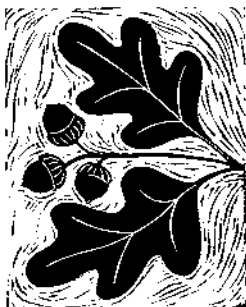
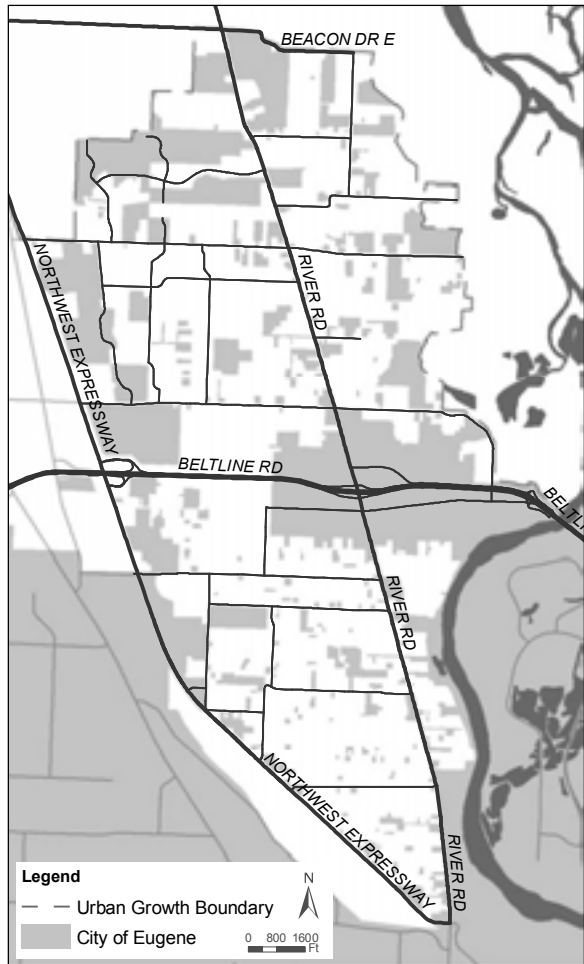


A Guide to Urban Services in River Road and Santa Clara

The River Road and Santa Clara neighborhoods are a patchwork of City and unincorporated property. A variety of agencies provide urban services to the area. Who should residents call for questions about neighbor issues, road repair, or building permits? This guide will help answer those questions, and more.



River Road/Santa Clara Neighborhoods



Where Do You Live?

This guide is designed to help residents in River Road and Santa Clara understand urban services and connect with service providers. The first step in using this guide is to know whether your residence is located in the City of Eugene or unincorporated Lane County. On the map, unincorporated areas are white and City properties are shaded. To confirm the status of your property, check tax records or call Lane County Assessment and Taxation at 682-4321.

Electoral Districts



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Fire Protection



Fire and Emergency Medical Services (EMS)

Fire and EMS services include fire and injury prevention, code enforcement, fire cause investigation, and fire and life safety plan review, as well as response to fires, specialized rescues, medical emergencies, and other emergency situations.

Fire and EMS (excluding ambulance service) is delivered in the following ways:

- **Santa Clara Rural Fire Protection District** provides first response services to most unincorporated residents in Santa Clara.
- **Lane Rural Fire/Rescue** serves a portion of unincorporated residents in Santa Clara: properties north of the Beltline and west of Stark Street to Northwest Expressway. *Lane Rural* serves 76 square miles in Lane County.
- **River Road Water District** contracts with Eugene Fire to provide services to unincorporated residents in River Road.

For ambulance service: Lane County is divided into Ambulance Service Areas (ASAs). Most City and unincorporated residents in River Road and Santa Clara are within Eugene’s ASA and receive paramedic ambulance service from *Eugene Fire*. *Lane Rural*’s ASA serves a portion of Santa Clara – properties generally north of the Beltline and west of Stark Street to Northwest Expressway.

9-1-1 Calls: All calls are routed to the **Central Lane 9-1-1 Center**. The 9-1-1 Dispatcher immediately identifies the location of the emergency and routes the call to the responsible agency. To assure acceptable response times during periods of peak activity, all the service providers provide pre-arranged back-up for each other.

