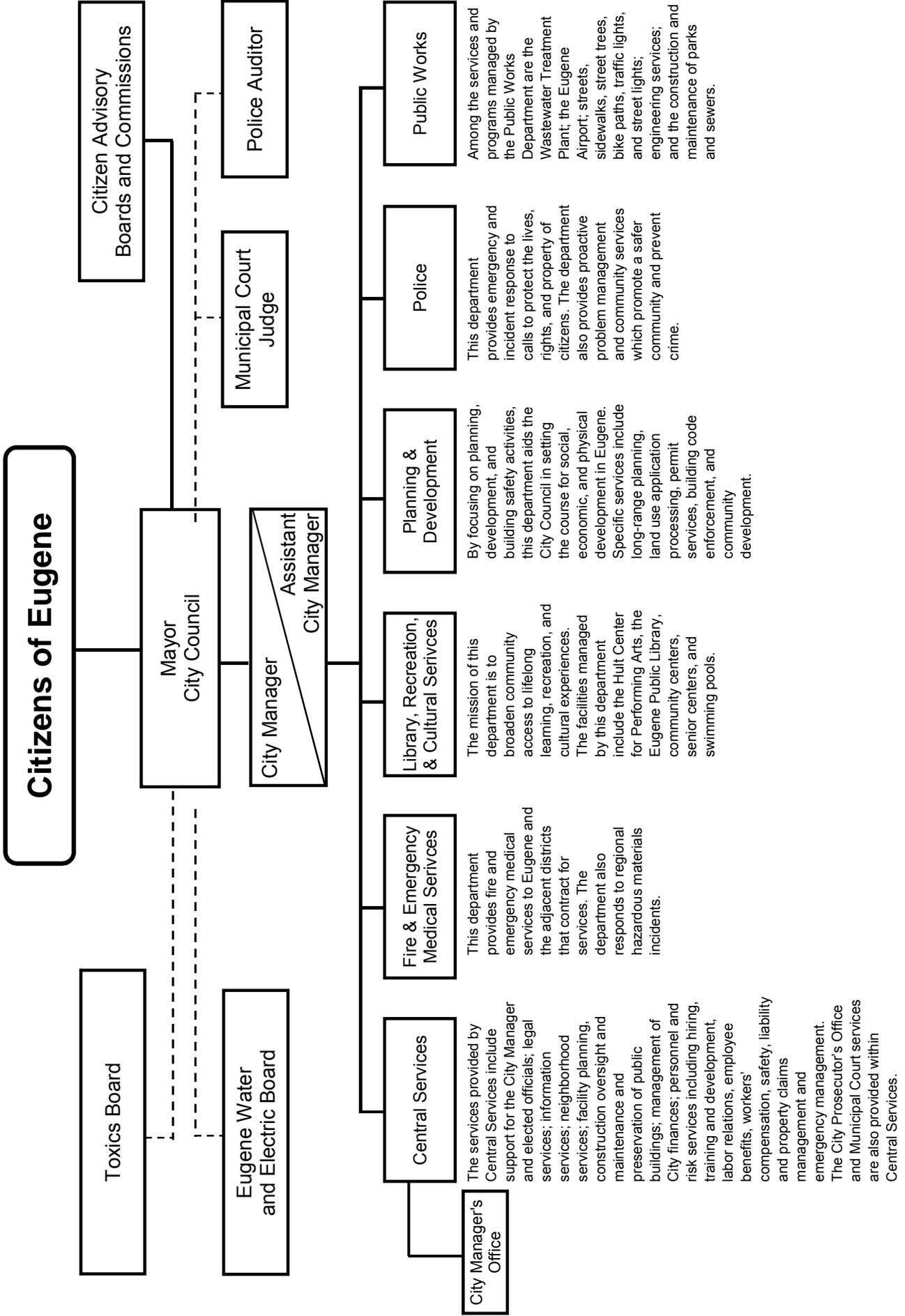
“...the City Manager may adopt, amend, or suspend a rule without prior notice or hearing or upon any abbreviated notice and hearing that he/she finds practicable, if the City Manager issues.... (see section 2.019). Rules adopted in this manner expire after 180 days.

#### **APPEALS**

Appeal process is contained in Eugene Code Section 2.021. A person aggrieved by administrative action of the City Manager or designee may within 15 days of notice of action appeal in writing to City Manager. Appeal must be accompanied by a fee established by City Manager.

**If you have any questions or need to obtain a copy of an existing ordinance, resolution, or administrative order, please visit the City Recorder’s Office web page at <http://www.eugene-or.gov/cityrecordersoffice> or contact the City Recorder’s Office at 541-682-5042.**

# City of Eugene Organizational Chart



# Neighborhood/Applicant Meeting Process

## WHAT IS A NEIGHBORHOOD/APPLICANT MEETING?

A neighborhood/applicant meeting is an opportunity for an applicant to meet with surrounding property owners to discuss a development or land division proposal prior to submitting a formal application. The purpose and benefits of this meeting are two-fold:

1. Surrounding property owners and residents and other interested people have the opportunity to learn about a proposal before it is submitted; and
2. The applicant has the chance to hear local concerns and address them (if possible) prior to submittal.

A neighborhood/applicant meeting is meant to provide the applicant the opportunity to be responsive to neighborhood concerns early in the process when alterations to the proposal are easier to make. Neighbors benefit from the meeting by having an opportunity to ask questions and provide comments and feedback to the applicant about the proposed development or land division. This process should aid in reducing appeals, expediting the land use process, and reducing the costs to the applicant and the City in the long run.

## WHEN IS A MEETING REQUIRED?

Beginning on July 7, 2009, a neighborhood/applicant meeting is required to be held prior to submittal of the following land use application types:

1. Type II: 3-lot partitions, tentative subdivisions and tentative cluster subdivisions;

2. Type III: Only conditional use permits and tentative planned unit developments;
3. Type IV applications that are not city-initiated;
4. Metro Plan amendments that are not city-initiated.

See Section 9.7007 of the Eugene Code for specific code language on this process. Contact the Planner on Duty at 541-682-5377 to confirm if the proposal requires a meeting.

## WHO IS INVOLVED?

The neighborhood/applicant meeting primarily occurs between the land use applicant and surrounding property owners and residents within 300-feet to 500-feet (depending on the type of development) of the subject property. The recognized neighborhood association where the property is located may also be involved in setting up the meeting and may be a resource for neighbors to learn more about the land use process. People who see a sign on the property announcing the meeting may also attend. Because the meeting occurs before formal land use application submittal, the City of Eugene has no key role in the meeting.

## HOW IS A MEETING ORGANIZED?

An applicant will contact the appropriate recognized neighborhood association by certified or registered mail proposing three possible date and times for the meeting. If the neighborhood association does not respond within fourteen (14) days, the applicant may set up the



### City of Eugene Planning Division

99 West 10th Avenue  
Eugene, Oregon 97401  
(541) 682-5377  
www.eugeneplanning.org

meeting for any of the three proposed dates and times. The meeting must be held at a location within the city that is in, or as close as practicable to, the boundaries of the city-recognized neighborhood association, if any.

Neighborhood association information can be found via <http://www.eugene-or.gov/naleaders> or by calling the Planner on Duty at 541-682-5377.

Once the date, time, and location are confirmed, the applicant will mail the following information to owners and occupants of property within 300-feet or 500-feet of the property, the Planning Director, the City Engineer, and to any recognized neighborhood association within 300-feet of the boundaries of the subject property:

- the necessary meeting information, including date, time and location; and
- a brief description of the nature and location of proposal (see sample).
- Although not required, a conceptual site plan would also be useful.

This letter must be mailed 14 to 28 calendar days prior to the meeting. Mailing lists may be obtained through RLID, Lane County Assessment and Taxation office, or through a title company.

The applicant must also post the subject property with a sign that discusses the neighborhood/applicant meeting, and provides the same details as the mailed notice. The applicant is responsible for providing and posting the notice. The sign must be waterproof and must be erected at least 14 calendar days prior to the meeting (see sample).

#### **WHAT HAPPENS THE DAY OF THE MEETING?**

The applicant may want to post a sign at the building entry where the neighborhood/applicant meeting is held announcing the meeting. At the meeting, the applicant must provide a copy of the proposed site plan for review. The applicant will also need to provide a sign-in sheet for attendees to write their names and addresses.

When the meeting starts, the applicant should describe the major elements of the proposal – number of lots, proposed land uses, densities, building heights, etc. The applicant may consider bringing extra copies of what was mailed and larger format drawings for the benefit

of the conversation. Meeting notes must be prepared and kept by the applicant, identifying the major points that were discussed.

#### **WHAT HAPPENS AFTER THE MEETING?**

The applicant has the opportunity to modify the proposal to address concerns or issues raised at the neighborhood/applicant meeting prior to submittal of the formal land use application to the city. The applicant has 180 days after the neighborhood/applicant meeting to submit the application. If the applicant does not submit the application in this time frame, they will be required to hold a new neighborhood/applicant meeting. Also, if the proposal changes in such a way that the site plan to be submitted to the city does not substantially conform to the site plan provided at the meeting, a new neighborhood/applicant meeting will be required.

If a property owner or occupant of property within 300 feet or 500-feet of the property is unable to attend the neighborhood/applicant meeting, they will still be able to submit public comments to the city during the 14-day comment period that occurs after the application is submitted and accepted as a complete application by the City of Eugene. Neighbors are also encouraged to contact the applicant directly at the phone number given in the notice informing them of the meeting.

#### **HOW DOES AN APPLICANT DEMONSTRATE THE REQUIREMENTS OF THIS SECTION HAVE BEEN MET?**

Specific items from the neighborhood/applicant meeting process need to be submitted to the city as part of the formal land use application, including copies of the following:

- The meeting notice and the mailing list used to send out the meeting notice
- A signed statement that notice was posted and mailed to those on the mailing list
- Meeting notes and attendee sign-in sheet
- The site plan presented at the meeting

See Section 9.7010 of the Eugene Code for specific code language and requirements on this process.

**For more information, visit [www.eugeneplanning.org](http://www.eugeneplanning.org) or contact the Planner-on Duty at 541-682-5377**

*While the above information is provided as a summary of the Neighborhood/Applicant Meeting process, it is not meant to be a substitute for following the exact requirements as set out in Eugene Code Sections 9.7007 and 9.7010.*



**City of Eugene Police Department**  
 Crime Prevention  
 541.682.5137  
 541.682.8456 FAX

**PROTECT.SERVE.CARE.**

# Neighborhood Watch Packet

update 101514 (All phone numbers listed use a 541 prefix unless otherwise noted.)

**For emergencies, call 911. For non-emergencies, call 541-682-5111.**

**For Crime Prevention Services, call 541-682-5137**

## How to start a watch group:

1. Recruit neighbors from within 1-2 blocks of your home to meet. Typically, meetings are held on weeknights.
2. Contact the Crime Prevention Specialist (CPS) assigned to your area (*listed below*) to coordinate a date for a start-up meeting. The CPS will run the meeting – your job is just to get the neighbors to attend.

## Neighborhood Watch Overview

### 1. Mutual Support

Neighborhood Watch helps neighbors meet each other and commit to providing a mutual safety net. Neighbors agree to check on each other if there is reason for concern, and create a telephone tree and map so that members can reach each other quickly. If your neighbor can reach you at home, at work or on vacation out of town, they can better protect your interests. For sample flyers to help you set up meetings, see Neighborhood Watch Templates.

### 2. Target Hardening

That means making it hard for the bad guys to get your stuff. Adequately locking up cars and houses significantly reduces burglary and theft problems. A police representative can cover the basics at your neighborhood watch meeting. In addition, free home security inspections are available within the city limits by calling (541) 682-5137.

### 3. Property Marking

Marking your property with your Oregon Driver's license or State ID number makes your property harder to fence, less attractive to steal and easier to recover. Use the format: OR123456DL or OR123456ID. Bikes can be registered on-line at <http://www.eugene-or.gov/index.aspx?NID=951> or at any Eugene Police station.

Within the city limits we do not promote citizen patrols or the wearing of uniforms. We do promote neighbors being more vigilant and taking more responsibility for their surroundings.

## How do I Form a Neighborhood Watch?

If you can bring together a group of neighbors from within 1-2 blocks of your home to form a watch, we will provide a facilitator to help you get set up.

## **Where do I order Neighborhood Watch signs, stickers, T-shirts or bumper stickers?**

The police don't sell these, or endorse any particular companies. One source is the National Neighborhood Watch Institute at [www.nnwi.org](http://www.nnwi.org), or 1-888-669-4872.

## **What must I know to install a Neighborhood Watch sign?**

They should be installed on private property, not public right of way. The sign placement must not obstruct nearby drivers' abilities to see around corners, or notice approaching children approaching the crosswalks.

Participants provide their own signs, pole and/or posts for mounting the sign. Costs are usually covered by passing the hat at a Neighborhood Watch meeting.

Signs must be metal (for durability) and sized as follows:

- a. 18"x24" for low-speed collector streets.
- b. 24"x36" for high-speed arterial streets.

Signs cost roughly \$20-30 depending on size and how many you buy, plus the cost of posts, concrete and labor. When you call public works, ask if you live on a collector or an artery.

Signs should be mounted on twelve foot 4"x4" pressure treated wood posts set 2' into the ground. They can be held in place by concrete, gravel or soil. The bottom of the sign should be positioned 7'0" above the ground surface.

Do not attach your sign to an existing City sign.

Maintenance and replacement of the signs are up to your Neighborhood Watch members. Your Neighborhood Watch group will be responsible for installing the sign at the agreed upon location.

Related Information:

Block party street closure permits:

You will need a packet from Public Works Engineering that includes:

Right of Way Use Permit Form

Hold Harmless Agreement Form

List of Affected Properties Form

Block Party/Right-of-Way use Form BLD-031

To obtain a packet, call 682-8400. Or visit the office at the Atrium building 99 W 10th Ave M-F 1-5 PM

To approve a street closure, Public Works must have:

The signed approval of all the abutting property owners and/or tenants.

A certificate of insurance and a hold harmless agreement protecting the City from liability.

Provisions for emergency vehicle access.

Approval from LTD if bus routes are effected.

Description of any proposed parking restrictions.

Provision of any signing and/or barricading the City may require for traffic control along with a sketch of the area.

Provisions for clean-up of the area.

The time and day will be important considerations. The application has to be approved by five departments plus the City Manager's office. Allow one week for processing.

Road closure fees for block parties:

1<sup>st</sup> day = \$84.00

Each additional day = \$28.00

Plus an additional 9% administrative fee

Therefore, the fee for a one day block party (including the admin fee) is \$91.56.

For more information call the Permit and Information Center at (541) 682-8400.

City of Eugene Neighborhood Liaison-- (541) 682-5009

Traffic Control/Sign Requests-- (541) 682-5218

Street Lighting Requests--Call to be added to current request list: (541) 682-5231.

For more information: (541) 682-5137 or e-mail the Eugene Police Department

[Crime Prevention Specialist](mailto:policeprevention@ci.eugene.or.us) at: [policeprevention@ci.eugene.or.us](mailto:policeprevention@ci.eugene.or.us)

<b>Geographic area</b>	<b>Crime Prevention Specialist</b>	<b>Substations:</b>
Bethel, River Road, Santa Clara, Southwest Eugene	Margaret Mazzotta 682-5761 Email: Margaret.A.Mazzotta@ci.eugene.or.us	W. University – 791 E. 13 <sup>th</sup> Ave. Station mgr: Kelly Putnam 682-5642
NE of the Willamette river and SE Eugene, (east of Willamette St.), Downtown and West University.	Steve Chambers 682-5178 Email: Steven.H.Chambers@ci.eugene.or.us	
<b>Emergency:</b> 911 <b>Non-emergency:</b> 682-5111 <b>Police Records:</b> 682-5115		<b>Police headquarters:</b> 300 Country Club Rd
<b>Tip Line:</b> 682-8888    Drug tip line: 682-6266    abandoned cars: 682-5713		<b>Traffic team:</b> 682-5157
<b>Not sure which area you are in? Call any of us or use the guide on our website, <a href="http://www.eugenepolice.com">www.eugenepolice.com</a></b>		

**Eugene Police Website:** [www.eugenepolice.com](http://www.eugenepolice.com)

**For burglary prevention videos, follow links to *crime prevention* and *protect your home*.**

## Neighborhood problems in Eugene: Common questions & answers

**Abandoned vehicles on city streets** -- Call Parking Services: 541-682-5079 or report via the web at <http://www.eugene-or.gov/index.aspx?NID=785> . City code says vehicles can't be parked on the street in the same spot for more than 72 hours. When reporting a vehicle that you believe has been stored or abandoned on a city street for more than 72 hours you will be required to provide your name, phone number (parking enforcement does not respond to anonymous calls), license plate number of the vehicle in question, vehicle description and exact location. Be aware that it could take two weeks before the car is actually towed away. A Parking Services Officer will normally respond to the complaint within 24 hours excluding weekends and holidays. Abandoned or stored vehicles are addressed as manpower allows. On initial response the Parking Services Officer will put a warning on the vehicle giving notice to move the vehicle within 72 hours. After the 72 hour warning period the Parking Services Officer will return to the vehicle and issue a citation and tag the vehicle for towing. After 72 hours from the citation has expired the Officer will return and mark the vehicle for tow. If the vehicle is creating a public hazard, i.e. blocking a fire hydrant, driveway, alley, or street, contact Eugene Police non-emergency line as 682-5111 to arrange for an immediate tow. Police will also respond much sooner if you report a suspicious vehicle with suspicious activity occurring in the car, and/or if the plate returns as stolen or registered to a wanted vehicle.

**Bike theft** – Good bike locks are essential in Eugene, and are readily available at all local bike shops. You can improve your odds of recovering a stolen bike by marking it and documenting ownership. On most bikes the serial number is imprinted on the frame under the crank case; turn the bike upside down to find it. The number may be etched in other locations as well. Ideally, go on line at [www.eugenepolice.com](http://www.eugenepolice.com) and you can register your bike on line. You can also bring your bike and photo ID to any local police substation. Police will mark your bike and put your ownership information on file.

**Burglaries.** *Burglary* is illegal entry into a building to commit a crime. *Burglary* is often confused with *robbery*, in which force or threat of force is used against people. You usually don't see burglars, but if you are robbed you always meet the robber. Evidence of a possible burglary in progress includes seeing someone climbing in a window, or coming home and seeing your door kicked in. For a possible burglary in progress, call 9-1-1. Police will arrive within a few minutes. If the burglary is clearly over and the burglar long gone, call 682-5111. Be patient; we respond to in-progress calls first. Do not clean up until the police have evaluated and processed the scene, which might include dusting for prints. Ideally, don't even enter the house. To prevent burglary:

- arrange for someone to watch the house while you're gone;
- arrange for a free home security inspection (682-5137)
- make sure you have good locks on windows & doors,
- mark your property with your Oregon Driver's License or State ID number (OR\_\_\_\_\_DL)
- and/or form a neighborhood watch (682-5137).
- A Eugene Police volunteer group, "Seniors on Patrol" offers free Vacation Home Checks while you are away. They will even help inventory your property, through marking or photographing your belongings if you would like. Call 682-2746 for an application or more information.
- **Eugene Police Website:** [www.eugenepolice.com](http://www.eugenepolice.com)
- **For burglary prevention videos, follow links to *crime prevention* and *protect your home*.**

**Camping in vehicles on streets, in parks, or in alleys.** To report illegal camping, call EPD non-emergency at 682-5111. You will be asked to provide a location, vehicle description, license plate number if known, and any other pertinent information. If there are no extenuating circumstances, your report will be routed to St. Vincent de Paul's (SVDP) Camping Liaison. SVDP works with the City to resolve camping problems. SVDP employees are the first responders on most camping complaints. They will work with the involved campers to resolve the situation without police intervention. In most cases this works. If it doesn't, complainants need to call 682-5111 again, and let us know that the problem is not resolved. Uncooperative campers will eventually be subject to fines or towing.

**Overnight camping in vehicles is only permitted under the following circumstances:**

- Vehicles are parked in business, religious or public facilities' parking lots at which they have permission from the owner. The maximum load is 3 vehicles used for sleeping at one site.
- The owner and tenant of a single family home have invited a maximum of one family, using a maximum of one tent or camping shelter, to sleep in their backyard, or to sleep in a vehicle parked in their driveway.
- Persons may also sleep overnight in a maximum of three vehicles on paved or graveled surfaces on vacant or unoccupied parcels with the property owner's permission if the owner registers the site with the city or its agent.

In all three overnight sleeping scenarios listed above, the owner must provide toilet access, garbage disposal, and a storage area for campers' personal items that's hidden from the street. Tents or shelters in backyards must be at least five feet away from any property line. The owner cannot charge a fee for overnight sleeping. The owner can immediately revoke permission at any time.

The city can prohibit overnight camping, despite an owner's approval, if the city finds this use incompatible with the uses of adjacent properties, a nuisance or other threat to public welfare. Permission to camp on city property can be revoked if the person violates any law, ordinance, rule, guideline or agreement, or the use is determined to be incompatible with neighboring property use. (City code 4.816)

Car camping permission for people with children is arranged through First Place Family Center, 1995 Amazon Parkway, 342-7728. For anyone else, arrangements are made through the Service Station, 450 Hwy 99N, 461-8688.

**Car theft.** In progress/within a few minutes -- call 9-1-1. Later -- call 682-5111.

Did you see who took the vehicle? Ideally, police would like a description of the vehicle, name of the registered owner, license plate, direction of travel, and the amount of time since the vehicle was last seen. Are you behind in car payments? Check to see if your car has been re-possessed. Police will be dispatched to your location to have you sign a stolen vehicle report, which acknowledges that you will pay towing costs if police recover the vehicle and can't avoid having it towed. You can also come to city hall to handle the paperwork if you prefer.

**Prevention tips:** Especially if this is a chronic problem, becoming more vigilant is the most important action you can take. Improve your ability to see what's going on with additional lighting, by trimming hedges and limbs, removing visual obstacles, or making other environmental changes. Improved lighting, fencing and electronic gates are options to consider for parking lots. Call 682-5137 for a free site inspection.

Further options to deter thieves:

- Park in areas that are well lit, with lots of people nearby who will notice suspicious activity.
- Install security cameras or organize with neighbors to keep an eye on the neighborhood. (See *Neighborhood crime, listed above.*)
- Leave nothing inside the car.
- Do not hide a key somewhere on the car frame, over the tire, etc.
- When unoccupied, the car doors and windows should all be closed and locked.

- To deter carjackers (although this crime is rare in this area), the car doors should be locked when the vehicle is occupied as well.
- A steering wheel lock or club. (Check for reduced cost clubs at 682-5137).
- Enroll in the CAT program. Placing a CAT label on your rear windshield allows officers to stop the vehicle between 1 a.m. and 5 a.m. to see if it's been stolen. (Most citizens don't drive during those hours.) (682-5137)
- Electronic theft deterrent devices that cut off the fuel or electrical power, or that use GPS technology to track your car (Talk to your auto shop or dealership about options.)
- Car alarms may help, but they are so commonplace that many people ignore them. If you install one, let your neighbors know your phone number.
- If you will not be using your vehicle for some time, consider disabling it by disconnecting the battery, removing the rotor, or any similar measure.

**Domestic Violence.** For violence in progress or help escaping, call 911. For extensive support, counseling and advice, or to arrange free shelter, call Womenspace (485-8232). **Also see: Restraining Orders.**

**Dogs.** For problem dogs within the city of Eugene, call 687-4060. A menu will cover many different topics to choose from. Between the hours of 930 a.m. and 530 p.m., animal control officers are available. After hours, emergency services are still available, through Eugene Police. The same phone number still applies. A home can have up to 3 adult dogs, but there are no restrictions for puppies under 6 months. For a vicious dog actively threatening people, call 9-1-1 and police will respond. If you think the dog's barking because of a crime in progress (i.e. a burglary) you can call 911 and report "suspicious conditions". For Shelter services, call 844-1777, M-F, 9-5. You can also find answers on-line at [www.eugene-or.gov/animalservices](http://www.eugene-or.gov/animalservices) or, for licensing information, [www.petdata.com/eugene](http://www.petdata.com/eugene) .

**Drugs.** For possible drug activity in progress, or suspicious conditions, call 682-5111 for patrol to respond. If it is of an emergency nature, call 911. If the complaint is about continuing drug activity at a residence or specific location and is something we could investigate they should call 682-6266 and leave it on the Lane County Interagency Narcotics Enforcement tip line. For found hypodermic needles: Garbage companies can provide special "Sharps" containers, for disposal purposes, for a fee. Tell kids not to handle needles. Adults can dispose of needles, but handle with caution. You can take needles to any police station for disposal, or call 682-5111 and ask that someone come pick them up when available.

**Drug Labs.** If you are wondering about whether a house has been used as a meth lab, check the listings by county on-line at: <http://www.cbs.state.or.us/external/bcd/druglabs/druglabs.html>. This is a list of properties reported by police to the State. They remain on this list until certified by the State as cleaned up. Lane County police agencies have a good track record of reporting such properties, so the list should be a good indicator. However, if a lab was not raided by police (or if they failed to report it) it would not make it onto this list. In those cases, check with the property owner to see what is known about the site, or check with local police. If you want to arrange a cleanup or to have samples taken through a private contractor, check the list of licensed contractors and samplers at the DHS website: [www.oregon.gov/dhs/ph/druglab](http://www.oregon.gov/dhs/ph/druglab). For more information, contact DHS at 971-673-0443.

### **Elder and Disabled Protective Orders:**

- Petitioner is at least 65 years old or disabled.
- Abuse may be verbal, coercive, neglectful, physical or financial.
- In effect only after respondent has been served with a copy.
- For more info: Senior Services 682-4038 or Victims Services 682-4523
- For process, see *“Protective Orders.”*

### **Emergency Notification**

What if you could learn about an emergency occurring near your home no matter where you are? If you carry a cell phone, now you can.

Public safety agencies in Lane County are expanding their Community Emergency Notification System, known as CENS, with the "Alert Me" registration for cell phone voice and texting. By registering on the CENS Alert Me website, Voice over Internet Protocol (VoIP) or cellular phone owners may receive the same emergency message and critical information about emergency situations as those with land-line phones – but only if they register.

This is one more tool local emergency managers have to help inform community members of emergencies. It allows people to stay informed no matter where they are.

CENS allows public safety agencies in Lane County to identify an affected area and, if necessary, send a message and/or text that describe the situation and recommend protective actions residents should take. The CENS system will automatically call out to all land-line and opt-in telephone numbers within that geographic area and deliver the recorded message once a voice is heard. If the phone line is busy, the system will attempt to redial the number three times to make contact. If an answering machine picks up the call, the emergency message will be left on the machine.

Some of the many uses of the system include:

- Tsunami Warnings
- Emergency Evacuations
- Natural Disaster Alerts
- Missing Child Alerts
- Hazardous Material Incidents
- Neighborhood Emergencies

“Alert Me” will only be used for emergency notifications. Keep in mind that CENS is an excellent enhancement to the effort to share emergency information with county residents, but registration will not guarantee notification of any specific event. Community members are still encouraged to visit Lane County public safety agencies’ websites and to stay tuned to local news channels and radio stations during a community crisis. Further, it should not replace individual and family emergency planning.

This project is possible through a joint effort of the Lane County Sheriff’s Office, Eugene Police Department and Central Lane 9-1-1, Springfield Police Department, the Eugene Water & Electric Board and additional CENS partners.

### **Opting-In**

Community members may register up to five numbers at an address. Land-line telephone numbers are already included in the CENS database. Go to [www.lcog.org/alertme](http://www.lcog.org/alertme) to register your VoIP or cell phone number. If you register as a cell phone number, you will also receive notification as a text message.

It takes approximately 2-3 weeks once a number has been registered for it to be validated and entered into the database. If an incident occurs in your neighborhood within that time period it is unlikely you will receive the notification.

All of the information you enter will feed directly into the CENS secure database. This information can only be accessed by system administrators and the data will never be sold or distributed to third parties.

**Fencing Options.** Maximum total fence height along an alley, or along the side or back of your property not adjacent to the sidewalk, is 6'. Maximum height is 42 inches if it's within 10 feet of the sidewalk—usually meaning at least along the front of your property. Bear in mind that solid fences (and hedges) preserve privacy but also block the view from neighbors, which is an advantage for burglars. You cannot place barbed or razor wire adjacent to a public way, such as a street or bike path, etc. However, barbed wire can be added on top of an existing, non-wire fence, next to a public way, if it is angled 30 degrees inward on your property. It cannot angle out over the public way. However, if the entire fence is made of barbed wire, then it must be 5' from the right of way.

**Graffiti.** 911 is the number to call for any crime in progress. Otherwise, 682-5111 is the phone number to call. Especially if the graffiti has gang or hate crime overtones, call this number and/or take pictures before removing the graffiti. Regardless of the type of graffiti, the police will keep photos on file for eventual prosecution in the event that an offender is caught. Only the owner or manager of the vandalized property can file a complaint, as the legal victims. Graffiti can also be reported on-line at <http://www.eugene-or.gov/graffiti>

**Hate Crimes/ Harassment.** Hate crimes are attacks on people or property based on perception of race, religion, national origin, gender, disability or sexual orientation. Usually the action would be a crime regardless of this factor, and the "hate crime" element is an additional element of the crime. Hate crime should be reported to the police. They can also be reported to the Human Rights commission at 682-5177.

**Identity Theft.** If your wallet is stolen, keep a close eye on your credit card bills, etc. for a while, or consider canceling them or alerting the companies involved to be watchful. If you are the victim of identity theft:

1. Contact any one of the three companies listed here to place a fraud alert on your credit reports. That company will alert the other two. Equifax: 1-800-525-6285; Experian: 1-888-397-3742; or TransUnion: 1-800-680-7289. Have them send you a free copy of your credit reports. Ask that only the last four digits of your social security number appear on the reports. Review the reports for any questionable debts or erroneous personal data. Have the inaccurate information removed. Keep an eye on your credit reports for at least a year. An initial 90 day alert applies if you suspect you have been, or about to be, the victim of identity theft. A 7 year, extended alert applies if you know you have been the victim of identity theft.
2. Close accounts that you believe have been tampered with or fraudulently opened. Contact someone in each company's fraud department. Follow up in writing, by certified mail, return receipt requested, and include copies (NOT originals) of supporting documents. Keep originals on file. Use new Personal Identification Numbers and passwords with new credit or debit cards. File challenges to fraudulent charges with each company victimized.
3. Call police who have jurisdiction where the identify theft took place and file a report (In Eugene, 682-5111). Keep a copy of the report, or the report number, on file.
4. File a complaint with the Federal Trade Commission, at 1-877-438-4338 or review more detailed advice at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

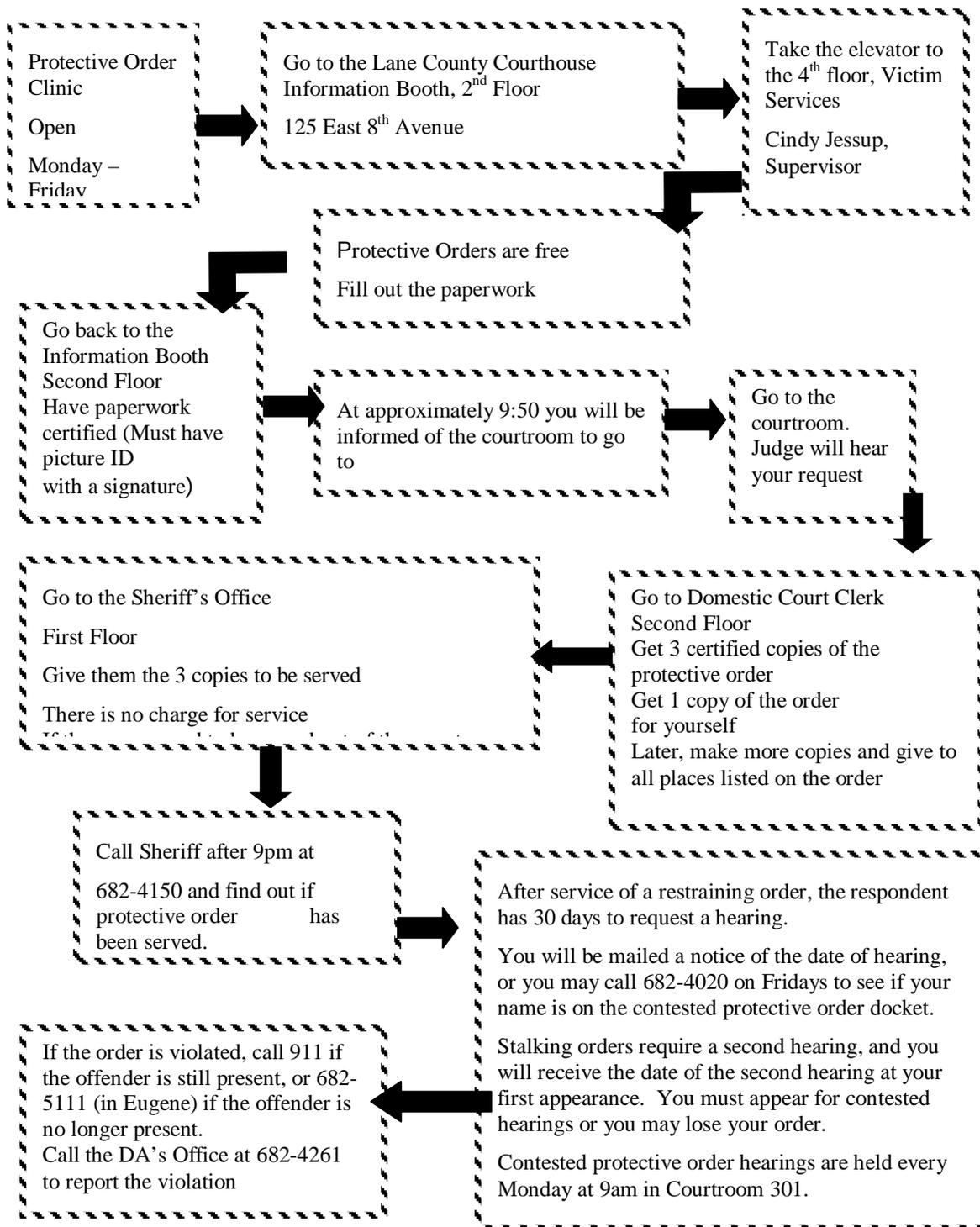
**Loud parties / Noise complaints.** Call 682-5111. Police will ask whether you've asked the suspects to turn down the noise, what the response was, and whether this is an ongoing problem. It helps if you are willing to sign a complaint. Multiple complainants carry more weight than if just one neighbor calls. City code 4.080 says a noise disturbance is any sound that "injures or endangers the safety or health of a human; annoys or disturbs a reasonable person of normal sensitivities; or endangers or injures personal or real property. Specific examples of activities limited between 10 p.m. and 7 a.m. include: amplified sound that is plainly audible within any dwelling unit which is not the source of the sound, or on public property and plainly audible 50 feet or more from such a device, engines idling for over 15 minutes, loading or unloading vehicles, opening, closing or destroying boxes or containers, or operating any pile driver, steam shovel, pneumatic hammer or similar device. Construction or demolition is restricted between 7 p.m. and 7 a.m., and lawnmowers are restricted from 9 p.m. to 7 a.m. Exemptions can be made for work necessary for public safety reasons, to operate warning devices or address imminent danger, such as on an emergency vehicle. Exemptions also permit farming noise, un-amplified noise from entertainment events (i.e. concerts) athletic events or motor vehicle racing noise. Alarms, however, are restricted to no more than 15 minutes continuous operation. The City Manager can also provide variances.

**Neighborhood crime and other problems.** For ongoing problems, some neighbors form neighborhood watches. If you want help doing so, invite a group of trusted neighbors to a startup meeting. A Eugene Police crime prevention specialist can run the meeting if you'd like. Concerns are discussed, basic safety tips are exchanged and useful forms are shared that help organize information such as neighbors' names, phone numbers and addresses. For more information if you're not sure which prevention specialist serves your area, see page one of this document, or you can check through our website, [www.eugenepolice.com](http://www.eugenepolice.com)

**Prostitution.** Call 682-5111 for non-emergency activity in progress. Names, locations, license plates and time lapses would be useful information. For chronic problems, contact your neighborhood crime prevention specialist, listed above.

**Protective Orders**

(source: Lane County DA Victim Assistance 682-4523)



**Release of Offenders:** VINE now allows you to be notified by e-mail when someone is released from jail or prison. You may register for phone or e-mail notification, or check on an offender's status at <http://www.vinelink.com/index.jsp>.

**Restraining Orders: Criteria:**

- Parties related by blood; marriage; sexual relationship; adoption.
- Physical injury or threatened abuse within the past six months.
- Petitioner may be a minor under some circumstances.
- Respondent may be a minor under some circumstances.
- Order is good for one year; may be renewed; may be modified.
- Valid in all 50 states.
- In effect only after respondent has been served with a copy.
- See "*Protective Orders*" for process.

**Sex Offender Notification.** Many sex offenders have not been caught or convicted, and will not show up in computer checks. Others have failed to register, or have been in the area a very short time. Sex offenders are required by law to register with the State Police within ten days of release on supervision; change of address; or moving into Oregon. Within that ten day window they are not compelled to be registered. When information is collected it includes name, address, description, photograph, fingerprints, DNA, vehicle type, driver=s license #, location and phone number of employment, and whether the offender has completed treatment. About 40% of Oregon sex offenders on parole or probation are considered predatory. These individuals are considered a higher risk to the general public. Most will have restrictions placed on them regarding contact with children or frequenting places where children congregate. The predatory designation allows community corrections or law enforcement agencies to notify the community about the offender=s presence. In Lane County, Parole and Probation usually handles this (682-3060), although the practice is rare. If offenders are driven out of their homes they can become homeless, and much more difficult to supervise.

Oregon sex offender registration can be accessed through the Oregon State Police. If you want to check on a particular individual, known by name, you can call 726-2536, x.209 from 10-2 M-F. If you want a list of all sex offenders listed within a specific zip code, call 503-378-3720, x.44429. That will reach a recording. There are no fees for these services. There is also now a state website: [www.sexoffenders.oregon.gov](http://www.sexoffenders.oregon.gov) .

There is also a federal nationwide search site: <http://www.nsopr.gov/>

**Stalking Order: Criteria:**

- No relationship required between the parties.
- Repeated, unwanted contact that is alarming or coercing.
- May be granted against a minor.
- A guardian ad litem may be required if the petitioner is a dependent person.
- Permanent order is of unlimited duration, unless limited by law.
- Valid in all 50 states.
- In effect only after respondent has been served with a copy.
- See "*Protective Orders*" for process.

**Suspicious Activity, possibly with criminal intent -- call 682-5111.**

**Tip line.** To leave tips regarding crimes of any kind in Eugene, call 682-8888. For drug-related tips, call the Lane Interagency Narcotics Team at 682-6266.

**Unsightly homes and yards.** Junk accumulation on the street falls under Public Works' jurisdiction (682-4800). For **offensive vegetation** (city code 6.815) (i.e. weeds more than ten inches high, poison oak, poison ivy, vision obstructions, extending across property lines, used for habitation by trespassers, in public way, causing a fire hazard) call 682-4800. For **junk and used vehicle accumulation on private property** (city code 6.800) "Except in an I-3 Heavy Industrial District no person shall store or permit to be stored used building supplies, scrap, junk, used furniture, used plumbing supplies or fixtures, used electrical supplies, fixtures of appliances in any manner as to expose it to view from a street or sidewalk adjoining the premises for a period of more than 30 days. No person shall store or permit to be stored for 48 hours a used motor vehicle or portion thereof without a license plate or with an expired license plate on any private or public property unless the vehicle is placed so as not to be exposed to view from a street or sidewalk adjoining the premises or unless it is stored on the premises of a business enterprise dealing in used vehicles lawfully conducted within the city. In addition to being violations, conditions prohibited by this section are also nuisances and may be abated." Call 682-5819 and ask for help with nuisance abatement.

**Police-community relations numbers:**

Cadet program (ongoing, for young people ages 16-20): 682-5573

Citizen's Police Academy (for interested adults): 682-2751

Crime Prevention Education and Neighborhood Watch: 682-5137

Officers in the schools: 682-5189

Police department tours: 682-5352

Police internal affairs (questions, commendations, complaints): 682-5126

Public Information Office: 682-5124

Ride-alongs with police: 682-5135

Volunteering: 682-5355

### **Traffic related complaints or questions.**

To address reckless driving, options include:

1. Make it harder to go fast -- speed bumps or stop signs (public works 682-4800). Not all streets are good candidates for these kinds of changes.
2. Catch them and ticket them --Call 682-5111, or in an emergency call 911 immediately, while speeding is in progress, with best possible description; or for chronic violators (i.e. "every Monday morning at 7 a.m.") leave info for the traffic team at 682-5157.
3. Persuade them to drive more carefully. Talk to the traffic team about placing a decoy police car or radar speed trailer.682-5157
4. If vehicles are driving up onto lawns, etc., solutions could include:
  - blocking access to the properties, using fencing, chains, landscaping rocks, ditches or other access control devices.
  - surveillance cameras on the areas involved, designed for the lighting conditions present. There are cameras on the market that specifically capture license plate numbers, but they are quite expensive.
  - encourage neighbors to be vigilant and report reckless driving immediately to 911, while we can still catch the offenders.

**Vacation Safety:** There are a number of options for protecting your home while you're gone: (1) Make sure someone, such as a trusted neighbor, knows your plans and how to reach you. Give them a signed letter authorizing them to act as your agent in your absence (such as to press charges against an intruder.) (2) Arrange for a trusted house sitter. (3) Arrange for someone to take in mail and newspapers, mow the lawn, park a car in the driveway, and make the house look lived in. (4) Arrange for the police senior patrol to check on your house (682-2746). (5) Set up a neighborhood watch (682-5137.) (6) Don't leave anything of value on display. (7) Put lights, radios or televisions on timers.