Contacts:

City of Eugene	
Fire & EMS Department (Eugene Fire):	682-7100
firedept@ci.eugene.or.us	
Central Lane Communications (911 Center), non-emergency:	682-5111
Santa Clara Rural Fire Protection District (Santa Clara RFPD):	688-3697
Lane Rural Fire/Rescue:	688-1770
River Road Water District:	688-2019

Library Services

Unincorporated residents can visit area libraries for free, but must purchase a library card to check out materials. The **City of Eugene Public Library** has a main facility and two branches, a total of 300,000 books, is open 64 hours per week, and a card costs \$80 per year. The **Springfield Library** has 137,000 books, is open 42 hours a week, and a card costs \$60 per year; the **Junction City Library** has 20,000 books, is open 31 hours a week, and a card costs \$40 per year.

City residents in both Santa Clara and River Road receive a City of Eugene library card and can check out materials from the main library and any branch library in Eugene. The closest library for many residents is the **Bethel Branch Library**.

Both City and unincorporated residents are welcome to check out books at the River Road/Santa Clara Volunteer Library at 105 Oakleigh in River Road.

Contacts:

City of Eugene Public Library

Main: 682-5450

Bethel branch, 1990 Echo Hollow Road: 682-5766

www.ci.eugene.or.us/library

River Road/Santa Clara Volunteer Library, 105 Oakleigh: 607-1882

City of Springfield Library: 726-3766

Junction City Library: 998-8942



Recreation and Cultural Services

River Road Park and Recreation District provides recreation and cultural services to both River Road and Santa Clara residents. River Road residents – both City and unincorporated – are considered “in-district” and they pay slightly lower fees and have priority in registering for high-demand activities such as swim classes and senior trips. All Santa Clara residents are considered “out-of-district”. In addition to a wide variety of classes and exercise programs, the District also provides after-school programs and hosts musical concerts each summer. District facilities include:

- Emerald Park in central River Road, with a large play structure, skate park, picnic area, pool, fitness room, and community rooms.
- The Annex, a large community room and kitchen on Hillcrest and River Road. Classes, meals and exercise programs are held at the Annex.
- Gymnastics Northwest off Prairie Road in West Santa Clara, a full-scale gymnastics facility.

City of Eugene Recreation and Cultural Services Department

provides services to City and unincorporated residents at eight different locations in Eugene – Echo Hollow Pool and Petersen Barn Community Center in Bethel are the closest facilities to River Road and Santa Clara. Unincorporated residents pay 20% higher fees than City residents. The City also helps fund after-school programs and maintain playing fields at the schools. Cultural services are offered by the Hult Center and the Cuthbert Amphitheater – the fees are the same for both City and unincorporated residents.

Contacts:

River Road Park and Recreation District

Main office: 688-4052

Pool: 461-7777

Gymnastics Northwest: 688-8955

www.rrpark.org

City of Eugene Recreation and Cultural Services

Main office: 682-5333

Echo Hollow Pool: 682-5525

Petersen Barn: 682-5521

www.ci.eugene.or.us/rec

Parks and Open Space

River Road Park and Recreation District owns and maintains Emerald Park located in central River Road, see “Recreation and Cultural Services” for a complete description.

Lane County Parks owns and operates two public boat landings on the Willamette River near Santa Clara: Hileman is open to cars, and Whitley is open only to pedestrians and bicycles.

Eugene Parks and Open Space Division, part of the City’s Department of Public Works, owns and maintains all other parks in River Road and Santa Clara. The City has been actively developing parks and purchasing parkland to meet community needs. Developed parks and facilities include: Arrowhead, Awbrey, Bramblewood, and the synthetic surface field at North Eugene High School. Undeveloped parkland and natural areas include: Ferndale, Filbert Meadows, Lone Oak, Rosetta Place, Terra Linda, Walnut Grove, Wendover, and Riverfront Park System which offers bike paths and excellent access to natural areas along the banks of the Willamette River in River Road.

Contacts:

River Road Park and Recreation District: 688-4052
www.rrpark.org/

Lane County Parks (for Hileman and Whitley boat landings): 682-2000
laneparks@co.lane.or.us
www.co.lane.or.us/Parks/LaneParks.htm

Eugene Parks and Open Space Division: 682-4800
pos@ci.eugene.or.us
www.ci.eugene.or.us/parks/index.htm



Planning, Development, and Neighborhoods

City of Eugene Planning Division provides both City and unincorporated residents with planning, permit, and historic preservation services, including: conditional use permits, land divisions, property line adjustments, site review, and zone changes. The 1987 River Road Santa Clara Urban Facilities Plan is the specific planning document for the area. Regional plans such as the MetroPlan and Transplan also guide development in the neighborhoods.

City of Eugene Building and Permit Services provides both City and unincorporated residents with construction permit review, construction inspections and zoning services. City residents also receive solid waste and recycling programs/regulation and nuisance administration (managing complaints about a neighbor’s garbage, abandoned vehicles, open or vacant buildings, etc.).



Lane County Land Management manages nuisance administration in unincorporated areas.

City of Eugene Community Development Division provides these affordable housing and neighborhood programs:

- Support to the River Road Community Organization and the Santa Clara Community Organization, who both welcome City and unincorporated residents. A City staff person attends most neighborhood meetings to answer questions and stay connected to neighborhood issues.
- Training for neighborhood leaders, assistance with meeting process design and charter revisions, and funding for public information. The volunteer radar program is available to any neighbor who would like to help identify and educate speeding drivers.
- For City residents: funding for low-income housing development, housing rehabilitation loans, homebuyer assistance, emergency home repair, accessibility improvements for low-income individuals, job creation loans for businesses, and loans and grants to nonprofit agencies for facilities.



Housing and Community Services Agency of Lane County (HACSA) provides low-income housing, subsidized housing, rental assistance, public housing, and rehabilitation programs for all Lane County residents, both City and unincorporated.

Contacts:

- City of Eugene Planning*
- Planner on Duty:* 682-5377
- Annexation issues:* 682-8379
- www.ci.eugene.or.us/pdd*
-
- City of Eugene Building and Permit Services:* 682-5086
- www.ci.eugene.or.us/pdd/bps*
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- Lane County Land Management:* 682-3807
-
- City of Eugene Neighborhoods:* 682-5009
- www.ci.eugene.or.us/neighbor*
-
- City of Eugene Housing:* 682-5446
-
- Housing and Community Services Agency of Lane County (HACSA):* 682-3755

Police Services

Police services include law enforcement; investigation of financial, property or person crimes; and special operations.

Eugene Police Department (EPD) staffs the 9-1-1 Center and provides police services to City residents in Santa Clara and River Road. EPD has 184 officers serving a population of 144,000, or 1.3 officers per 1,000 residents. The City is divided into five patrol districts; RR/SC is in District 4, which also includes the industrial corridor and Bethel/Danebo. Each district should have a minimum of one officer on duty, and sometimes two. The closest public safety stations to River Road and Santa Clara are in the Whiteaker neighborhood at 520 Blair Blvd., and in the Bethel neighborhood at 464 Highway 99. In addition, EPD has police officers in all Eugene high schools from 9 a.m. to 4 p.m. The Patrol Division provides day-to-day law enforcement and special operations including patrol officers, school resource officers, traffic enforcement, police dogs (K-9s), and SWAT. The Investigations Division provides crime scene investigation and analysis, as well as investigation of violent, financial, property, vice and narcotics crimes.

Lane County Sheriff's Office provides police services to unincorporated residents in Santa Clara and River Road. There are currently a total of 32 sworn deputies and sergeants covering 104,000 individuals, or .3 deputies per 1,000 residents. On average, there are two deputies covering an area of 4,618 square miles. Other services provided by the Sheriff's Office include marine patrol, dunes patrol, forest patrol, municipal contract policing, and search and rescue. Under a mutual aid agreement, if an Oregon State Police or Eugene Police Department officer is closer than a sheriff's deputy, they will respond to an emergency.

Traffic Control: Both City and County law enforcement agencies have traffic and speed control officers on duty. Officers can cite violators regardless of whether the incident occurs on streets inside or outside the city. Traffic complaints (which often occur on a combination of City and County streets) can be called in to either the Eugene Police Department or the Lane County Sheriff's Office, and the two jurisdictions work together to respond.