**Police substation:** West University Substation 682-5642

**Other useful Eugene area numbers frequently requested: (All with 541 prefix)**

**9-1-1 public education:** 682-2771

**Abandoned Cars on Street /Parking Control:**  
682-5713

**Air Pollution / LRAPA:** 726-3976

**Animal Services, City of Eugene** 541-687-4060

**Bicycle programs, maps, information** 682-5291

**Building Permits / PIC:** 682-5505

**Building Safety Complaints / PIC:** 682-5495

**City Council/City Manager/Mayor / City Hall:**  
682-5010

**City Manager's Office:** 682-5010

**Code Violations / Land Use:** 682-5819

**Community Mediation Services/ 44 W. Broadway:** 344-5366

**Composting – Questions/Workshops / Planning & Dev.:** 682-5542

**Dead Animals / Public Works:** 682-4800

**Environmental Spill / Public Works:** 682-4800

**Fences– Location, Regulation, Specs / Land Use:** 682-5505

**Fire prevention education:** 682-5411

**Flooded Streets, Ditches / Public Works:** 682-4800

**Garage Sales / Land Use:** 682-8336

**Garbage, Neighbor Complaints / Land Use:**  
682-5819

**Grass Cutting & Noxious Weeds / Public Works:** 682-4800

**Historic preservation:** 682-5452

**Human Rights program:** 682-5177

**Jobs line:** 682-5061

**Legal Aid / Landlord-Tenant law, civil disputes / 376 E. 11<sup>th</sup>:** 342-6056

**Library:** 682-5450

**Neighborhood Liaison / Neighborhood Association information:** 682-5009

**Parking Enforcement / Parking Control:** 682-5729

**Parking Permits (Residential) / Diamond Parking:** 343-3733

**Parks – Rules, Rentals, Usage / Parks & Open Space:** 682-4800

**Permit and Information Center** 682-5086

**Public Service Officer / City Hall:** 682-8478

**Recreation division:** 682-5333

**Sidewalk Hazards / Public Works:** 682-4800

**Solid Waste/Recycling / Planning & Dev.:**  
682-6830

**Stormwater – Flooded Streets, Ditches / Public Works:** 682-4800

**Street Lights / Public Works:** 682-4800

**Street Repair / Public Works:** 682-4800

**Street Signs – Missing, Repair / Public Works:** 682-4800

**Street Use Permits (Block Party) / Public Works:** 682-4800

**Tree Planting – NeighborWoods / Public Works:** 682-4800

**Utilities Locate (48 hrs. prior to digging) / Toll Free:** 1-800-332-2344

**Zoning Questions / 'Planner on Duty':** 682-5377

**Zoning Violations / Land Use:** 682-5819

*This list prepared by Eugene Police Crime Prevention 541-682-5137.*



**City of Eugene ❖ Eugene Police Department**

**300 Country Club Road, Eugene, Or. 97401**



## **Drug Houses, Bad Neighbors and related issues**

Chronically bad neighbors can have a devastating effect on neighborhoods. Their inconsiderate behavior can be civil, criminal, or both. Some options for addressing the problem are as follows:

- Talk to, write to, or slip a note under the door of the problem-neighbors, to see if they are willing to change their behavior.
- Communicate with the property manager or owner, and ask for their help fixing the problem.
- Keep copies of correspondence; send letters by registered mail.
- Keep a written log of incidents, including date, time, vehicle and person descriptions, and objectionable activities. The log can come in handy down the road, especially if you end up in court, or serve as a witness.
- Consult with Community Mediation services (344-5366) to see if they can help address civil issues (annoying behavior that is not criminal.)
- Consult with Eugene Police Crime Prevention (682-5137, 682-5761, 682-5178) to explore criminal justice and prevention options.
- Leave information about possible crimes on the Crime Tip Line (682-8888). Leave Drug-related tips on the Drug information tip line (682-6266)
- Call police non-emergency to file criminal complaints (682-5111). This can include vandalism, theft, noise, or any other law violation. Even in cases where you can't identify a suspect, the "call for service" is entered into the police data base. Many calls about the same location can help document a chronic problem and justify additional police attention.
- Call the police emergency line for any crime, fire, medical emergency or threat-to-life in progress. (911).

- Organize with neighbors to form a Neighborhood Watch (call Crime Prevention, 682-5137.) There's strength in numbers! Joint efforts make you safer, because you're less likely to be singled out as an antagonist.
- Take pictures of undesirable activity, to pass on to attorneys or police.

## Abatement

Abatement is the strongest tool provided by the State of Oregon to use against chronic nuisance properties, usually applied only after less extreme measures have proved ineffective. It's easiest for citizens to ask police to initiate the process, but citizens have legal standing to initiate it themselves if they choose to take on the associated legal risks and responsibilities. **Abatement statutes can be applied to any place regularly used for prostitution, illegal gambling, or any aspect of illegal drug activity, as well as any place unfit for use due to the need for decontamination.** More details on abatement law are readily available via a web search under "abatement Oregon 105.550"

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### Sample letter from neighbors to a property owner:

Dear \_\_\_\_\_

We live near your property located at \_\_\_\_\_.

You may not be aware of it, but your property has become a (chronic nuisance / drug house/ house of prostitution.) We have talked with the local police about the property, and they have advised us that they have (responded to that location \_\_ times in the last six months; arrested \_\_\_\_ people there for \_\_\_\_\_, received \_\_ complaints about the property from numerous neighbors.)

We would like to believe that now that you are aware of the problem you will (fix the problem, evict the tenant, improve your screening process, improve your lease requirements, or remove the garbage). We would be willing to sit down with yourself and a mediator to sort this out if you wish to do so. If you need advice on improving your landlord skills, one local resource is the Rental Owners Association (485-RENT). Eugene Police can send you reports whenever they respond to your property if you sign up for this service (682-5642).

We are very frustrated about the situation and would appreciate some solid evidence that you are taking our concerns seriously. If we cannot resolve this amicably our next step will be to request that local police initiate abatement procedures against the property, as provided for under Oregon Revised Statutes 105.550 - 105.600. That process could ultimately lead to the property being sealed for up to one year, seized under civil forfeiture law. Associated legal fees could also be charged to you.

Sincerely,

\_\_\_\_\_.

For more information: (541) 682-5137 or e-mail [policeprevention@ci.eugene.or.us](mailto:policeprevention@ci.eugene.or.us).





# Telephone Tree

Name:  
Address:  
Phones:  
email:

EPD non-emergency: 682-5111 x.1  
 EPD Neighborhood Watch coordinators:  
 Tod Schneider 682-8186/ Margaret Mazzotta 682-5761/ Steve Chambers 682-5178  
 Ordering watch signs: [www.nmwi.org](http://www.nmwi.org)  
 Public works (streets/ lights/ sign placement) 682-4800  
 City Neighborhood Liaison 682-5009  
 Crime tip line: 682-8888 Drug tip line: 6826266  
 Abandoned vehicles: 682-5713  
 Animal Services, City of Eugene 687-4060  
 Web site: [www.eugenepolice.com](http://www.eugenepolice.com)  
 Traffic team (police): 682-5157

Name:  
Address:  
Phones:  
email:

## How to use your Neighborhood Watch Telephone Tree:

1. Call your neighbor at the tip of the tree, to share suspicious information or criminal activity that is brought to your attention by the police department.
2. When you receive a call, call the first neighbor under you on the list. If they are not home, call the next on the list. If their answering machine is on, leave a message before going to the next call. The last neighbor to receive a call should call the originating caller to confirm that they have received the message.
3. If you see suspicious activity, be sure to call 911 before you call the neighbors!
4. Set up a call neighborhood e-mail group in your computer and use your e-mail to confirm the information.

# Neighborhood Associations / Appendix

Neighborhood Organization Recognition Policy (NORP)	NA 1
Model Charter for Neighborhood Associations	NA 7
Guidelines for use of Neighborhood Public Information Funds	NA 17
Neighborhood Association Publication Policies with Guidelines	NA 19
User Agreement for Publications Using City Funds	NA 25
Neighborhood Associations by Size	NA 26



**EUGENE NEIGHBORHOOD ORGANIZATION RECOGNITION POLICY with guidelines (*in italics*)**

The Citizens Involvement Committee (CIC) has recommended that guidelines be prepared for the City of Eugene's Neighborhood Organization Recognition Policy, Resolution No. 2554. Since this resolution was adopted in August, 1976, the meaning and intent of some of the provisions have been specifically interpreted or have developed certain meanings through practice. The marginal notes to the attached copy of the resolution explain the City's current thinking on the intent of these provisions and, in some instances, current implementation procedures.

Approved by Resolution No. 3746 of the Eugene City Council, on the 26th day of January, 1983.

Amended by Resolution No. 5140 of the Eugene City Council, on the 12<sup>th</sup> day of October, 2015.

#### About the Guidelines

Guidelines to the NORP are in italics. They are a general guide of what is expected to be included in your neighborhood association charter. A model charter has been developed to assist groups in reviewing their charters to determine whether changes should be made to better reflect the intent of the policy. A copy of the model charter is in the *Neighborhood Handbook* at <http://www.eugene-or.gov/neighborhoods> or by request, 541-682-6243.

**EUGENE NEIGHBORHOOD ORGANIZATION RECOGNITION POLICY with guidelines (*in italics*)**

RESOLUTION NO. 2554

AUGUST 1976

A RESOLUTION REPEALING THE NEIGHBORHOOD ORGANIZATION POLICY FOR CITIZEN PLANNING GROUPS ADOPTED AUGUST 28, 1973, AND ADOPTING A NEW NEIGHBORHOOD, ORGANIZATION RECOGNITION POLICY.

The Common Council of the City of Eugene finds that:

Public participation is the act of sharing in the formulation of policies and proposals which affect the lives of all citizens.

Local government has a responsibility for encouraging public participation in the planning process, both for the betterment of local decision-making and to satisfy requirements of state and federal planning programs.

Participation needs to go beyond just the simple role of commenting toward a process which involves the public in an active role.

The City of Eugene recognizes that public participation through neighborhood organizations can produce benefits for the general health, welfare, and pride of the total community.

NOW, THEREFORE,

BE IT RESOLVED BY THE COMMON COUNCIL OF THE CITY OF EUGENE, a Municipal Corporation of the State of Oregon, as follows:

Section 1. The City of Eugene encourages the formation of neighborhood organizations and their involvement in the local government's decision-making processes.

Section 2. The City of Eugene adopts this Neighborhood Organization Recognition Policy in order to establish criteria for the recognition of neighborhood organizations and define the relationship between the city and recognized neighborhood organizations.

Section 3. The following sections one through five, which comprise this Neighborhood Organization Recognition Policy, are adopted as policy statements and are to be used to affirm and govern the relationship between the city and recognized neighborhoods as they participate in the decision-making processes of the city:

## **EUGENE NEIGHBORHOOD ORGANIZATION RECOGNITION POLICY with guidelines (*in italics*)**

### **Section 1. Criteria for Recognition of Neighborhood Organizations.**

(a) At the time a neighborhood governing document is submitted to the City Council for recognition, evidence shall be submitted showing that the document was widely circulated within the neighborhood before adoption by the group.

(b) All meetings shall be well-publicized in advance

*See Article VIII, Section 3 of model charter concerning notification.*

(c) The neighborhood organization shall be open to the total area and diversity of interests present in the neighborhood. Participation shall be open to any property owner or tenant within the neighborhood. Criteria regulating voting shall be determined by each neighborhood group, shall not exclude residents, and shall be included in the governing document.

*This requires that participation be open to property owners or tenants (includes businesses) within the neighborhood, but the neighborhood groups may decide whether they wish to restrict voting to residents only.*

*The neighborhood groups may establish additional, reasonable voting criteria, such as requiring attendance at a minimum of one meeting within the year prior to being allowed to vote. Most groups do not restrict voting to residents. It is recommended that those groups restricting voting to the residents establish some mechanism to assure participation by non-resident property owners on issues that might concern them. This might be done by special notice of meetings when there is an agenda item of special interest; encouraging the business community to have representation at the general meetings; or holding a special meeting of business people to get input; and being sure the business community and non-residents have time at the meetings to speak.*

*See the model charter for some general guidelines.*

(d) The organization structure shall provide for necessary coordination among neighborhood residents and between the neighborhood and city departments and elected and appointed officials.

(e) The boundaries of the neighborhood shall specifically define an area of appropriate geographic size and population for effective planning and these boundaries shall take into account natural boundaries, commercial patterns, community organizations, and historical factors.

(f) A neighborhood governing document which meets the listed requirements may be submitted to the City Council with a request for recognition of the neighborhood by official Council action.

(g) The neighborhood organization shall assume the responsibility of maintaining the requirements for recognition. Alleged violations shall be taken before the neighborhood organization at a publicized general meeting. Thereafter, unsettled disputes which concern adherence to provisions of this Policy may be taken to the City Council, which will take appropriate action, up to and including withdrawal of recognition.

*Members of neighborhood groups or residents of the area are generally responsible for being sure the group carries out its responsibilities as indicated in (g).*

(h) As long as the neighborhood remains organized and actively involved with current issues or in developing any part of a plan, it will continue to be recognized.

*With respect to (h), an administrative process for neighborhood groups to become inactive rather than have recognition*

*withdrawn, was approved by the City Council October 8, 1980, and is attached. The purpose of the process is to allow the group that has lost its leadership and participants time to reorganize, if there are others in the area that wish to do so. It also makes it easier for a group designated' as "inactive" to become active again without having to be formally recognized by the City Council. See attached "Administrative Guidelines for Initiating and Establishing Inactive Status for Neighborhood Organizations."*

## **Section 2. Function and Responsibilities of Neighborhood Organizations.**

(a) Neighborhood organizations will be advisory to the City Council, Planning Commission, and other city boards, commissions, and officials on matters affecting their neighborhoods. With the assistance of professional staff, subject to their availability, the neighborhood organization may develop neighborhood plans and proposals with respect to land use, zoning, parks, open space and recreation, annexation, housing, community facilities, transportation and traffic, public safety, sanitation, and other activities and public services which affect their neighborhoods.

*Each neighborhood group should establish a process for investigating and responding to information received from the City about proposed policies, projects, plans, etc. A planning committee, a special committee depending on the subject, executive board, or chairperson could review information and make recommendations subject to the general membership's approval, if time permits. Review "Neighborhood Systems for Responding to Referrals" in leader's notebook in Referral Section.*

*The reference to "neighborhood plans" applies only to those neighborhoods designated for refinement plans.*

(b) Neighborhood organizations, may address themselves to all matters which affect them and may establish relations, not in conflict with city-neighborhood relations set forth in this Policy, with any agency or jurisdiction with which they have mutual concerns. This Policy governs only the relationship between recognized neighborhood organizations and the city of Eugene.

(c) Neighborhood organizations shall inform themselves of neighborhood needs and desires and maintain communication with their neighborhoods on plans, proposals and activities affecting their areas.

*A system for finding out what the most directly affected neighbors think about city plans, proposals, and activities is an important part of any neighborhood organization process developed for advising the city. This could be done in various ways depending on the time available for response, e.g., going door-to-door talking to people about a proposal and finding out their concerns; notifying the neighborhood about meetings and proposals scheduled for discussion; having the neighborhood agree annually on goals, which would provide a general direction to the executive board for advising the City based on the goals (if there is a refinement plan for the area, this might be sufficient) or polling the neighborhood on issues.*

(d) Neighborhood organizations may submit to city departments and elected or appointed city bodies, requests or proposals for projects or activities needed in their neighborhood areas.

*Requests which affect the budget may also be made via the Neighborhood Liaison Office using the neighborhood need request report form (See information in Leaders Notebook, Neighborhood Information Section).*

(e) Neighborhood organizations shall continue the planning process by reevaluating the goals, objectives, and recommendations contained within the neighborhood plan

*This applies to just those neighborhoods that have refinement plans.*

## **Section 3. Functions and Responsibilities of the City**

(a) The city will provide recognized neighborhood organizations with funding and limited staff assistance to aid in their activities, subject to budgetary allocations.

*The main allocation of funds for neighborhood outreach printing, mailing, and supplies for organizations has included printed and electronic publications, and event support. Human Right and Neighborhood Involvement staff provide assistance to neighborhoods regarding outreach, developing organizational capacity, funding and other assistance as available. Various department also provide limited services to groups upon request: e.g., special maps, publications, planning information, and presentations of information at neighborhood meetings.*

*There is a Neighborhood Liaison position in the City Manager's Office to assist in the implementation of the Neighborhood Recognition Policy. A Newsletter Coordinator provides technical assistance to neighborhoods in producing the newsletters. Various departments also provide limited services to groups upon requests: e.g., special maps, publications, planning information from the computer, presentations of information at neighborhood meetings.*

(b) The city shall provide an orientation session once yearly to acquaint neighborhood leaders with city functions and programs, and city-neighborhood relationships and responsibilities.

*Human Rights and Neighborhood Involvement staff are responsible for providing or arranging for these orientation sessions.*

(c) Neighborhood organizations shall be notified of land use and development applications within the neighborhood and annexations contiguous to the neighborhood within five days after the receipt of such applications. Neighborhood organizations will also be notified of public hearings affecting disposition of these applications.

*City proposals, land use applications, and all matters which may affect neighborhoods are referred by departments via the Neighborhood Liaison Office to the appropriate neighborhood. The liaison also alerts neighborhoods to relevant legislation and policies being considered by the City Council or other boards and commissions.*

(d) Neighborhood organizations shall be notified of all proposed changes in city policies, projects, services, and activities having a significant effect on their neighborhoods (e.g., land use, transportation and traffic, parks and recreation, housing, and public services), in ample time to allow participation in the decision-making process. Specific site locations for land acquisition need not be identified by the city.

*In respect to notification "in ample time," there is not always time for neighborhood groups to take proposed changes in policies, projects, services, and activities to the general membership, because some groups do not meet every month, or the information might miss the group's meeting time. However, the goal is to provide sufficient time to the executive committee to meet to consider an issue.*

(d) All neighborhood plans shall be reviewed by the Planning Commission at a public hearing open to the Eugene community before a recommendation is forwarded to the City Council.

(e) Upon adoption by the City Council, the neighborhood plan shall be considered a general plan refinement by the city and its various departments.

*Section 3(e) and (f) apply only to neighborhood groups that have been working on refinement plans.*

#### **Section 4. Neighborhood Newsletters.**

(a) The city will provide funds to assist with the printing and mailing of neighborhood newsletters and communications, subject to budgetary allowances set by the city. Neighborhood organizations may raise funds to finance their own publications.

*Newsletter Guidelines explaining this section were prepared in the fall of 1976 in consultation and with final agreement from the neighborhood leaders, the City Manager and City Attorney.*

(b) Newsletters financed by the city shall be governed by these guidelines:

(1) The main purposes of the neighborhood newsletters are to distribute

information to neighborhood members on matters affecting their areas and to provide a forum for the free expression of the opinions of neighborhood members on issues of interest to the neighborhood.

(2) Advocacy positions may be included in the newsletters in an editorial format. Newsletters shall clearly indicate editorial material and guarantee space for timely printing of differing viewpoints.

(3) Commercial advertising is permitted in newsletters in accordance with the Guidelines for Use of Public Information Funds.

(4) The city shall have access to neighborhood newsletters for city information.

**Section 5. Recommended Procedure for Establishment of City-Recognized Neighborhood Organizations.**

(a) When sufficient interest has been expressed by a substantial number of persons interested in the neighborhood, a request should be made to the city manager for staff assistance.

(b) After informal meetings between city staff and interested persons, a neighborhood-wide meeting or meetings shall be held for the purpose of information, organization, adoption of neighborhood governing document and election of officers.

*A model charter, approved by the City Council on January 26, 1983 is available and should be a guide in writing the governing document.*

(c) After a neighborhood governing document has been adopted by the neighborhood organization, it may be submitted to the City Manager for consideration by the City Council.

(d) The City Council, upon approval of the governing document of the neighborhood organization, shall accept the document and any modification thereto, by resolution. The neighborhood organization is then recognized as the official voice of that neighborhood area under the provisions of this Policy.

**Section 6.** The Neighborhood Organization Policy for Citizen Planning Groups adopted by the Common Council of the City of Eugene on August 28, 1973, is repealed and superseded by the Neighborhood Organization Recognition Policy contained herein.

The foregoing Resolution adopted on the 12<sup>th</sup> day of October, 2015.

**MODEL CHARTER FOR EUGENE NEIGHBORHOOD ORGANIZATIONS with guidelines (*in italics*)**

Adopted by City Council on January 26, 1983 (Resolution #3745)

Amended by City Council on October 12, 2015

This Model Charter for Neighborhood Organizations has been prepared in response to the Citizen Involvement Committee's (CIC) recommendation, approved by the Eugene City Council, that a model charter be developed to aid neighborhood organizations in reviewing their charters for possible changes and to improve and clarify the operating processes of the group. The CIC has been particularly concerned about neighborhood charters' provisions for effective communication, conflict resolution and adequate processes for making recommendations to the City Council, boards and commissions.

The City of Eugene has adopted a Neighborhood Organization Recognition Policy (Resolution No. 2554), which contains some specific requirements for neighborhood organizations' charters and implies other requirements. For example, Section 1(d) of the Neighborhood Organization Recognition Policy requires that "the organization's structure shall provide for necessary coordination among neighborhood residents and between the neighborhood and city departments and the elected and appointed officials." We have interpreted this to imply a requirement for some level of internal organizational structure, such as officers and an executive board. A particular neighborhood organization may not like the language used in the model charter, and is free to change it. However, all of the articles and/or sections of the model charter marked with \* should be complied with, at least in principle.

The other charter provisions are suggested to articulate how the organization will function so that organization members are aware of the processes involved. A number of sections have alternative provisions. The marginal note should be referred to in determining if the organization must choose, for example, a or b, or can include both a and b, if desired.

It is not expected that neighborhoods will substantially change their charters immediately, but it is hoped that neighborhood groups will compare the model carefully with their charter to determine if any new provisions would improve the operations of their group or meet the concerns of the CIC.

Approved by Resolution No. 3745 of the Eugene City Council, on the 26th day of January, 1983.

**\* ARTICLE I. NAME**

The name of this organization shall be

---

**\* ARTICLE II. GEOGRAPHIC BOUNDARIES**

The \_\_\_\_\_

(Name of Neighborhood Organization)

Shall encompass that area by: \_\_\_\_\_

---

**\* ARTICLE III. PURPOSE**

Section 1. The organization shall be advisory to the City Council, Planning Commission, other City boards, commissions, and officials on matters affecting the growth and development of the neighborhood. The organization may develop neighborhood proposals with respect to land use, zoning, parks, open space and recreation, annexation, housing, community facilities, transportation and traffic, public safety, sanitation, and other activities and public services which affect the neighborhood.

*This section uses the language of the City of Eugene’s Neighborhood Organization Recognition Policy, Resolution No. 2554.*

Section 2. The organization shall address all matters which affect the neighborhood, in accordance with the City of Eugene’s Neighborhood Organization Recognition policy, Resolution No. 2554, including problems of public safety and economic development.

*This section could be used as an alternative to Section 1.*

Section 3. The organization shall serve in an educational capacity to inform the citizens of the neighborhood. The organization will encourage and facilitate communication among the members on matters of common concern.

*This section helps meet the requirements for non-profit income tax status (501(c)3).*

Section 4. The organization shall engage in action of a cooperative self-help nature to preserve and develop the neighborhood and to achieve the objectives of this and other neighborhood associations.

*This section is optional.*

Section 5. The organization shall do whatever else it deems necessary and appropriate to enhance the welfare of its members and livability of the neighborhood.

*This section is optional.*

**ARTICLE IV. MEMBERSHIP**

**\* Section 1.** Membership is open to any resident, property owner, or business owner [18 years of age or older] within the boundaries described in Article II.

*Eugene’s Neighborhood Recognition Policy, Res. No. 2554, requires that participation in the neighborhood organization be open to any resident, property owner or business owner within the boundaries. Voting qualifications are to be set by the organization (Sec 2. Below) but residents must be allowed to vote. The city has not established an age requirement for membership or voting.*

**\* Section 2.**

a. Each member shall be entitled to one vote. Each corporation, partnership, non-profit agency, or business shall be limited to one vote.

\*Neighborhood Charter should include this or similar language.

*The organization must decide if businesses and organizations located in but not owning property in the neighborhood will be allowed to vote. If so, use alternative a.; if not, use alternative b.*

b. Each resident member shall be entitled to one vote. Businesses and non-profit organizations located in but not owning property in the area, and non-resident property owners, are invited to have representatives participate in the organization as non-voting members. When non-voting members are present at a general meeting, the Chairperson shall insure that they are provided an opportunity to participate.

*The Citizen Involvement Committee (CIC) recommends that organizations which do not allow non-residents to vote, insure participation of such non-voting members in order to minimize potential conflicts.*

### Section 3.

a. Membership is declared by having one's signature and address on the organization's "official membership list."

b. Membership shall terminate at once for anyone who moves from the neighborhood.

c. A member must have attended a general meeting within the previous year in order to vote. The organization shall keep and maintain attendance lists for all such meetings for at least twelve months.

d. [The/A] representative of any corporation, partnership, non-profit agency, or business shall have attended a general meeting within the previous year in order to vote.

*The organization should decide whether to use an official membership list (alternative a), whether it is necessary to establish provisions for termination of membership (alternative b), whether members should not be able to vote at the first general meeting attended (alternative c) and whether this same restriction should apply if non-resident members have voting rights (alternative d). The neighborhood should decide if the same person ("The representative") or any person ("A representative") must have attended a prior meeting to vote.*

### Section 4. There shall be no absentee voting or voting by proxy.

*Since any votes by the organization represent the "sense" of the community, it is appropriate to require members to attend the meeting and hear the discussion in order to vote.*

## **\* ARTICLE V. OFFICERS**

Section 1. The officers shall consist of [a Chairperson, Vice Chairperson, Secretary, and Treasurer].

*The organization may choose to have other officers, such as a public relations person, or to dispense with certain officers. The organization may wish to use other titles such as president, executive officer, etc.*

Section 2. Duties of Chairperson. The Chairperson shall coordinate and supervise the business and activities of the executive board and the organization. He/she shall preside at all meetings of the executive board and general membership, serve as an ex officio member of all committees, and be the primary contact person for and liaison with the City of Eugene.

*The organization may consider adding other specific duties for the Chairperson.*

Section 3. Duties of Vice-Chairperson.

The Vice Chairperson will assist the Chairperson in his/her duties upon request. In the absence of the Chairperson, or in the event of his/her inability or refusal to act, the Vice Chairperson shall execute the duties and powers of the Chairperson.

*The organization may wish to assign the vice-chairperson some specific duties.*

\*Neighborhood Charter should include this or similar language.

Section 4. Duties of Secretary. The Secretary shall record the minutes of all general membership and Executive Board meetings and maintain on file copies of said minutes, correspondence, membership lists, attendance lists and other records.

Section 5. Duties of Treasurer. The Treasurer shall receive all association funds, deposit them in a bank approved by the Executive Board, and pay out funds only on notice signed by him/her [and by one other officer] [if the expenditure exceeds \$\_\_\_\_\_].

*The organization should determine whether the treasurer can dispense funds solely on his/her own signature, or if another officer's approval is necessary. The organization may wish to require another signature only for expenditures over \$100.00.*

## **ARTICLE VI. EXECUTIVE BOARD**

### **\* Section 1.**

a. The Executive Board shall consist of the officers of the organization and \_\_\_\_\_ other persons.

b. The Executive Board shall consist of the officers of the organization and \_\_\_\_\_ other persons, representing the following sections of the neighborhood:

---

c. The Executive Board shall consist of the officers of the organization and representatives of each standing committee.

*The Executive Board (or Executive Committee, Board of Directors) will include the officers of the organization and representatives of the general membership (alternative a), representatives of areas of the neighborhood (alternative b), or representatives of the organization's standing committees (alternative c). The size of the Executive Board should be determined by the organization, although at least four persons in addition to officers is a recommended minimum. If the organization is incorporated, the Executive Board should have the same name as and perform the duties of the Board of Directors for corporate purposes.*

Section 2. The Executive Board shall hold regularly scheduled meetings and the membership shall be given reasonable, advance notice of such schedule. Meetings of the Executive Board shall be open to the membership and the general public.

*It is recommended that the Executive Board meet at least monthly from September through May. The membership should be informed of the schedule. The organization may wish to specify that it will announce the schedule in the newsletter or at the general membership meetings.*

Section 3. Special meetings of the Executive Board may be called by the Chairperson or by one-half of the Executive Board members, after notice has been provided to all Executive Board members.

*This section allows the Chairperson to call special meetings, in the event of an emergency, or the Executive Board to convene itself, if, for some reason, the Chairperson fails to do so.*

Section 4. The majority of the Executive Board members shall constitute a quorum for the transaction of business.

*This section insures that the business of the organization will not be performed by fewer than a majority of the Executive Board.*

Section 5. Minutes of the Executive Board shall be kept on file and summaries of actions taken shall be communicated to the general membership through publication in the organization's newsletter or presentation at the next general meeting.

*It is important that Executive Board decisions be communicated to and reviewed by the general membership.*

\*Neighborhood Charter should include this or similar language.

Section 6. The Executive Board may conduct such business and take such action as may be necessary to accomplish the purposes of the organization.

*This is a statement of the power of the Executive Board. The organization may wish to list more specific duties.*

Section 7. Executive Board policy decisions and opinions representing the view of the community on an issue where the general membership has not yet voted shall be presented to the membership at the next general meeting. The membership may override the Executive Board decision by two-thirds vote.

*There may be situations where the Executive Board needs to make major decisions before the next general membership meeting. This section insures that such decisions will be communicated to and reviewed by the membership.*

Section 8. The Executive Board shall represent the neighborhood’s opinions to the City Council, Planning Commission, or other appropriate decision-makers. Such advisory opinions will specify whether the position is one of the general membership, the Executive Board, or a committee, or by organization members present and lacking a quorum. If there is a minority position on the issue, represented by at least one-third of those voting, this shall also be presented.

*The CIC recommends that advisory opinions indicate the specific basis of the decision.*

Section 9. The Executive Board will be responsible for establishing the time, place, and agenda for general meetings and insuring reasonable advance notice to members of such meetings.

Section 10. The Executive Board shall not

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*The organization may wish to identify specific actions which the Executive Board cannot take without approval of the general membership.*

**ARTICLE VII. NOMINATION, ELECTION AND REMOVAL OF OFFICERS AND EXECUTIVE BOARD MEMBERS**

Section 1. The Officers and additional Executive Board members shall be elected by a majority of those in attendance at the annual meeting in \_\_\_\_\_ and shall serve a \_\_\_\_\_ year term.

*See Art. 8, Section 2 identifying which general membership meeting will be the annual meeting. Officers may serve a 1 yr. term, 2 yr. term, or staggered terms so that there are always some experienced members on each board.*

Section 2. A nominating committee shall be formed prior to the annual meeting. The committee shall be composed of a member of the Executive Board and two other persons. Notice of the creation of the nominating committee and of the annual election shall be published in the newsletter.

Section 3. At the annual meeting, the nominating committee shall present the proposed candidates for office.

a. Further nominations shall be made from the floor, each nomination being for a specific office or board member.

*Sections 2 and 3 describe a process by which the general membership has an opportunity to participate in the nomination of officers. The organization may wish to specify the month when the nominating committee shall be formed and may wish to provide for publication of nominees in the newsletter. It is recommended, however, that the process of nominating and electing officers and Executive Board members may not take more than two months.*

\*Neighborhood Charter should include this or similar language.

b. The slate of candidates shall be published in the organization's newsletter prior to the election, and no further nominations shall be made from the floor.

*Some neighborhood organizations allow nominations from the floor at the time of the meetings; others do not. Either a. or b. is the appropriate alternative.*

#### Section 4.

a. A vacancy on the Executive Board shall be filled for the remainder of the vacant term by a majority vote of the general membership at the next general meeting.

b. A vacancy on the Executive Board shall be filled for the remainder of the vacant term by the remaining members of the Executive Board, subject to approval of the general membership at the next meeting.

*Alternative b is the recommended section since it allows for filling vacancies in a shorter period of time.*

Section 5. An officer may be removed by a two-thirds vote of the members present at a general meeting. However, prior notice of intent to submit a removal motion is required in the agenda.

Section 6. If a member of the Executive Board is absent for \_\_\_\_\_ consecutive meetings, either regular or special, that member's position shall be vacated unless the Board finds that an extraordinary circumstance prevents the member's attendance.

*If the Executive Board meets monthly four absences may be appropriate for removal.*

Section 7. Membership on the Executive Board shall terminate at once for anyone who moves from the neighborhood.

### **ARTICLE VIII. GENERAL MEMBERSHIP MEETINGS**

\* Section 1. General membership meetings shall be held at a time and place to be established by the Executive Board. Such meetings shall be held at least \_\_\_\_\_.

*It is recommended the general membership meetings shall be held at least twice a year. The organization may wish to require more frequent meetings.*

Section 2. A quorum of the general membership shall be \_\_\_\_\_ voting members.

*The organization shall determine a minimum number of members allowed to act at a meeting. In approving other neighborhood organization charters, the city council has required at least ten voting members as a quorum.*

\* Section 3. The general membership meeting for the month of \_\_\_\_\_ shall be the annual meeting.

*It is necessary for the organization to designate one meeting as the annual meeting, for the purpose of election of officers.*

#### \* Section 4.

a. The resident membership shall be notified of each scheduled meeting.

*If meeting notices or newsletters are hand delivered to all residents, property owners or tenants within the boundaries, alternative a. is appropriate.*

b. All members whose signatures and addresses appear on the official membership list shall be given notice of all general meetings. All residents in the neighborhood shall be notified of at least two meetings including the annual meeting.

*Some neighborhood organizations use their membership list for mailing notices and/or newsletters, so that all residents (property owners or tenants) may not be notified, but only those on the list. The city asks that all residents in the area be notified of at least two general meetings, including the annual meeting, but notices of other meetings may be provided to only*

\*Neighborhood Charter should include this or similar language.

*those whose names appear on the membership list. The two notices would provide opportunity for residents to attend the meetings and place their names on the membership list. Alternative b, is appropriate if this is the group's procedure.*

c. All business and non-resident owners of property within the neighborhood boundaries will receive notice of the annual meeting and at the annual meeting, will be given an opportunity to receive notice of regular meetings. The Executive Board shall be responsible to insure notice is given. Notice through a local news-paper is the minimum requirement.

*Business and non-resident owners must be given an opportunity to participate in the organization. The organization should notify them of at least one meeting, and can, at that time compile a mailing list on non-resident property owners who wish to be contacted with the agenda of future meetings. Because of the limits of funding for notification, choices will have to be made how this is done. Notice to non-resident owners and businesses may be given through publication of notice in the local newspaper (Eugene Register Guard), hand delivered or mailed notices.*

**Section 5:** Notice shall include the meeting, date, time and place and the proposed agenda. Any member may raise an additional matter not previously on the agenda, but that item shall not be voted upon until the next meeting.

a. However, if a member presents a petition containing \_\_\_\_ members' signatures and indicating reasons for emergency action on a matter, that matter may be voted on at the general meeting where the petition is presented.

b. However, if a matter is proposed at a meeting and two-thirds of those present determine such matter needs emergency action, that matter may be voted on at the same general meeting.

*Either Section a. or b. would allow the general meetings to take certain acts in a matter of emergency. The organization may wish to include both alternatives.*

**Section 6.** Special general meetings may be called by the Chairperson or the Executive Board. Special meetings shall be announced through a local newspaper and/or individual notification of the organization's members.

**Section 7.** The meetings of the Association shall be conducted in conformity with generally accepted rules and procedures, such as Roberts Rules of Order.

*The organization may wish to specify that in cases where interpretation of the rules is required, the chairperson shall rule on proper procedure.*

## **ARTICLE IX. NEIGHBORHOOD NEWSLETTER**

**Section 1.** The name of the \_\_\_\_\_ Neighborhood newsletter shall be \_\_\_\_\_.

*This section is optional. It is not necessary to name the newsletter within the charter.*

\* **Section 2.** The purposes of the neighborhood newsletter are to distribute information to the organization's members and to provide a forum for free expression of opinions by neighborhood members on issues of interest to the neighborhood.

*Sections 2, 3 and 4 are taken from the City of Eugene Neighborhood Recognition Policy, Resolution No. 2554, and apply to newsletters funded by the City of Eugene.*

\* **Section 3.** Advocacy positions may be included in the newsletter in an editorial format. Newsletters shall clearly indicate editorial material and guarantee space for timely printing of differing viewpoints.

\* **Section 4.** Commercial advertising is permitted in newsletters in accordance with the Guidelines for Use of Public Information Funds.

\*Neighborhood Charter should include this or similar language.

*See supplement to Newsletter Guidelines for Neighborhood Organizations for a more complete explanation of the requirements of Section 3 and 4.*

\* Section 5.

- a. The Executive Board shall appoint an editor for the newsletter. The Executive Board shall have the ultimate responsibility for the contents of the newsletter.
- b. The membership shall elect a Newsletter committee at the annual meeting. The Newsletter Committee shall appoint the editor and be responsible for the contents of the newsletter.

Section 6.

- a. Each issue of the newsletter shall identify the officers of the Neighborhood Organization, the Newsletter Editor or Committee, if any, and those compiling that issue, if other than officers, editor or committee.
- b. Each issue of the newsletter shall include an address and/or phone number for submission of articles, letters or other material.
- c. No anonymous articles shall be included in the newsletter.

*The CIC has been concerned with the accountability of neighborhood newsletters and recommends that these provisions be included in neighborhood charters.*

**ARTICLE X. COMMITTEES**

Section 1.

- a. The Executive Board may establish standing committees to perform the on-going business of the association. These committees are
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- b. The Executive Board may establish committees to perform the ongoing business of the association.

*Standing committees might include committees on planning, fund raising, neighborhood activities, etc.*

*Instead of standing committees, the Executive Board may establish committees for specific tasks as the need arises.*

Section 2. The Executive board may establish committees for special projects that are of concern to the membership, in accordance with the purpose of the organization.

*Whether or not the organization has standing committees, there should be a provision for committees for special projects.*

Section 3. The Executive Board shall specify the purpose, [meeting requirements,] and committee authority, including permission to speak publicly on issues within the committee's specific concern. Committees shall not speak or act on behalf of the organization unless they have such specific authority.

*The relationship between the Executive Board and the Committees should be clarified at the time of the formation of any committees.*

Section 4.

- a. Committee membership shall be open to all those organization members interested in serving on a particular committee at the time of its formation.
- b. Committee meetings shall be open to all members of the organization.
- c. When the Executive Board determines there is a need to establish a committee, it shall appoint members to that committee, after soliciting names of interested persons from the general membership.

\*Neighborhood Charter should include this or similar language.

*The organization should consider these alternatives for insuring broad membership participation in committees. Section a might result in a committee which is too large to function effectively. Section b will allow public participation in the committee meetings.*

*If Section c is selected, the organization may wish to specify that such notice will be provided in the Newsletter or at the general meeting.*

#### **Section 5.**

a. Each committee shall have a chairperson and a secretary appointed by the Executive Board/Chairperson of the Neighborhood organization.

b. Each committee shall have a chairperson and a secretary elected by the committee.

*The organization should decide who shall appoint the chairperson and secretary for any committees.*

**Section 6.** The secretary of each committee shall keep written minutes of the committee meetings. The committee shall provide its minutes or an oral report to the Executive Board at its regular meetings.

*The Charter should include some process to insure that the Executive Board is aware of the actions of the committees.*

### **ARTICLE XI. FINANCES**

**Section 1.** The organization may receive funds and employ persons to further its purposes, and may own and dispose of property.

**Section 2.** Grants or monies secured to fund specific projects or programs, which have itemized budgets already approved by the [Executive Board/general membership], may be expended without further approval for budgeted expenses.

*The organization may have monies received from specific grants. This section assumes that the budgets have approved before the grant was applied for, and the language should reflect whether the Executive Board or the general membership made such approval.*

**Section 3.** An annual budget for monies and grants from other sources shall be approved by the membership before expenditures commence.

*If the budget has been approved, it seems unnecessary to require further approval of expenditures.*

**Section 4.** The Executive Board shall establish a fiscal process including budgeting, expenditures, authorizations, and an internal fiscal control system.

**Section 5.** Any expenditures, other than those covered by Section 2 of this Article, which exceed \$ \_\_\_\_\_ shall be approved by the general membership.

*The organization may wish to set a maximum limit for expenditures by the treasurer or the Executive Board without approval of the general membership.*

### **ARTICLE XII. AMENDMENTS AND CHARTER REVIEW**

**Section 1.** This charter may be amended by a two-thirds vote at any general membership meeting. Written notice of the proposed charter change shall be given to the general membership prior to the meeting.

*The general membership should be allowed to consider major changes in the organization's structure which would be reflected as amendments to the Charter.*

Section 2. The Chairperson/Executive Board shall appoint a Charter review committee for a bi-annual review of the organization's Charter or more frequently if the Chairperson/Executive Board deems it necessary.

*The CIC has recommended that neighborhood organizations regularly review their Charters. That is the purpose of this Section.*

\*Neighborhood Charter should include this or similar language.

## **GUIDELINES FOR USE OF NEIGHBORHOOD PUBLIC INFORMATION FUNDS**

*Developed by the Neighborhood Empowerment Initiative Committee in 2009*

*Revised by Neighborhood Services in 2014*

Since 1976, the Eugene City Budget has contained a line item specifically for the printing and mailing of neighborhood publications as specified in the Neighborhood Recognition Policy (NORP, 1976):

*Neighborhood Organization Recognition Policy (NORP), 1976, Section 4. Neighborhood Newsletters. (a) The city shall finance the printing and mailing of neighborhood newsletters and communication, within budgetary allowances set by the city. Neighborhood organizations may raise funds to finance their own publications.*

In 2003, neighborhood associations were authorized to use up to \$200 of their budgets for event-related expenses. In addition, neighborhood associations have been authorized to use money left over at the end of the fiscal year for one-time expenses not related to printing and mailing. These expenditures were authorized on a case by case basis and approved if they helped with outreach and promotion of neighborhoods. While some flexibility in the use of these funds has been provided, no clear guidelines for their use beyond printing and mailing have been developed to guide neighborhoods or City staff.

These Guidelines are designed to provide policy clarification, promote use of the funds consistent with previously adopted goals for output, and provide resources to expand public outreach and involvement methods by neighborhood associations. The following principles were used in developing these Guidelines.