Contacts:

- In an emergency, dial 9-1-1.*
-
- City of Eugene Police Department*
- Non-emergency:* 682-5111
- Public Information Office:* 682-5197
- Bethel Station:* 682-5757
- Whiteaker Station:* 682-5149
- www.eugene-or.gov*
-
- Lane County Sheriff*
- Non-emergency:* 682-4150
- Neighborhood Watch:* 682-4178
- www.co.lane.or.us/sheriff*

Transportation Services

Transportation services include the maintenance of roads, right-of-way (areas next to the road), bike paths and alleys, upgrades to existing facilities, and construction of new facilities. River Road and Santa Clara are a patchwork of City and County roads, and the two governments work together to provide maintenance. An agreement between the City and County divides River Road and Santa Clara into two maintenance areas:

City of Eugene Public Works maintains roads and right-of-ways in most of River Road. The City maintains roads according to City standards: **limited maintenance is provided** on unimproved streets, and improved streets (curbs and gutters, etc.) may **receive maintenance or rehabilitation based on need**.

Lane County Public Works maintains roads and right-of-ways in most of Santa Clara and a small portion of River Road. The County maintains and **rehabilitates improved and unimproved County roads, but not Local Access Roads**. A Local Access Road is open to the public but not maintained by Lane County.

Within each maintenance area, the road agreement between the City and County includes: maintaining the road shoulder and surface, bridges, structures, guardrails, markings, signage, and snow and ice removal.

Some road-related services are not part of the maintenance agreement: instead these services are based on whether the road is in the City or County: removal of abandoned cars or dead animals, vegetation control (road-side weeds), environmental spills, and permitting in the right-of-way (such as a permit to build or change a driveway). For these services, residents should call Eugene Public Works or Lane County Public Works to determine whether the road is in the City or County.

Maintenance and installation of streetlights: either the City of Eugene provides these services or they are provided by *EWEB* through contracts with the *River Road Water District* and the *Santa Clara Water District*. City of Eugene lights can be identified by a City of Eugene number plate on the street side of the light pole. For maintenance or repair of these lights, call Eugene Public Works. For other lights: in River Road call the River Road Water District, and in Santa Clara call EWEB.

Contacts:

City of Eugene Public Works (Maintenance Division):	682-4800
www.ci.eugene.or.us/pw	
Lane County Public Works	
Road Maintenance:	682-6900
Transportation Planning:	682-6936
River Road Water District:	688-1240
EWEB:	484-2411
www.eweb.org	

Road Maintenance Areas



Stormwater Services

Stormwater systems collect water runoff and channel it to either an infiltration area or an open waterway. Gutters, drains, ditches, and underground pipes are all part of the stormwater system. In most of River Road and Santa Clara, there is limited stormwater infrastructure: water runs into roadside ditches and absorbs into the ground. New subdivisions in the area have curb-and-gutter stormwater systems, which drain water into a dry-well, stream channel, or wetland. Similar to roads, the City and County divide River Road and Santa Clara into two areas for stormwater maintenance:

Lane County maintains drainage systems in the road right-of-way in Santa Clara and a small portion of River Road (see map on page 11 for details). The County does not maintain drainage areas outside the right-of-way. The County also conducts a leaf pick-up program for improved (curbed) streets in this area.

City of Eugene Public Works maintains drainage systems in both the right-of-way and outside the right-of-way for most of the River Road area (see map on page 11 for details). The City conducts a leaf pick-up program for both improved and unimproved streets in this area.

Fees: City residents and businesses pay a monthly stormwater fee, which is the major source of funding for the City stormwater system. Unincorporated residents do not pay stormwater fees.

Contacts:

City of Eugene Public Works

Stormwater:	682-2739
Open Waterways:	682-4800
Flood Zone info:	682-8400
Billing:	682-4900

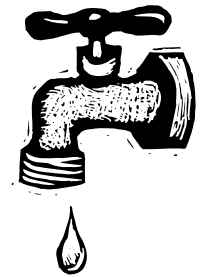
Lane County Public Works:	682-6900
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Water and Wastewater

Metropolitan Wastewater Management Commission provides wastewater services to the entire Eugene/Springfield area. They contract with the *City of Eugene Public Works* to provide treatment services to both unincorporated and City residents in River Road and Santa Clara.

Eugene Water and Electric Board (EWEB) contracts with **River Road Water District (RRWD)** and the **Santa Clara Water District (SCWD)** to provide water service to all residents of River Road and Santa Clara. Both the RRWD and the SCWD purchase water from EWEB and sell it to properties within their service area. The Districts are responsible for setting water rates and major capital improvements. EWEB provides billing, administration, and maintenance for the Districts.