1. Neighborhood events should be primarily financed and supported by neighborhood funds, in-kind contributions and neighborhood volunteer hours. The City financial contribution is intended to offset expenses that result from City regulations, such as required insurance or restroom facilities. As inflation increases these costs, the allowed event expense amount should increase accordingly.
2. Neighborhood communication and outreach, regardless of the media used, should be the result of neighborhood efforts. Where possible, neighborhood volunteers should provide the work. Where possible, professional services should be solicited by neighborhoods as in-kind contributions. In those instances, where volunteer labor and/or in-kind contributions of professional services are not sufficient or available, neighborhoods should be allowed to use their public information budget for other reasonable communication and outreach expenses.
3. Neighborhood associations will be expected to adhere to previously adopted Council goals for output: four public information items per year (newsletter, postcard, flyer, ad in the paper or other type of hard-copy publication), two of which must be mailed to every address. This will ensure a consistent, reliable and broad-based method of communication from neighborhood associations to their neighbors. Once the minimum criteria are met, or are projected to be met, based on board-approved plans for the remainder of the fiscal year, neighborhood associations may use their budgets for other means of public information and outreach.
4. To address the challenges of communicating with diverse, large populations in an environment of evolving communication media, neighborhoods should have the flexibility to use the most effective methods to achieve consistent and broad communication with their neighbors.

5. Since no amount of rules can cover every situation, Neighborhood Services will make the final determination if a communication and outreach expense is reasonable.

### **Qualifying Public Information and Outreach Expenses**

Public information and outreach includes those activities that generate awareness of or promote interest and participation in neighborhood associations and their activities. In addition to costs of producing newsletters and postcards, covered expenses may include, but not be limited to:

- Material and supply costs
- Food and beverages, excluding alcohol, at annual or special events (this does not include general membership or executive board meetings)
- Rental fees
- Disposal fees for cleanups
- Entertainment at events
- Permit and insurance fees
- Banners, signs, logos, maps and other means of identifying a neighborhood association
- Design and layout of newsletters, postcards, flyers, posters or ads
- Photocopying, laminating and other print services
- Design, development and maintenance of websites, excluding web-hosting fees
- Translation and interpretive services
- Childcare services at a meeting or event provided by a licensed professional

Other public information and outreach expenses not identified above will be considered on a case-by-case basis. *Prior* authorization from Neighborhood Services is required to *guarantee* coverage of any expenses. If you have questions about a public information and outreach expense contact Cindy Clarke at 541-682-5272 or [cindy.j.clarke@ci.eugene.or.us](mailto:cindy.j.clarke@ci.eugene.or.us)

**Restrictions on Use of these Funds** - The following costs are not supported with the use of these funds:

- Payment of services rendered by individuals that cannot document professional qualifications for their area of expertise.
- Payment of services rendered by those serving on neighborhood association boards, their immediate family or members of their household.
- Equipment purchases, such as computers, photocopy machines, cameras, etc.
- Expenses for community events in which a neighborhood association is not the primary organizer.

If, in the previous fiscal year, a neighborhood association did not meet the output goals but used these funds for other costs it will not be authorized to use funds for other public information and outreach purposes in the current fiscal year until they have met the output criteria.

In addition, use of funds for public information and outreach must be incurred consistent with a neighborhood association's process for authorizing use of funds as identified in their charter document and any other relevant written and adopted policy of the neighborhood association.

## **NEIGHBORHOOD ASSOCIATION PUBLICATION POLICIES with guidelines (*in italics*)**

This document contains the policies governing Eugene's neighborhood association publications that utilize City funds in their production and/or distribution. While originally developed with paper newsletters in mind, these policies apply to all publications, including those that are web-based, if funded in whole or part by the City. The policies have been developed in consultation with neighborhood associations through the Neighborhood Leaders Council and the Neighborhood Empowerment Initiative. City Council input has occurred through a series of work sessions in 1999, 2000 and 2009. In addition, some of the policies are codified in other policy documents (Neighborhood Organization Recognition Policy, 1976 and Model Charter, 1983).

Guidelines were developed in 1976 to help explain the intent of the policies and how they can be implemented most satisfactorily. They were revised and expanded in 2009 to provide additional clarification and reduce or eliminate some of the problems or concerns that have arisen in the past. The guidelines are inserted in this document in italics.

The goal of the policies is to maintain the independence of the neighborhood associations while protecting the public from possible misuse of the newsletters. Since public funds are used for printing and mailing and for personnel time, there are restrictions as to how information can be presented. There are also laws pertaining to libelous content, ballot measures and elections that must be adhered to. Public funds belong to proponents and opponents of a proposition; therefore, the format of the newsletters where opinions are expressed must meet the requirements of fairness for both sides of an issue. In addition, the city and neighborhood organizations are interested in encouraging effective citizen participation in which decisions are made by informed members, which means that members should have the opportunity to study all sides of an issue.

Due to budget cuts, Neighborhood Services will no longer be responsible for reviewing the newsletters before printing, but the City will still provide the associations funds that can be used for their publications. Each neighborhood association will responsible for assuring that these policies are being followed and for ensuring that the required number of publications are created and distributed. For questions about the policies and your neighborhood's public information budget, please contact Cindy Clarke at 682-5272 or [cindy.j.clarke@ci.eugene.or.us](mailto:cindy.j.clarke@ci.eugene.or.us).

### **I. City Role and Purpose of Newsletters**

The City shall finance the printing and mailing of neighborhood newsletters and communications, within budgetary allowances set by the City. Neighborhood organizations may raise funds to finance their own publications.

The main purposes of City-funded neighborhood communications are to distribute information to neighborhood members on matters affecting their areas and to provide a forum for the free expression of the opinions of neighborhood members on issues of interest to the neighborhood.

Purpose was further clarified by Neighborhood Leaders Council on September 27, 1999 and approved at City Council Work Session, March 15, 2000:

- Provide notification on upcoming meetings
- Facilitating discussion of local neighborhood issues
- Promoting neighborhood, community, and city events
- Sharing neighborhood –specific information
- Fostering dialogue on elections and ballot measures
- Building community
- Recognizing people and businesses for their volunteer efforts
- Assisting in organizing non-active neighborhood associations

- Distributing City public information

*Guidelines: The City has budgeted funds for neighborhood communications, allocating an amount based on the number of postal addresses within the boundary of each neighborhood association. The neighborhood associations determine the distribution times, publication type (newsletter, postcard, etc.), length, duplication process and distribution method (mail or hand delivered).*

*If City funds are used for any portion of the printing or mailing costs of a publication by the neighborhood association, the policies must be followed. If funds are used to cover web-hosting fees for neighborhood association maintained websites, the policies apply to the content of the website. For publications or websites which are financed entirely by neighborhood organizations or private sources, these policies do not apply.*

## II. Output

Each neighborhood association should produce 4 public information items per year, 2 of which are to be mailed to every address in the neighborhood boundaries. Examples of public information items are newsletters, postcards, flyers, posters, or advertisements in the local paper.

*Guidelines: Newsletters are a very effective means of keeping members informed about the work of neighborhood associations. City surveys consistently show a high percentage of community members read their neighborhood association's newsletters. While postcards and flyers are useful in advertising individual events, they do not provide an opportunity to address multiple topics, discuss important issues or serve as a forum for an exchange of ideas. Newsletters are simply a better way to stay connected to your membership. Neighborhood Associations are strongly encouraged to produce at least 2 mailed newsletters each year, consistent with the Council's output goals.*

## III. Content

- A) Neighborhood Associations are responsible for the content of their publications.
- B) Advocacy positions may be included in the publication in an editorial format
- C) Publications shall clearly indicate editorial material and guarantee space for timely printing of differing viewpoints.

*Guidelines: Publication content should strive for balance, fairness and accuracy in reporting so that readers can form their own opinions on matters affecting the neighborhood. Publications should not be used to further the agenda of one group over another in the neighborhood.*

*Reports of positions taken by neighborhood associations on issues are appropriate. However, if positions or advocacy involve election issues or candidates the policies under IV.D, must be followed.*

*Advocacy or editorial material must be clearly labeled as such. For the purposes of these guidelines, advocacy or editorial material is that which contains an opinion and is presented in a manner that is biased in content or tone and meant to sway the reader or encourage them to think or act in a particular way through persuasive or emotional language or selective omission of facts. It is recommended that newsletters have a separate page or section labeled as "Opinion" so that editorial content is clear to the reader.*

*To provide a forum for differing opinions, members of the groups should be informed that they may express opinions through the newsletter according to City and neighborhood policies. A statement to this effect should be included in each newsletter as well as the standards for length, placement and selection of content.*

*On issues of controversy, differing points of view should be permitted and encouraged. Space should be allowed for rebuttal of opinion pieces.*

*"Timely" means that there should be an opportunity in a future publication to express an opposing viewpoint to an opinion piece, letter to the editor, or position reported by the neighborhood association before the issue is resolved. If this appears not to be possible, (i.e. a public hearing, city council meeting, etc. will occur before the next issue) and there is known opposition, the opposing side should be advised that space is available and given reasonable deadlines for submission of information within the same publication. Space should be provided in the same issue if the distribution method or medium is to be different for the next issue of the publication (i.e. hand delivered, or posted on the web vs. mailed).*

- D) Publications may not be used to promote or oppose a candidate or issue to be voted on in a general or special election.

1. Articles which are completely neutral and factual may be included.
2. Candidate statements or opinions on a candidate or election issue must meet the requirement of fairness for all sides.

*Guidelines: While newsletters may include information on City election issues and on other elections of interest to Eugene residents, ORS 260.432(1) prohibits public monies – printing, postage, staff time – being expended to promote or oppose any political committee or any initiative, referendum or recall petition, ballot measure or candidate. The following information is provided to ensure neighborhood association communication funded by the City does not violate state election laws.*

*Information articles about candidates or election issues must be impartial (i.e. equitable, fair, unbiased and dispassionate). The material needs to contain a balance of factual information and should not lead voters to support or oppose a candidate or measure. The reader should conclude “I have learned something about the measure/candidate,” not “Now I know why I should support (or oppose) the measure or candidate.”*

*Neighborhood associations may include the results of a vote taking a position on a ballot measure (including candidates) if it is reported in a neutral manner (e.g., the executive committee voted 6-2 to support measure XYZ). The text from a resolution that advocates for or against a ballot measure or candidate may not be included.*

*Requirements of fairness include providing the same opportunity (preparation time and space) for all in the same publication. All candidates and those representing both sides of an issue should be advised that space is available and given reasonable deadlines for submission of information. When available, Political Action Committees should be asked to participate when an alternative perspective is needed. If candidates or issue advocates do not respond by the established deadline then it is okay to publish the information that has been submitted as long as a statement is included that clarifies who was invited to submit content and whether they declined or did not respond.*

- E) Promotion of or fund-raising for political purposes are not permitted.
- F) Printing something false about an identified or identifiable person that subjects him/her to ridicule, hatred or contempt, or tends to diminish his/her reputation in the community is prohibited.

*Guidelines: Defaming someone in print is called libel. It includes cartoons and photographs as well as written words. Generally speaking, if a City-funded publication printed, for example, “John Doe is an incompetent neighborhood president,” John Doe might sue the author, the editor and the City in civil court. The author and/or editor would be responsible for paying for and defending themselves. While truth is a defense in a libel suit, the cost of proving that the statement was correct could be high.*

*More latitude is given to criticize public officials. However, generally, you can be held responsible for libel against a public official if it can be shown that defamatory information was knowingly printed with no effort to verify that information.*

- G) Content that is inconsistent with the City’s interest in eradicating and preventing discrimination is prohibited (see Eugene City Code, Section 4.613)
- H) Commercial advertising is not permitted in publications that are financed in whole or in part with City funds.

*Guidelines: Commercial advertising of the type that is normally found in the classified section and display advertisements of a newspaper is not permitted. Stories may be written about new businesses in a neighborhood; however, care should be taken to keep such stories “news items” rather than advertising. Business sponsors of neighborhood association activities may be acknowledged either in text or by printing trademarked logos as long as no additional promotion or encouragement to patronize sponsors is included and amounts contributed are not identified.*

*Public service announcements are not considered commercial advertising and may be included.*

*A factual news story or calendar listing is appropriate if there is an event that involves the sale of goods which would benefit the neighborhood association or the greater neighborhood (e.g., neighborhood-wide garage sale) Care should be exercised when promoting fundraising events so that the cause being promoted is supported by the neighborhood association and provides a clear neighborhood benefit.*

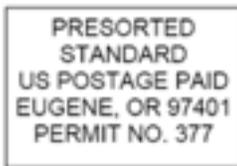
- I) No copyrighted material from other publications may be reprinted except with written permission of the appropriate party or where it specifically states that the material may be reprinted without permission.
- J) The City shall have access to neighborhood newsletters for City information.

*Guidelines: Neighborhood Services coordinates with City departments on making City information available to newsletter editors in a manner that fits with production schedules and space availability. Editors may also work directly with City department to solicit articles. It is expected that editors will make good faith efforts to regularly include City information in their newsletters and may exercise judgment on relevancy, timeliness and conciseness.*

*The principles of balance and fairness should be applied when opinion or advocacy pieces are written in opposition to proposed City policies or proposals so that the relevant department is provided an opportunity to include an informational article in a timely manner. City information required to provide a balanced view that exceeds 15% of the space available in a newsletter will be covered by funds other than those in the neighborhood association's budget to offset additional printing costs.*

K) Required Publication Components

The following indicia are required to be included on all publications mailed by US Postal Service:



The following additional components are required to be included in all newsletters (does not apply to postcards, flyers, posters, etc.):

1. Date of publication.
2. Contact information for neighborhood association (may include link to website if latter provides means of contacting the elected officer(s)).
3. Schedule and location of upcoming board and general meetings or information on how to keep current on meeting schedules and locations.
4. Information on how to submit articles or letters to the editor, including standards for length, placement and selection.
5. Author byline for all articles.
6. City of Eugene policy statement: *This is the official newsletter of the [insert Neighborhood Association name]. Funds for the printing and mailing of newsletters are provided by the City of Eugene. Newsletters are produced by neighborhood volunteers and are free to residents and businesses of the neighborhood. Space is available for letters to the editor or articles from neighbors and will be published as space permits. The information provided and the views expressed in this publication do not necessarily represent the position of the [insert Neighborhood Association name] or the City of Eugene.*

*Guidelines: In addition to those items required to be in every newsletter, there are other types of information that, if included, will help keep your membership informed of the activities of the association. Examples of additional information that should be considered include:*

- *Agenda items for scheduled meetings*
- *Calendar of neighborhood events*
- *List of current board officers*
- *Summary of neighborhood association actions and activities.*
- *How to obtain additional information about the neighborhood association such as meeting summaries, financial records, charter, etc.*

**IV. Roles for Neighborhood Associations and Neighborhood Services**

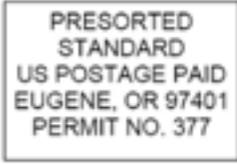
Neighborhood Association	Neighborhood Services
<b>Budget</b>	
<ol style="list-style-type: none"> <li>Plans number and type of public information items to meet Council output goals within budget.</li> </ol>	<ol style="list-style-type: none"> <li>Tracks each neighborhood association public information budget and provides periodic updates on use of funds and consistency with Council output goals.</li> </ol>
<b>Content</b>	
<ol style="list-style-type: none"> <li>Ensures publication is consistent with City policies and guidelines.</li> <li>Solicits alternative viewpoints on issues of controversy.</li> <li>Ensures articles are accurate to the best of his/her knowledge.</li> <li>Solicits external reviews if cannot verify accuracy (allow sufficient time for reviewers).</li> <li>Clearly delineates factual, objective reporting from opinion/advocacy pieces.</li> <li>Ensures required publication components are included.</li> </ol>	<ol style="list-style-type: none"> <li>Assists with the collection of City information from other departments for publication in newsletters.</li> <li>Assists with fact checking content related to City plans, programs or policies.</li> </ol>
<b>Production</b>	
<ol style="list-style-type: none"> <li>Selects vendor that provides printing services that includes pre-sorted address labeling for bulk mailing and delivery to the USPS.</li> <li>Negotiates timelines with vendor keeping in mind it may take up to 7 days for USPS delivery.</li> <li>Provides Neighborhood Services quote from vendor to confirm funding availability <u>before</u> authorizing the job.</li> <li>Once funding is confirmed, places order with vendor.</li> <li>Sends Neighborhood Services digital copy of the publication.</li> </ol>	<ol style="list-style-type: none"> <li>Confirms funding availability.</li> <li>Provides vendor with current mailing list and USPS bulk mail permit number.</li> <li>Processes payment to vendor.</li> <li>Archives electronic newsletter.</li> </ol>
<b>Accountability</b>	
<ol style="list-style-type: none"> <li>Tracks and considers feedback received from readers.</li> <li>Assumes responsibility for any libelous content or content that violates state elections law requirements.</li> <li>Responsible for appropriate use of city provided funds.</li> </ol>	<ol style="list-style-type: none"> <li>Accountable for use of funds for their intended purpose as directed by Council.</li> <li>Keeps up-to-date records using acceptable fiscal procedures.</li> <li>Compiles annual reports on compliance with output goals, and feedback received and shares with executive board.</li> </ol>

**V. Resolving Disputes**

- Complaint received by Neighborhood Services. Staff determine if complaint is of sufficient substance to initiate a review.
- If no review needed, complaint is recorded and provided to neighborhood association Chair.
- If review initiated, Neighborhood Services notifies Chair of complaint and that review is underway.
- Complaint reviewed in collaboration with Neighborhood Leaders Council Co-Chairs in regard to compliance with existing policies.
- Neighborhood Services notifies the association board of staff findings.
- If determination is that policies were followed, no additional action necessary.
- If determination is that policies were not followed, remedy is negotiated with neighborhood association Chair.
- If agreed upon remedy is not implemented and/or violations of the policies continue staff may deny approval of funding for future print publications.
- If board does not agree with staff findings and proposed remedy, they may appeal to the City Manager’s Office Division Manager.
- To reinstate use of funds for print publications, board must make written request that includes acknowledgement of previous policy violations and identifies clear steps to ensure adherence to policies in the future.

**KEY ELEMENTS IN NEWSLETTERS & PUBLICATIONS**

- 1) **Indicia** - must read: "PRESORTED STANDARD US POSTAGE PAID EUGENE OR 97401 PERMIT NO 377"



- 2) **Policy Statement:**

**PROCESS FOR PRINTING NEIGHBORHOOD PUBLICATIONS**

Neighborhoods:	City
<ul style="list-style-type: none"> <li>1) Select Printer                             <ul style="list-style-type: none"> <li>a. It's advisable that the print shop be able to:                                     <ul style="list-style-type: none"> <li>i. Print the publication</li> <li>ii. Print mailing addresses to the pre-sorted standard as defined by the USPS</li> <li>iii. Deliver publication to the USPS for deliver</li> </ul> </li> <li>b. Negotiate timeline for printing and delivery to USPS</li> <li>c. You will want to consider delivery time for USPS (7-days conservative estimate)</li> </ul> </li> <li>2) Get a job quote and confirm funding availability with <a href="mailto:cindy.j.clarke@ci.eugene.or.us">cindy.j.clarke@ci.eugene.or.us</a></li> <li>3) If funding available, place order with printer</li> <li>4) Send Cindy a copy of the publication electronically</li> </ul>	<ul style="list-style-type: none"> <li>1) Confirm funding availability</li> <li>2) Provide printer with current mailing list and permit number</li> <li>3) Process purchase order/ payment to vendor</li> <li>4) Archive electronic newsletter</li> </ul>

**DISPUTE RESOLUTION PROCESS:**

- 1. Complaint received
- 2. Neighborhood association Chair notified that review is underway.
- 3. Complaint reviewed in collaboration with Neighborhood Leaders Council Co-Chairs in regard to compliance with existing policies.
- 4. Neighborhood association board notified of complaint and staff findings.
- 5. If determination is made that policies were followed, no additional action necessary.
- 6. If determination is made that policies were not followed, remedy is negotiated with neighborhood association Chair.
- 7. If agreed upon remedy is not implemented and/or violations of the policies continue staff may deny approval of future print publications.
- 8. If Board does not agree with staff findings and proposed remedy, they may take the issue up with the City Manager's Office Division Manager.
- 9. Board must make written request for reinstatement of funding that includes acknowledgement of previous policy violations and identifies clear steps to ensure adherence to policies in the future.

**User Agreement for Eugene Neighborhood Association Print Publications that use City Funds**

City of Eugene provides funding for public information and outreach activities of neighborhood associations formally recognized by the City. Funds may be used for printing and mailing of publications distributed to neighborhood association members. This agreement is effective from the date of signing to June 30, 2016, and includes the following stipulations for neighborhood association print publications that are produced using City funds:

1. The main purposes of City-funded neighborhood communications are to:
  - distribute information to neighborhood members on matters affecting their areas;
  - provide a forum for the free expression of the opinions of neighborhood members on issues of interest to the neighborhood.
  
2. The format of publications where opinions are expressed must meet the requirements of fairness for both sides of an issue. City and neighborhood organizations are interested in encouraging effective citizen participation in which decisions are made by informed members, which means that members should have the opportunity to study all sides of an issue. In addition, public funds belong to proponents and opponents of a proposition.
  
3. Publications using City funds must adhere to the [Neighborhood Association Publication Policies with guidelines](#) (*Publication Policies*).
  
4. Failure to follow the *Publication Policies* may jeopardize continued access to those funds.
  
5. Neighborhood association boards are responsible for the content of their publications and compliance with laws pertaining to libelous content, ballot measures and elections.
  
6. This agreement will be re-executed every two years.
  
7. The signatory below affirms that the board of their neighborhood association understands the terms of this use agreement and will ensure compliance with its stipulations.

Neighborhood Association Name: \_\_\_\_\_

Neighborhood Association Representative:

\_\_\_\_\_  
(please print)

\_\_\_\_\_  
(please sign)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Michael Kinnison, Manager  
Human Rights and Neighborhood Involvement  
City of Eugene

\_\_\_\_\_  
Date

## Eugene: 2014 Neighborhoods by Size

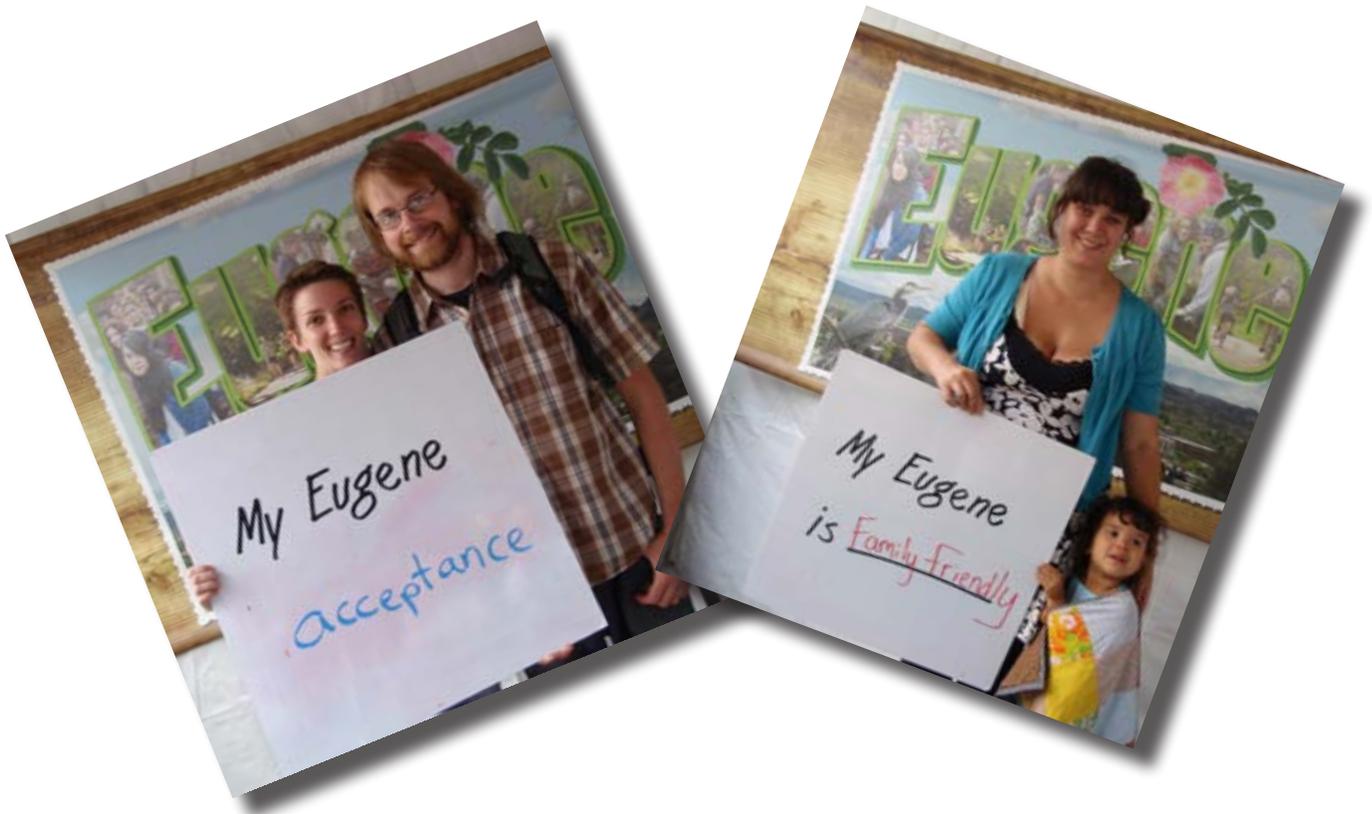
Neighborhood Association	Residential Addresses	Percentage
Active Bethel Citizens	11841	14.7%
Amazon Neighbors Association	915	1.1%
Cal Young Neighborhood Association	5218	6.5%
Churchill Area Neighbors	5394	6.7%
Crest Drive Citizens Association	2899	3.6%
Downtown Neighborhood Association	2212	2.7%
Fairmount Neighbors	1440	1.8%
Far West Neighborhood Association	2575	3.2%
Friendly Area Neighbors	3279	4.1%
Goodpasture Island Neighbors	2147	2.7%
Harlow Neighbors	6165	7.6%
Industrial Corridor Community Org.	152	0.2%
Jefferson Westside Neighbors	3803	4.7%
Laurel Hill Valley Citizens	700	0.9%
Northeast Neighbors	4401	5.5%
River Road Community Organization	5044	6.3%
Santa Clara Community Organization	7982	9.9%
South University Neighborhood Assoc.	1780	2.2%
Southeast Neighbors	6153	7.6%
Trainsong Neighbors	677	0.8%
West Eugene Community Organization	78	0.1%
West University Neighbors	3712	4.6%
Whiteaker Community Council	2073	2.6%
	80640	100.0%

\*Data: Situs address layer, 10/6/2014; Lane Council of Governments

\*\*Includes single family, duplex, multifamily units, manufactured homes, and group quarters within the Eugene UGB. Unit count is approximate and has not been verified.

# Tools and Resources

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## what to do: 150 THINGS YOU CAN DO TO BUILD SOCIAL CAPITAL

Social capital is built through hundreds of little and big actions we take every day. We've gotten you started with a list of nearly 150 ideas, drawn from suggestions made by many people and groups. Try some of these or try your own. We need to grow this list. If you have other ideas, post them at: <http://www.bettertogether.org>. You know what to do. Build connections to people. Build trust with others. Get involved.

1. Organize a social gathering to welcome a new neighbor
2. Attend town meetings
3. Register to vote and vote
4. Support local merchants
5. Volunteer your special skills to an organization
6. Donate blood (with a friend!)
7. Start a community garden
8. Mentor someone of a different ethnic or religious group
9. Surprise a new neighbor by making a favorite dinner—and include the recipe
10. Tape record your parents' earliest recollections and share them with your children
11. Plan a vacation with friends or family
12. Avoid gossip
13. Help fix someone's flat tire
14. Organize/participate in a sports league
15. Join a gardening club
16. Go to home parties when invited
17. Become an organ donor or blood marrow donor.
18. Attend your children's athletic contests, plays and recitals
19. Get to know your children's teachers
20. Join the local Elks, Kiwanis, or Knights of Columbus
21. Get involved with Brownies or Cub/Boy/Girl Scouts
22. Start a monthly tea group
23. Speak at/host a monthly brown bag lunch series at your local library
24. Sing in a choir
25. Get to know the clerks and salespeople at your local stores
26. Attend PTA meetings
27. Audition for community theater or volunteer to usher
28. Give your park a weatherproof chess/checkers board
29. Play cards with friends or neighbors
30. Give to your local food bank
31. Walk or bike to support a cause and meet others
32. *Employers*: encourage volunteer/community groups to hold meetings on your site
33. Volunteer in your child's classroom or chaperone a field trip
34. Join or start a babysitting cooperative
35. Attend school plays
36. Answer surveys when asked
37. *Businesses*: invite local government officials to speak at your workplace
38. Attend Memorial Day parades and express appreciation for others
39. Form a local outdoor activity group
40. Participate in political campaigns
41. Attend a local budget committee meeting
42. Form a computer group for local senior citizens
43. Help coach Little League or other youth sports – even if you don't have a kid playing
44. Help run the snack bar at the Little League field
45. Form a tool lending library with neighbors and share ladders, snow blowers, etc.
46. Start a lunch gathering or a discussion group with co-workers
47. Offer to rake a neighbor's yard or shovel his/her walk
48. Start or join a carpool
49. *Employers*: give employees time (e.g., 3 days per year to work on civic projects)
50. Plan a "Walking Tour" of a local historic area
51. Eat breakfast at a local gathering spot on Saturdays and mingle
52. Have family dinners and read to your children
53. Run for public office
54. Stop and make sure the person on the side of the highway is OK
55. Host a block party or a holiday open house
56. Start a fix-it group: friends willing to help each other clean, paint, garden, etc.
57. Offer to serve on a town committee
58. Join the volunteer fire department
59. Go to church...or temple...or walk outside with your children—talk to them about why its important
60. If you grow tomatoes, plant extra for an lonely elder neighbor – better yet, ask him/her to teach you and others how to can the extras
61. Ask a single diner to share your table for lunch
62. Stand at a major intersection holding a sign for your favorite candidate
63. Persuade a local restaurant to have a designated “meet people” table
64. Host a potluck supper before your Town Meeting
65. Take dance lessons with a friend
66. Say "thanks" to public servants – police, firefighters, town clerk...
67. Fight to keep essential local services in the downtown area – your post office, police station, school, etc.
68. Join a nonprofit board of directors
69. Gather a group to clean up a local park or cemetery
70. When somebody says "government stinks," suggest they help fix it

Note: Expanded from original list of “100 Things You Can Do to Build Social Capital” (Saguaro Seminar: Civic Engagement in America project at Harvard’s John F. Kennedy School of Government at Harvard); additional contributions from the New Hampshire Charitable Foundation and Rochester Area Community Foundation, as well as ideas from the public.

71. Turn off the TV and talk with friends or family
72. Hold a neighborhood barbecue
73. Bake cookies for new neighbors or work colleagues
74. Plant tree seedlings along your street with neighbors and rotate care for them
75. Volunteer at the library
76. Form or join a bowling team
77. Return a lost wallet or appointment book
78. Use public transportation and start talking with those you regularly see
79. Ask neighbors for help and reciprocate
80. Go to a local folk or crafts festival
81. Call an old friend
82. Enroll in a class and meet your classmates
83. Accept or extend an invitation
84. Talk to your kids/parents about their day
85. Say hello to strangers
86. Log off and go to the park
87. Ask a new person to join a group for a dinner or an evening
88. Host a pot luck meal or participate in them
89. Volunteer to drive someone
90. Say hello when you spot an acquaintance in a store
91. Host a movie night
92. Exercise together or take walks with friends or family
93. Assist with/create your town or neighborhood's newsletter
94. Organize a neighborhood pick-up – with lawn games afterwards
95. Collect oral histories from older town residents
96. Join a book club discussion & get the group to discuss local issues
97. Volunteer to deliver Meals-on-Wheels in your neighborhood
98. Start a children's story hour at your local library
99. Be real. Be humble.  
Acknowledge others' self-worth
100. Tell friends and family about social capital and why it matters
101. Greet people
102. Cut back on television
103. Join in to help carry something heavy
104. Plan a reunion of family, friends, or those with whom you had a special connection
105. Take in the programs at your local library
106. Read the local news faithfully
107. Buy a grill and invite others over for a meal
108. Fix it even if you didn't break it
109. Pick it up even if you didn't drop it
110. Attend a public meeting
111. Go with friends or colleagues to a ball game (and root, root, root for the home team!)
112. Help scrape ice off a neighbor's car, put chains on the tires or shovel it out
113. Hire young people for odd jobs
114. Start a tradition
115. Share your snow blower
116. Help jump-start someone's car
117. Join a project that includes people from all walks of life
118. Sit on your stoop
119. Be nice when you drive
120. Make gifts of time
121. Buy a big hot tub
122. Volunteer at your local neighborhood school
123. Offer to help out at your local recycling center
124. Send a "thank you" letter to the Editor about a person or event that helped build community
125. Raise funds for a new town clock or new town library
126. When inspired, write personal notes to friends and neighbors
127. Attend gallery openings
128. Organize a town-wide yard sale
129. Invite friends or colleagues to help with a home renovation or home building project
130. Join or start a local mall-walking group and have coffee together afterwards
131. Build a neighborhood playground
132. Become a story-reader or baby-rocker at a local childcare center or neighborhood pre-school
133. Contra dance or two-step
134. Help kids on your street construct a lemonade stand
135. Open the door for someone who has his or her hands full
136. Say hi to those in elevators
137. Invite friends to go snowshoeing, hiking, or cross-country skiing
138. Offer to watch your neighbor's home or apartment while they are away
139. Organize a fitness/health group with your friends or co-workers
140. Hang out at the town dump and chat with your neighbors as you sort your trash at the Recycling Center
141. Take a pottery class with your children or parent(s)
142. See if your neighbor needs anything when you run to the store
143. Ask to see a friend's family photos
144. Join groups (e.g., arts, sports, religion) likely to lead to making new friends that bridge across race/ethnicity, social class or other social cleavages
145. Attend or start a free summer music series at a local park
146. \_\_\_\_\_
147. \_\_\_\_\_
148. \_\_\_\_\_
149. \_\_\_\_\_
150. \_\_\_\_\_

# Building Connections in Your Neighborhood

1. Collaborations. List potential collaborations in our boundaries. Which are we already doing? Which might help us expand our connection to our constituency?

Schools

---

Faith-based organizations

---

Businesses

---

Apartment complexes

---

Other organizations

---

Other key categories

---

2. Direct Connections. List possible opportunities for connecting with people directly. Which are we already doing? Which might work for us to expand our connections?

Internet (emails, website, surveys)

---

Social hot spots (coffee shops, parks, sports' fields, grocery stores, gyms)

---

Community-based events (celebrations, picnics, races)

---

Special interest gatherings (gardens, chickens, dogs, babies)

---

Other methods

---

3. Demographics. What are the key demographics of our neighborhood?

- Age
- Income
- Race
- Gender
- Kids at home
- Rent or own

Who comes to our meetings?

Who are our leaders?

Who are we connecting with through other means? (1 & 2)

4. Next steps. Review the gaps between our demographics and who we are connecting with currently (1-3). List underrepresented groups.

Which two of the opportunities we identified might we consider doing to expand our connections to our potential constituency?

# Setting Priorities

*This assumes that you have already collected an accurate, inclusive list of things people care about, but it is too much to do. How can you prioritize and decide on a reasonable plan?*

## 1. Align with Mission

Do the things on this list fit our mission? Are we the right organization to take on this task? Cross off those that do not align. Document reasons for elimination.

## 2. Assess your capacity

What do we see as the capacity of our organization to do the work in the period ahead? What are our strengths and weaknesses (people, money, timeline)? Mark with red X those that are likely beyond current capacity. Mark with green ✓ those that are likely within capacity.

## 3. Set Priorities Round One

- Break into small groups (if you are a large group). Give everyone a few minutes to look at the remaining list of what people care about and fill out the 4-box grid.
- Go around and write up each person's views onto a group chart.
- Look at top left box for strong agreement & takes less resources.
- Give an opportunity for those who want to advocate for an item that is not in that box to be moved in.
- Give an opportunity for those who want to advocate for an item that is in the strong agreement & takes less resources box to be moved out.
- Now check with the group to see if anyone wants to change their opinion.

If this is a large group, come back together and debrief the results onto a blank grid. Repeat the process above as a large group. Only one person per small group can make the case to move an item into or out of the strong agreement/takes less resources box.

## 4. Set Priorities Round Two

*(Don't spend too much time, but it will help people to be realistic.)*

Look at items now in top left box and ask:

- What actions would get us to this goal?
- How much time would it take? 90 days? 6 months? A year?
- Would I be willing to do the work?
- Who else would do the work?
- What resources would we need? Do we have them? Where might we get them?
- Who would benefit from this work?
- How will it strengthen our organization?

*(It's OK to include something from upper right box-- important and takes more resources—if someone wants that.)*

Allow a few minutes to think about what your organization can realistically take on. Everyone writes their first and second pick on main sheet. Look at results.

**5. Reach Agreement**

- Go around the room and check the degree of support for the priorities selected. (Great, OK, Can't live with it)
- Anyone who can't live with it explains thinking and offers suggestions to deal with concerns.
- Use the decision-making method your group employs to finalize.

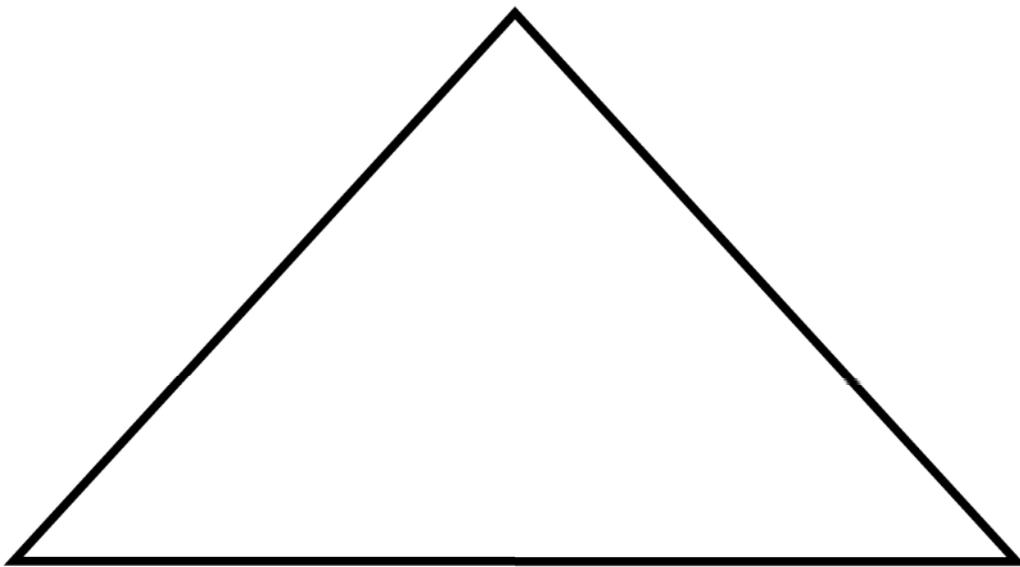
# Priorities Analysis Form

	TAKES LESS RESOURCES	TAKES MORE RESOURCES
IMPORTANT		
LESS IMPORTANT		

# The Trinity of Meeting Preparation

## Purpose

An effective meeting without a clear sense of purpose would be fairly miraculous. A meeting without a clear sense of purpose is almost certainly draining and may be damaging.



## Authority

An understanding of what the group is responsible for, and whom they are responsible to, will provide clarity and direction and help prevent wasted work.

## Representation

Having the correct people at the table, at the correct time, for the correct reasons can make or break a meeting. Having the **wrong** people at the table can be inefficient and even damaging.

It is important to have clarity in these three areas in order to both have an effective meeting and prevent possible damage to future working relationships!

## *Defining the Purpose of the Meeting*

**What is the reason for this meeting being held?**

**What does the group expect to accomplish?**

**What will be changed or different after the meeting?**

### **Purpose is NOT:**



- The vision, mission, etc.
- The project or overarching goal
- An individual person's agenda

### **Purpose should be:**



- Explainable
- Attainable
- Meeting specific
- Agreed upon by the group

### **Questions for Defining Purpose**

What we would like to see accomplished **this meeting**:

*(explicit = product, recommendations, decisions, learning, etc.)*

*(implicit = relationships, changes in attitude, morale, etc.)*

---

These accomplishments would **further the overall mission / goal(s)** by:

*(discard any **tangential** ideas)*

---

The following accomplishments are *mandatory* **this session**:

---

The following accomplishments are *optional* **this session**:

---

Does the group have all the **resources** and **information** needed to accomplish these goals by *the end of the session*? (if not, I need to bring, find out, contact, invite or double-check..)

---

Accomplishing **x** is **essential before** accomplishing **y**:

---

The **priority** for the desired accomplishments are:

---

Are the desired accomplishments reflected **on the agenda**?

---

**I understand what we are trying to achieve and am ready to help the group  
have a productive meeting!**

**Are there new members?**

- Have they received orientation materials?
- Have they had the chance to ask questions?
- Are they included in the communication(s) method?
- Do they know all the logistics (when, where, etc.)?
- Were they sent a reminder?
- Are they included in the materials count?
- Has time been worked into the agenda for introductions, Q&A, etc?

**Are there guests / presenters?**

- Do they have all the information they need to be effective?
- Have they confirmed?
- Were they sent a reminder?
- Has the agenda been adjusted for adequate time?
- Do they need any supplies or materials?
- Have arrangements been made for the needed items?

## ***Authority***

What is the group charged with doing?

What is the group responsible and accountable for?

What is the group not responsible for or unable to do?

### **Defining Authority Should:**



- Help to limit the scope of the problem, question, or purpose
- Help define necessary steps or communication channels
- Prevent unnecessary work
- Allow group members to understand how their work will be used

### **Some Types of Group Authority:**

- No authority – the meeting is for the purpose of information dissemination.
- Fact-finding – the group is charged with researching a specific issue.
- Providing recommendations or feedback – the group is charged with advising external decision makers but the group will not be making the decision.
- Partial authority – the group is semi-autonomous but accountable to or limited by external forces.
  - Decision-making authority
  - Implementation authority
- Total authority – the group is completely in charge of decision and implementation without depending on external forces.

## Facilitator Interventions

<b>General Approach</b>	<b>Ideas of what to say or do</b>
<i>Encourage participation</i>	Sometimes it's hard to get conversation started or to have people elaborate on their opinion.
	"Please, David, won't you get us started on this topic?" "I'm not sure I understand your idea, would you say more?" For an ongoing group, this is something you can do after the meeting in preparation for the next one. Check in with those who didn't participate. "Thanks so much for coming. I hope next time you'll feel more comfortable joining in the dialogue. Let me know if I can help that in any way."
<i>Don't be defensive</i>	If you're challenged, accept the criticism, thank the person for their observation, and check in with the group.
	"Oh, you think I'm pushing too hard? Thanks for bringing it up. Do others of you feel that way? OK, let's talk about where to go from here." (If scribing comments) "I'm sorry I didn't capture what you said correctly. Please, tell me how to edit what I've got."
<i>Discourage those meeting hogs</i>	Some people just can't stop talking . . . There are things to say:
	"Sorry to interrupt you, John, but I think you've gotten your point across. Let's hear from some of the other people here tonight." "Sally, I hear your anger around this issue. I want to check in with the rest of the group to learn if their experiences are similar." "I'm sorry to be 'the heavy' here, but we've only got 5 more minutes for this topic on the agenda and I can see there are other people who want to weigh in on the topic."
	There are things to do.
	I've moved so I'm close to the person talking, even put my hand on their shoulder, as a way to get them to stop. Call for a break. Talk to the person one on one after the meeting and share your observations so it doesn't happen next time. Point out that a person loses influence if they are too dominant.
<i>Don't talk too much</i>	Every moment the facilitator takes is a moment the group's work is not being done. Be succinct.
	Silence is a motivator for others to speak. Don't jump in too soon!
<i>End the meeting on time</i>	Move agenda items to the next meeting.
	Summarize and say "thank you" and let people go home. You need to be true to the time commitment you've asked others to make or, over time, they will find reasons to not come at all.
<i>Use your body language</i>	Actions really do speak louder than words.
	Move to "center stage" if you need to gain control of the group. Hold up your hand to "stop" interruptions.
<i>Avoid process battles</i>	Although you've spend hours developing a process, others may have a different idea.
	"Your idea is an interesting one, which way does the group want to proceed?"
<i>Show enthusiasm!</i>	Groups will take a cue from your optimism...
	Be energetic, attentive and encouraging.

## Facilitator Interventions *(continued)*

<b>General Approach</b>	<b>Ideas of what to say or do</b>
<i>Maintain/regain focus</i>	Groups get off track and sometimes multiple conversations are going on. "Wait a minute, one person at a time. Sally first and then Don..." "It really helps if we're all having the same conversation..." "Let's get back on the agenda..." (POINT to poster version)
<i>Echo back questions</i>	Don't answer questions for the group (at least not right away). Group: "What are you going to do with these ideas?" Facilitator: "What themes do you hear your neighbors expressing?" Group: "Why are we even talking about this?" Facilitator: "Who can answer that question?" Group: "Where do we start?" Facilitator: "What do you think is the best place to start?"
<i>Play dumb</i>	Take ownership when things go awry with a process. "I'm confused, I thought we were going to be doing X and you seem to be doing Y, did I misunderstand?"
<i>Dismiss and redirect</i>	When comments aren't relevant to the topic at hand. "Hold that though until we get to the next agenda item." "I didn't know that, can we discuss it more at the next meeting?" "Good idea. Let me capture that on the 'other issues' sheet."
<i>Checking out your observations</i>	Scan the group's body language for clues on how things are going. ASK! "I sense it's time for a little break to get that blood moving to our brains again. What do you say?" "A couple people look perplexed, do we need to stop and clarify the proposal?" "Mary, I don't recall you speaking on the topic. Is there something you think we're missing?"
<i>State the obvious</i>	Sometimes identifying a destructive behavior is enough. "You're not letting John finish what he's saying." "I think you're trying to force a decision before the group is ready." "My sense is there's something you're not saying."
<i>Make agreements explicit</i>	Never assume you have agreement unless you check in with the group first. "Everybody agree?" "Let's see some head nods around the table." "Are there any objections?" "Anyone have anything to add before we move on?"
<i>Avoid process battles</i>	Although you've spend hours developing a process, others may have a different idea. "Your idea is an interesting one, which way does the group want to proceed?"
<i>Enforce process agreements</i>	Once you've got agreement on the process, you need to ensure its integrity while it's in effect. "Hey, we agreed to brainstorm. Evaluating ideas comes later." "Sorry, Carol. We agreed we'd only talk for 3 minutes each."

## **MEETINGS – DECISION MAKING**

### **Getting “unstuck” strategies:**

1. Take a short break and ask everyone to come back fresh in a few minutes.
2. Break the group into pairs or triads and have them discuss how to create acceptable and superior alternatives to the suggestions under question.
3. Move on to another agenda item and later return to the issue on which the group is divided.
4. Suggest a backup method such as the group leader or another member making a decision that can be viewed as “temporary” until the group is able to review it at a later point in time.

***The Jefferson Westside Neighbors board uses Robert's Rules in their meetings. The following article explains basic Robert's Rules processes.***

## **Tips for smooth-running neighborhood meetings**

by Paul Conte

We all enjoy smoothly-run neighborhood meetings that accomplish a lot and end on time. Productive meetings also encourage more of our neighbors to attend regularly, not just when some "hot" topic is on the agenda. Observing standard practices for conducting discussions and voting is one key to well-run meetings.

At neighborhood meetings we have both informational discussions and we conduct business, such as adopting neighborhood organization positions on various land use, policing, transportation, and other issues. The standard way we conduct business is to discuss and adopt or reject motions that are presented by the board or by a person attending the meeting. What follows are a few basics that will help you be part of our next *well-run* JWN meeting.

**Prior notice.** The JWN bylaws encourage advance notice before the neighborhood association votes on motions. The JWN Executive Board publishes the agenda for each meeting and motions related to an published agenda topic can be voted on at the same meeting. Any JWN member can add new topics to the agenda at any meeting, but votes on related motions generally can occur only at the *next* meeting. (By a two-thirds vote of members present, a motion can be voted on at the same meeting.) If you want to vote on something, you should request the Executive Board consider the topic for a future meeting's agenda or you should present the topic at one meeting and indicate an intent to vote on related motions at the next meeting.

**Main motions.** When the Chair has called on you and no other main motion is being considered, you can say: "I move that ...[whatever the group is to decide]." At this point, some other person must say, "I second the motion," before it can be discussed.

**Clarifying a motion.** It helps to have a clear, concise statement of a motion's intent. If you have time, jot down the wording and hand it to the Chair when you make the motion. The Chair can often help by taking a few minutes to refine the wording. A typical approach is for the Chair to say something like: "If you [the person making the motion] have no objection, can we restate the motion as ... [the suggested restatement]?" During this clarification process, the Chair may also consider suggestions from other individuals. Of course, neither the Chair nor anyone else should attempt to use this informal process to steer a motion in a direction that's not acceptable to the person who made the motion. Keep in mind that this informal clarification process should occur *before* discussion of the motion begins. From that point on, an amendment is required, as explained below.

**Discussing a motion.** Once a main motion is under consideration, discussion begins. Obviously our meeting time is limited, so discussion on a motion has to be limited, as well. JWN meetings operate somewhat informally, so the Chair should

generally suggest how to allocate time. For example, the Chair might say: “If there’s no objection, shall we limit discussion on the main motion to 10 minutes and then see if we’re ready to vote?” If the motion presents a larger issue which a number of people may support or oppose, the Chair might suggest a more structured approach by first asking how many people would like to speak. The Chair can then divide the available time up, as in: “Eight people have expressed a desire to speak and we have 20 minutes allocated to this agenda item. If there’s no objection, shall we limit each person to 2 minutes and then proceed to a vote?”

When you speak, be brief and discuss *only* the motion before the group. If you’ve already spoken once, you’re not entitled to speak a second time until everyone else who hasn’t yet spoken has their turn. If the discussion is dragging out, speak more than once only when you have genuinely new information to present and which you truly think will change the way others vote. If a discussion becomes lengthy, the Chair can try to bring it to a close by saying: “We seem to be revisiting the same information and our discussion has now run 20 minutes. Is there any objection to bringing the matter to a vote?”

**Amendments.** If, during discussion of a main motion, you want to change some part of the motion, you must wait until you’ve been called on by the chair and then say: “I move to amend the motion as follows ... (the proposed change).” An amendment to a main motion also requires a second. Once an amendment is made and seconded, it becomes the topic of discussion. Only one amendment at a time can be considered; multiple amendments can be discussed and voted on in turn. (You can also have an amendment to an amendment, following a similar process as an amendment to a main motion. But this process can get confusing and should be used infrequently.)

Once a motion has been made (possibly with some refinement help from the Chair), seconded, and is under discussion, the motion can be altered only by passing an amendment. The person who made the motion *cannot* simply accept changes on his or her own (a practice sometimes called a “friendly amendment”). The Chair can facilitate amendments intended to clarify a motion and which the Chair suspects have universal acceptance by saying: “If there’s no objection, can we amend the motion as follows ... [the proposed change].” If a single person objects, however, the formal amendment process is necessary.

**Cutting off discussion.** If you want to cutoff discussion on a main motion or amendment and have the group vote immediately, you must wait until you’ve been called on by the chair and then say: “I call the previous question.” Calling the question requires a second and a two-thirds majority vote. Note that you can’t just shout “I call the question” as a way to stop discussion. Unless otherwise stated, a call for the previous question during discussion of an amendment applies *only* to cutting off discussion of the amendment itself and doesn’t cutoff further discussion on the main motion.

**Voting.** When no one else wants to speak or a call for the previous question has passed, the Chair repeats the motion or amendment. (If the vote is on a main motion that has been amended, the Chair should restate the motion as it was modified by the amendments.) The Chair first asks all those in favor to raise their hands; then

asks all those opposed to raise their hands. When the outcome of a vote appears likely to be strongly in favor or opposed, the Chair may ask for a voice vote instead of a show of hands. The Chair and Secretary record the results. (Note that the Chair doesn't ask for "abstentions" since this is meaningless except in a roll call vote.) After a vote is taken on an amendment, discussion resumes on the (possibly amended) main motion.

**Rules of order.** JWN currently follows a widely-used set of meeting rules known as Robert's Rules of Order. There are many other actions, for example, tabling a motion, that a group can use in the conduct of its business. Because these rules can be quite complex, however, a common practice in JWN meetings is for the chair to ask consent to proceed in a particular way appropriate to the situation at hand. For example, the Chair might say: "I think it would go more quickly if we first take a straw poll on the preferred date for the painting party. Is there any objection?" If anyone present objects, then the formal process of a motion, discussion, and vote has to be followed. This approach allows the Chair latitude to proceed somewhat informally, while still preserving the procedural safeguards of the formal rules of order.

# Many Ways to Influence Decisions

## **Name the problem**

- How will the issue be talked about and framed? What is it called?
- Will your needs, values and virtues be included?

## **State your agenda**

- Say what you want to accomplish.
- Name the research that is needed to make a responsible decision.

## **Present solutions**

- Be creative, but no pie in the sky. Show you understand limitations.
- Find examples of where the solution you are presenting is working.

## **Develop criteria**

- Develop and submit criteria you want to see used for decision-making.
- Monitor decision-making meetings and report back to constituency to keep everyone involved.

## **Make coalition**

- Who else cares about this issue? A local clergy person? A parent group? A local business?
- Who may have resources that can help?

## **Present evidence of your constituents' opinions**

- Collect data on your constituents' opinions.
- Show the evidence.

## **Maintain authority after the decision is made**

- Monitor to make sure things are implemented as decided.
- Ask to be consulted when plans need to adjust.

**Most important of all is that it is clear to decision-makers that you actually represent your stated constituency.**

## Frequently Called Numbers

Abandoned Cars on Street	Parking Control	541-682-5729
Air Pollution	LRAPA	541-736-1056
Building Permits	PIC	541-682-5505
Building Safety Complaints	PIC	541-682-5495
City Council Mayor	City Hall	541-682-5010
City Manager/	City Hall	541-682-5010
Code Violations	Land Use	541-682-5819
Community Mediation Services	769 Monroe St.	541-344-5366
Composting Program	Planning & Dev.	541-682-5652
Dead Animals	Public Works	541-682-4800
Environmental Spill	Public Works	541-682-4800
Fences– Location, Regulation, Specs	Land Use	541-682-5505
Flooded Streets, Ditches	Public Works	541-682-4800
Garage Sales	Land Use	541-682-8336
Garbage, Neighbor Complaints	Land Use	541-682-5819
Graffiti Reporting	Public Works	541-682-4800
Grass Cutting & Noxious Weeds	Public Works	541-682-4800
Homeless Issues/Camping Complaints	Police	541-682-5111
Legal Aid	376 E. 11th	541-342-6056
Master Gardener Hotline	OSU Extension Svc.	541-682-4247
Neighborhood Watch	Police	541-682-8186
Neighborhood Services	Atrium (99 W. 10th)	541-682-5272
Noise Complaints	Police	541-682-5111
Parks – Rules,/Rentals/Usage	Parks & Open Space	541-682-4800
Parking Enforcement	Parking Services	541-682-5729
Parking Permits (Residential)	Republic Parking	541-688-6571
Police – Non Emergency	Police	541-682-5111
Public Safety Station	University/West 13th	541-682-8350
Rental Housing Code	Planning & Dev.	541-682-8282
Sidewalk Hazards	Public Works	541-682-4800
Solid Waste/Green Bldg.	Planning & Dev.	541-682-5541
Speeding/Traffic Complaints	Police	541-682-5157
Stormwater – Flooded Streets/Ditches	Public Works	541-682-4800
Street Use Permits (Block Party)	Public Works Eng.	541-682-8400
Street Lights	Public Works	541-682-4800
Street Repair	Public Works	541-682-4800
Street Signs – Missing, Repair	Public Works	541-682-4800
Tree Planting – NeighborWoods	Public Works	541-682-4800
Traffic Design	Public Works Eng.	541-682-5291
Utilities Locate (48 hrs. prior to digging)	Toll Free	800-332-2344
Volunteers in Parks	Parks & Open Space	541-682-4800
Zoning Questions (Planner on Duty)	Planning & Dev.	541-682-5377
Zoning Violations	Land Use	541-682-5819



# **SOCIAL SERVICES** (updated 042115 tod.schneider@ci.eugene.or.us) (MORE RESOURCES:www.211info.org or dial 211)

http://www.eugene-or.gov/socialserviceslist

## General Daytime Services--Families

**First Place**, 1995 Amazon Parkway (19&Pearl) 342-7728, 8-5. Only for families w/ children. Washers, dryers, laundry, showers, wi-fi, messages & mail, food, kitchen, (on-site eating only; no food boxes), referrals & advocacy. Open 7 days. Weekend shelter requires prior sign-up.

## Adults Without Children

**Eugene Service Station**, 450 Hwy 99N, 461-8688, 7days, 8-5, closed 1245-2. Shower, laundry, clothes, phone, mail. Backpack storage during day ONLY. Bfst. 8 a.m. lunch 12-1245. Snacks 3 p.m. Open 2nd and 4th Sunday. 2-6.

## General Population

**Catholic Community Services**. Bus tokens (Mon. mornings), hygiene items, prescription assistance, clothing, free phone, mail service, help obtaining state issued ID (as funding permits). M-F 9-4 pm. 1464 W. 6<sup>th</sup> Ave. Tel 345-3642. Also see "Food Boxes".

**White Bird** Info & referral: 342-4357. 24-hour crisis line: 687-4000. 341 E. 12. Case Mgt./Homeless benefit advocacy M-Th, 12-2. 323 E. 12. Tel. 342-1295.

## Latinos

**Centro Latino Americano**, 944 W.5th, 687-2667. Food, clothes, alcohol/drug counsel, advocacy, job/housing help. M-Th 830-12 & 1-5. F 830-12. W close at 4.

## Teens

**Looking Glass - New Roads program**, 941 W.7th, 686-4310. M-W-F 8:30-4:45. Tues-Thurs 8:30-6:45. Ages 16-21, Housing, job/education options & high school completion. Showers. Meals. Counseling. Medical referrals. Free, confidential STD & HIV testing Thursday eves 5:30. No OHP necessary.

## Veterans

1-877-424-3838 - best central phone number for all vet services.

**Community Reintegration Service Center**, (*Homeless/Housing Services, Substance Abuse Treatment*) 211E 7 541-242-0445.

**Eugene Vet Center (counseling)** 190 E.11, 541-465-6918

**Hope Center**, free meal and VA assistance 1161 Grant, Fridays 10-12.

**St. Vincent de Paul/SSVF housing & VIP employment programs** 687-5820

**VA Roseburg Healthcare System** 541-440-1000

**Va.gov/homeless** - best central website for info.

**Vet suicide hotline** 1-800-273-8255

**Veterans Services Office (claims)** 151 W Seventh Avenue, Suite 460 Eugene 682-4191

## Shelter

- **Brethren Housing**, 1062 Main, Spfd., 726-8125, Shelter for single adults w/chronic mental illness & families w/ children.

**Car camping** permission for people with children, arranged by First Place Center. For others, work with Service Station, 450 Hwy 99N.

**Community Supported Shelter**, 1160 Grant, M-F 10-2, 683-0836. Conestoga hut production. Apply at CSS for "Safe spot" camp sites.

**Egan Warming Centers** - various locations, only when weather drops below 30, Nov. 15-Apr. 30. For updates check with White Bird Clinic 24/7 at 541-687-4000 or www.eganwarmingcenter.com

**Eugene Mission**. 1542 W. 1st, 344-3251. free shelter; one-hour household chore assigned daily; separate shelters for men, women, and women with children. Closed daily from 2-4pm; curfew at 6:30pm. Must be able to pass drug test to stay. Day services include meals, showers, clothes, and toiletries.

**First Place**, 1995 Amazon Parkway 342-7728 8-10 families at a time referred to night shelter w/local churches & synagogues, including bkfst and dinner (9/2 through school year). Intake required M, T, Th, 10-3. W 10-2.

**Opportunity Village Eugene**, 111 N. Garfield, Eugene, 606-4455. Transitional shelter for adults. Apply at the Village.

**Sheltercare**-- short & long term housing for adults with severe mental illness, head injuries or post-Riverbend medical needs. Applicants with mental health problems must have formal diagnoses and Oregon Health Plan-Trillium membership (they will help you sign up.) Some job & social security benefit assistance. Wait list. Office: 499 W. 4th Ave. 541-686-1262. Some programs:

- o **Family Housing**, 969 Hwy 99N, Eugene, 689-7156 For homeless & low income families & adults with psychiatric disabilities.
- o **Royal Ave. Program**, 780 Hwy 99N, 461-2845. For chronically mentally ill adults.
- o **Shankle Safe Haven**, 1545 South Brooklyn Ave., (Glenwood) 741-7726, 16 beds, 12 day openings for homeless mentally ill.

**Station 7**, 689-3111, Runaway&homeless, ages 11-17. 931 W. 7th. Beds, counseling, advocacy, emergency transportation.

**Inside Program/Riverbend Supportive Community**: transitional & permanent housing for chronically homeless with psychiatric disabilities. 868-3328 (TIP) or 302-9195 (RSC)

**Womenspace**, 1577 Pearl St, 24 hr hotline 485-6513, office 485-8232. Serves domestic violence survivors. Undisclosed shelter location.

## Identification

**Dept. of Motor Vehicles**, 2870 W. 10<sup>th</sup> Pl. at Tyinn. ID cards, drivers' licenses & vehicle registration. Requires 3 documents with your name, date of birth & address.

**Catholic Community Services** provides assistance obtaining ID for people who cannot afford to pay to obtain it. (see "general population" above.)

## Banking

**Northwest Community Credit Union**, 3701 W.11, 485-1188. Savings accounts, and direct deposit for homeless/low income. M & Tues 10-5; Th 10-5; F 9-6.

**CommunityLendingWorks**. Loans. 212 Main, Spfd. 345-7106.

## Senior Services

**Senior & Disability Services**, Aging and Disability Resource Connection 1015 Willamette, 541-682-3353. (To locate a specific worker: 541-682-4038)

## Pets

**Pro Bono Clinic**, 2nd & 4th Sunday, 470 Hwy 99, 607-8089 Message only, 0830 to sign up for daily LOTTERY; appointments 930-130. Routine services (vaccinations, exams, worming and spay/neuter vouchers) Springfield Emergency Clinic will euthanize pets of homeless persons with serious injuries at no charge.

**SPOT** (Stop Pet Overpopulation Today) helps cover costs for spaying or neutering dogs. 541-485-SPOT.

## Medical help (For emergencies, call 9-1-1.)

**Community Health Centers of Lane County** accepts OHP, Medicare, private insurance; sliding scale for uninsured (\$20 minimum) 5 locations. Call for appointment: 682-3550. M,F 8-5; T,W 8-7, Th 10-6.

**Cover Oregon assistance**: 682-3585.

**Occupy medical bus** 12-4 Sundays, park blocks, 8<sup>th</sup>&oak. Free to all.

**Rapid Access Center**, same-day service, 195 W.12<sup>th</sup>, 541-762-4300, 8-8, M-F

**RiverBend Emergency**, 3333 RiverBend Dr., Spfd 222-7300.

**School Health Centers**, for students and siblings 0 to 18, sliding scale costs down to zero. 830-4. Churchill (M,Th) 790-5227/ North (Tu, F) 790-4445

**Volunteers In Medicine**, serves 100-200% of poverty level. 2260 Marcola Rd, Spfd 685-1800. (make appts.) M, 9-12, 130-5, 530-830. Tu 1:30-5, 530-830 W 9-12 1:30-5:30 Th 9-12. 130-5, F closed.

**White Bird** medical 484-4800 dental 344-8302. 1400 Mill (phone ahead)

## Mental health or drug problems

**Buckley House** detoxification/sobering services for alcohol & drug users 24 hrs/day. 605 W.4th, 343-6512.

**Center for Community Counseling**, for low-income, uninsured or underinsured County residents.Sliding scale.1465 Coburg Rd. 541-344-0620.

**Chrysalis/White Bird** drug & alcohol counseling, 350 E.11th, 683-1641. Also runs CAHOOTS mobile crisis service for mental or drug problems, dispatched by police at 682-5111. (noon. - 3 a.m., 7 days)

**Lane County Behavior Services 9-12; 1-5 M-F**, 2411 MLKing Jr Blvd . 682-3608. Clearinghouse, outpatient counseling, shelter referrals.

**Laurel Hill Center** - adult psychiatric rehabilitation.Takes OHP. M-F,8-5; Pathways Center, 10-4. 2145 Centennial Plaza. 485-6340. www.laurel.org

**Looking Glass**, Scar Jasper Mountain &The Child Center have created a consortium for providing mental health crisis services for children & adolescents ages 4-17 county-wide. 689-3111.

**Rapid Access Center** same day walk-in service, substance abuse, mental health, primary care, 195 W.12<sup>th</sup>, 541-762-4300. 8-8, M-F

## Food

**Dept. of Human Services**, Eug: 2101 W. 11<sup>th</sup>/ 2885 Chad Dr./ Spr: 1040 Harlow Rd./ 101 30<sup>th</sup> St. Apply for food stamps, medical coverage, child care & cash assistance. 8-5pm+, M-F, 687-7373

**Dining Room, FOOD For Lane County**, 270 W. 8th at Lincoln. Free restaurant, M-Th 1-4. OR first 300 reservations daily. Must be 18 or older unless with legal guardian. Families with children do not wait outside.

**Eugene Mission**, 1542 W. 1st, 344-3251. Three meals daily; hours vary.

**First Christian Church**. Breakfast, Every Sunday, 7:45 a.m. to 9:15 a.m. 1166 Oak. 344-1425. (Clothes and bedding Tues. and Thurs. 12-2)

**Eugene Service Station**, 450 Hwy 99N, 461-8688, 7days, 8-6, closed 1245-2. Bfst. 8 a.m. lunch 12-1245. Snacks 3 p.m. Open every 2nd and 4th Sun. 2:00 - 6:00. Food boxes Tues, Thurs, Fri. 10-2. Bring containers.

**Hope Center**. 1161 Grant, M-Th 9-10am sack lunches. Fr 10-12 hot lunches.

**St. John Maximovitch Church** breakfast the 1st Saturday of every month 9-11am at 304 Blair Blvd. 484-5810. (gloves, hats, bedding as available).

**St Mary's Episcopal Church**, 13th&Pearl (breakfast only) 2nd&4th Saturday, 9:30 am. 343-9253.

## Food resources For Youth Under 21

**Hosea**, 834 Monroe St. M/W/F 5-7 pm.

**New Roads**, 941 W. 7th Bkfst 8:30-9:30, Lunch 12-1, Snack 3-3:15 M-F; Din T/Th 5:30-6:30. 541-686-4310.

## Food Boxes

**Food for Lane County**, 343-2822. 30 sites county-wide. Details change frequently. Call for updates. If you don't have an address, use **Catholic Community Service Center** MWF 11am - 3pm. Sandwiches 9 am MWF in lieu of a monthly foodbox, for those unable to store and cook food. 1464 W. 6<sup>th</sup> Ave. Tel. 345-3642.

## Legal Aid

**Lane County Legal Aid and Advocacy Center**. 376 East 11th Avenue, (541) 485-1017 http://www.lclac.org/

**Familias.**

**First Place.** 1995 Amazon Parkway (19 y Pearl) 342-7728, L-V, 8-5. Hospedaje de urgencia y comida a familias, también incluye a mujeres de 7 meses o más de embarazo. El uso de las duchas, lavadoras y secadoras es para todo el año.

**Adultos sin niños**

**Eugene Service Station,** 450 Carretera 99N, 461-8688, 7 días, 8-5, cerrado 1245-2. Duchas, lavandería, ropa, teléfonos, correos, almuerzos e información de trabajo. Autoservicio desayuno es disponible 8 a.m., almuerzo 12-1245 p.m., meriendas 3. Amacenaje solo durante el día.

**Para la población general**

**Catholic Community Services.** 1464 W. 6th Ave., 345-3642. Ayuda con recetas, ropa, teléfono, identificación. L-V 9-4

**White Bird** Información de servicios sociales: 342-4357. 24-horas: 687-4000, 341 E 12. **Manejo de casos y advocacia con beneficios,** L-J, 12-2. 323E12. Tel. 342-1295.

**Para Latinos**

**Centro Latino Americano,** 944 W.5. 687-2667. Ropa, comida, consejería para alcohol y drogas; advocacia, ayuda para encontrar trabajos y casas. L-J 830-12 & 1-5; V 830-12. Mier. Cerrado a las cuatro.

**Jóvenes de once a veintinueve años**

**Looking Glass/New Roads program,** 941 W.7, 686-4310, LMiV 8:30-4:45, Ma/J 8:30-6:45. para jóvenes 11-21. Incluye consejería, viviendas, asistencia de trabajo, GED (escuela secundaria), duchas, comidas, referencias médico. Para **problemas mental,** Looking Glass, Scar Jasper Mountain y the Child Center trabajan juntos. 689-3111.

**Veteranos**

**Va.gov/homeless** - Mejor sitio web para obtener información

**Centro Nacional de Información para Veteranos Sin Hogar** 1-877-424-3838

**Veterano línea suicida** 1-800-273-8255

**St. Vincent de Paul** programas para Vivienda y Empleo 687-5820

**Servicios para Veteranos (Reclamaciones)** 151 W 7th, Suite 460 Eugene 682-4191

**Centro de Integración en la Comunidad,** 211 E 7, 541-242-0445.

Viviendas Asistencia, Tratamiento de Drogas

**VA Hospital, Roseburg** 541-440-1000

**Hope Center,** Comida gratis y asistencia, 1161 Grant, Viernes 10-12.

**Eugene Vet Center (Asesoría)** 190 E.11, 541-465-6918

**Refugios/ Viviendas temporal**

- **Brethren,** 1062 Main, Spfd., 726-8125, &

**Camping en coches.** Permiso para personas con niños, arreglado por First Place. Para otra gente, Service Station, 450 Hwy 99N.

**Centro Latino Americano,** 944 W.5th. 687-2667. Dedicada a Latinos. Ofrece servicios de salud, trabajos, educación para los padres e intervención con crisis familiar. Ofrece tratamiento a las personas que dependen de las sustancias químicas y albergue temporal. Hay una lista de espera (cheque con frecuencia).

**Community Supported Shelter.** 1160 Grant, M-F 10 -2,683-0836. Producción de cabañas "Conestoga". Aplicar en CSS para "Lugar Seguro" campamentos.

**Egan Centros de Calentamiento,** varios lugares, solo cuando hace frío bajo de 30 grados, 15 Nov - 31 Abril. Para puesta al día, llama la Clínica White Bird 24/7 en 541-687-4000, o [www.eganwarmingcenter.com](http://www.eganwarmingcenter.com)

**Eugene Mission,** 1542 W. 1, 344-3251. 1542 W. 1st, 344-3251. Vivienda gratuita; una hora diaria asignada tarea doméstica; albergues separados para los hombres, las mujeres y las mujeres con hijos. Cerrado días de 2-4pm; toque de queda en 18:30 Debe ser capaz de pasar pruebas de drogas. Servicios de día incluyen las comidas, duchas, ropa y artículos de tocador.

**First Place** 1995 Amazon Parkway. Para personas sin hogar. Se requieren entrevistas para recibir hospedaje de urgencia en iglesias, con dos comidas por día. L, Ma, J 10-3 (más temprano es mejor.) Miercofes 10-2.

**LCMH La Oficina de Salud Mental del Condado.** 2411 MLK Jr Blvd. 682-4085.

Servicios para personas con enfermedades mentales.

**Opportunity Village,** 111 N. Garfield, Eugene, 606-4455. Viviendas de transición para adultos. Aplicar en la aldea.

**Sheltercare--** Para adultos con enfermedades mentales graves, y adultos con lesiones en la cabeza. Los solicitantes con problemas de salud mental deben tener diagnósticos formales y registración con Oregon Health Plan-Trillium (le ayudan registrar.) Algun ayuda con trabajos y seguridad social. Lista de espera. Office: 499 W. 4th Ave. 541-686-1262. Programas:

- **Family Housing,** 969 Hwy 99N, Eugene, 689-7156. Refugio para familias sin casa o dinero.
- **Royal Ave. Refugio,** 780 Hwy 99N, 461-2845. Para solteros con enfermedades crónico mental.
- **Shankle Safe Haven,** 1545 South Brooklyn Ave., Springfield (Glenwood) 741-7726, un centro diurno, y camas para gente sin casa con enfermedades mentales.

**Station 7,** 689-3111, Refugio para personas entre edades 11-17 que necesitan refugio. 931 W 7.

**Womenspace (para mujeres y niños),** Ayuda para escapar del abuso doméstico.

También provee consejos por teléfono, referencias e información. Teléfono de auxilio las 24 horas del día. 485-6513. Oficina 485-8232.

**Servicios Bancarios**

**Northwest Community Union de Credito,** 3701 W.11, 485-1188. Cuentas de ahorro y depósito directo para las personas sin hogar y bajos ingresos. M & Martes 10-5; 10-5; F 9-6.

**CommunityLendingWorks.** Los préstamos. 212 Main, Spfd. 345-7106.

**Identificación**

**Catholic Community Services** ayuda personas sin dinero obtener ID. (Véase detalles mas arriba en "Para la población general")

**Departamento de Vehículos,** 2870 W. 10<sup>th</sup> pl. a Tyinn. Identificación, licencias de manejar. Necesitan 3 documentos con su nombre, fecha de nacimiento y dirección.

**Avuda Medica Para emergencias, llame 9-1-1.**

**Centros de Salud en Escuelas** para estudiantes y hermanos menos de 19 años, escala móvil hasta las cero.830-4. Churchill (L,J) 790-5227. North (M, V) 790-4445.

**Centros de Salud Publicos del Condado de Lane** acepta OHP, Medicare, seguro privado, el costo vario para personas sin seguro (\$20 minimo). 5 lugares. Llame para citas 682-3550. L, Mi, 8-5, Ma, J, 10-7, V 9:30-5.

**Cover Oregon** (Oregon plan de salud) ayuda para enrolarse solo con cita: 682-3585.

**Occupy medical bus** 12-4 Domingos, 8<sup>th</sup> & oak. Servicios gratis a todos.

**Rapid Access Center** - mismo día servicio, indebido de sustancias químicas, salud mental, atención médica, 195 W. 12th, 541-762-4300. . 8 am - 8 pm, L-V

**RiverBend Emergencia,** 3333 RiverBend Dr., Spfd 222-7300.

**Voluntarios en medicina** sirve clientes entre 100-200% del nivel de pobreza federal.

2260 Marcola Rd, Spfd. 685-1800. (Llame para una cita.) Lu 9-12, 130-5, 530-830.

Ma 130-5, 530-830, Mi 9-12, 1:30-5:30 Jue 9-12, 130-5, Vi cerrado.

**White Bird** medico 484-4800 dental 344-8302, 1400 Mill (llame.)

**Problemas de salud mental o con drogas**

**Buckley House** (Casa Buckley) provee servicios de desintoxicación para alcoholicos y farmcodependientes. 605 W.4th, 343-6512.

**Center for Community Counseling.** Centro de asesoramiento comunitario, para residentes del Condado de bajos ingresos, sin seguro o con seguro insuficiente. Escala móvil.1465 Coburg Rd. 541-344-0620.

**Chrysalis/White Bird** (Pájaro Blanco) consejo y referencias, 350 E.11th, 683-1641.

También ofrecen CAHOOTS, un servicio móvil para personas con problemas mental

o con drogas, 12 p.m.-3 a.m. todos los días. Despachado por la policía 682-5111. X.1

**Laurel Hill Center** - rehabilitacion psychiatric para adultos. L-V, 8-5; Pathways

Learning Center, 10-4. 2145 Centennial Plaza. 485-6340, [www.laurel.org](http://www.laurel.org)

**Rapid Access Center** - mismo día servicio, indebido de sustancias químicas, salud

mental, atención médica, 195 W. 12th, 541-762-4300. (8 am - 8 pm, L-V)

**Servicios de Compartamiento del Condado de Lane,** 682-3608. 2411 MLK Jr. Blvd. 9-12/ 1-5 M-F. Ayuda con problemas psiquiátrico.

**Servicios para Los Ancianos y Discapacidad**

Servicios para los Ancianos y Personas con Discapacidad, 1015 Willamette, 541-682-3353. (Para localizar un determinado trabajador: 541-682 -4038)

**Animales Domesticos**

**Clinica Pro Bono,** 2<sup>a</sup> y 4<sup>a</sup> domingo, 470 Hwy 99, 607-8089 Mensaje sólo, 0830 para inscribirse en lotería diaria; las citas 930-130. Servicios de rutina (vacunas, exámenes, desparasitación y esterilización bonos) Springfield Clínica de Emergencia, eutanasiar animales domésticos de las personas sin hogar con graves lesiones, sin cargo.

**SPOT.** Ayuda a pagar para sacar los ovarios a los perros. 541-485-SPOT.

**Asistencia con Recetas Medicas**

**Senior and Disabled Services,** (Ayuda a las personas con más de 55 años de edad y los incapacitados) 682-5318. O llame 1-888-477-2669.

**COMIDAS**

**Dept. de Servicios Humanos** 2101 W. 11<sup>th</sup>/ 2885 Chad Dr./ En Springfield: 1040 Harlow Rd., 686-7878 (y otros ciudades). Aplicase aqui para estampillos de comidas, aseguranse medica, cuidar de niños, y asistencia con dinero 8-5, 5 días.

**Dining Room.** (El Comedor) 270 W. 8<sup>th</sup> y Lincoln. Lunes-Jueves 1-4. Cenas gratis estilo restaurante.

**Eugene Mission** , 1542 W.1st, 344-3251 Tres comidas todos los días, las horas varían.

**Eugene Service Station,** (La estación de servicios) 450 Carretera 99N, 461-8688, Siete días, 8-6, cerrado 124-2. Duchas, lavandería, ropa, teléfonos, correos, almuerzos e información de trabajo. Autoservicio desayuno es disponible 8 a.m., almuerzo 12-

1245 p.m., meriendas 3. Amacenaje solo durante el día. Cajas de comidas, martes,

jueves, viernes, 10-2. Traiga contenedores.

**First Christian Church.** Desayuno, Domingos, 745-915 am. 1166 Oak. 344-1425

(también ropa, sacos de dormir, y blanquetas martes y jueves 12-2.)

**Hope Center.** 1161 Grant, M-Th 9-10am sandwiches. Fr 10-12 comidas caliente.

**St. John Maximovitch Iglesia,** desayuno el primer Sabado del mes, 9-11, 304 Blair.

**St Mary's Episcopal,** (La iglesia de la Santa Maria Episcopal) 13<sup>th</sup> y Pearl (solo

desayuno) El segundo y cuarto Sábado del mes, 9:30 am. 343-9253.

**Springfield Salvation Army,** 1275 Mill, Springfield (en Centennial) L, M, M, V 5-6.

**Recursos de Comida para jóvenes menores de 20.**

**New Roads,** 941 W. 7<sup>th</sup> Desayuno 8:30-9:30, Almuerzo 12-1, Merienda 3-3:15 M-F;

Cena M/J 5:30-6:30. **Hosea,** 834 Monroe. L,Mi, V 5-7. (cerrado, mes de Julio, 2014).

**Cajas de Comidas**

**Food for Lane County** (Comidas para el Condado), 343 2822. Distribuye alimentos. 30 Despensas de Comidas en el condado. Cada sirve un area particular. Lugares y horas cambian con frecuencia. Llame para al día.

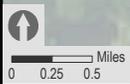
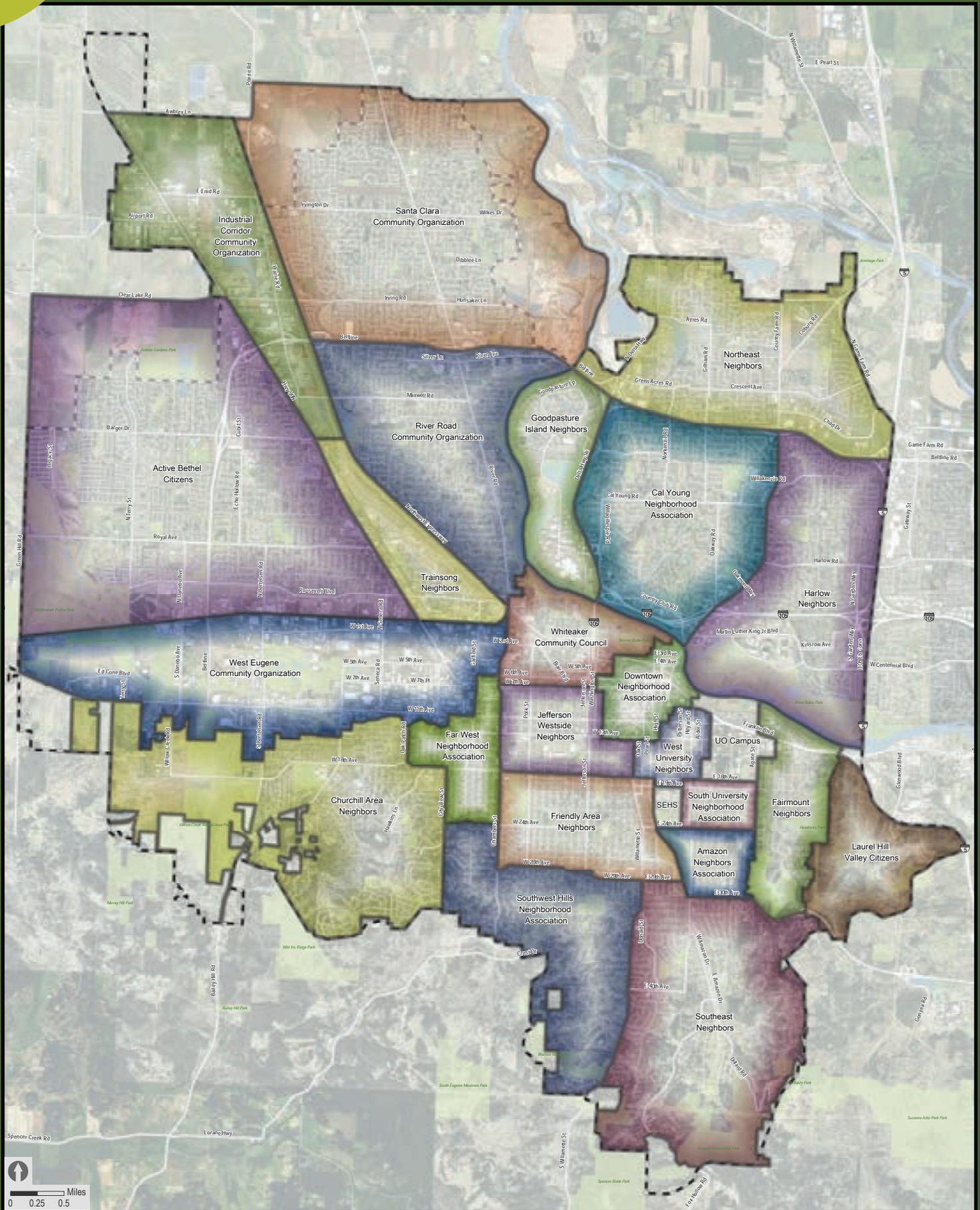
**Centro Catolico para Servicios.** LMiV 11-3. Sandwiches 9 am para personas que no tienen cocinas. 1464 W. 6<sup>th</sup> Ave. Tel. 345-3642.

**Asistencia jurídica,** Condado de Lane Asistencia Jurídica 376 East 11th Avenue,

(541) 485-1017 <http://www.lclac.org/>



# Neighborhood Associations



Neighborhood Associations
 Urban Growth Boundary
 Parks and Open Space

City of Eugene - Planning and Development - August 4, 2015  
 Aerial Imagery, ESRI Basemap and Regional GIS 2013 Imagery  
 Caution: This map is based on imprecise source data, subject to change, and for general reference only.