Fire hydrant management:

- In Santa Clara, the SCWD contracts with the Santa Clara Rural Fire Protection District to maintain street-level workings of hydrants in Santa Clara, and with EWEB to maintain the below-ground workings of hydrants.
- In River Road, the RRWD contracts with the Eugene Fire Department to maintain street level workings of the hydrants, and with EWEB to maintain the below ground workings of hydrants.

Contacts:

City of Eugene Public Works:	682-4800
City of Eugene Wastewater Treatment Plant:	682-8600
Metropolitan Wastewater Management Commission:	726-3694
River Road Water District:	688-1240
Santa Clara Water District:	726-0681
Eugene Water and Electric Board, Customer Services:	484-6016

Other Public Services

Schools: All of River Road and most of Santa Clara is served by the 4J School District. A small portion of Santa Clara is served by Irving School, part of the Bethel School District. Another small area in the northwest corner of Santa Clara is served by the Junction City School District.

4J School District:	687-3123
Bethel School District:	689-3280
Junction City School District:	998-6311

Buses: Lane Transit District (LTD) provides bus service to the entire Eugene-Springfield area.

Lane Transit District:	682-6100
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Solid Waste Disposal: Lane County manages solid waste disposal and recycling facilities for both City and unincorporated residents. Private businesses handle solid waste pick-up.

Lane County Public Works, Waste Management:	682-4119
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Electricity: Eugene Water and Electric Board provides electricity to all of Eugene, River Road and Santa Clara.

Customer Services: www.eweb.org	484-6016
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Questions and Answers About Annexation

Because River Road and Santa Clara are located within the Eugene Urban Growth Boundary, each year more territory is annexed to the City of Eugene. Residents are often confused about when annexations take place and what decisions actually trigger annexation. The following are typical questions raised by residents:

1. Why are some areas of River Road and Santa Clara in the City and other areas unincorporated?

Until 1982, Lane County managed planning and development in River Road and Santa Clara. Most houses built before 1982 are not in the City of Eugene. However, in 1982 the Cities of Eugene, Springfield and Lane County adopted the Metro Plan. Policies in the Metro Plan encourage annexation as the preferred means of providing services to new development, and state a preference for cities to become the providers of service within their Urban Growth Boundaries. The County code, which the City agreed to administer through an urban transition agreement, requires property owners to agree to annex for land divisions under 10 acres, zone changes, Planned Unit Developments, new commercial or industrial development, and any substantial increased need for City services (with a few exceptions for very minor development).

2. What activities require annexation of property to the City?

The City usually requires property owners to annex properties to Eugene in order to:

- Construct new “dwelling units” (a dwelling unit is a second kitchen, bath, and living area).
- Connect to City sewers.
- Create new vacant, developable lots.
- Change zoning on a property to higher intensity of activity.
- Develop new commercial or industrial buildings.

3. What activities DO NOT trigger annexation?

Annexation is not usually required for:

- Building residential outbuildings or remodeling, unless it includes the addition of a “new dwelling unit” (second kitchen, bath, and living area), or the equivalent for a business.
- Placing a temporary manufactured home on a property with a Hardship Permit, and minor additions to existing businesses, where no new demand for City services is created.
- Site improvements such as building a fence or improving a driveway.

4. Why are some streets in our neighborhood under the jurisdiction of the County and others under the jurisdiction of the City?

As part of the development process, the City annexes some streets to create logical segments. In addition, when an entire area is annexed for development, the streets that are built by the developer are then in the City's jurisdiction.



5. Could the City annex the entire River Road or Santa Clara neighborhoods?

The City could work with current service providers to create an annexation plan, and then ask voters to approve the plan. Senate Bill 778, passed by the legislature in 2005, requires that the plan be approved by a "double majority": a majority of unincorporated residents in the proposed area AND a majority of residents in the City of Eugene.

When an area of unincorporated property is surrounded by City property, the City can initiate annexation (also known as Island Annexation). This method is not currently a viable annexation strategy for the entire River Road and Santa Clara area because it is not surrounded by City.

For properties that do not meet annexation requirements, the Eugene City Council has consistently upheld the policy of voluntary annexation as stated in the Metro Plan: "Eugene will make every reasonable attempt to provide for annexation only on a voluntary basis and according to prior individual property annexation agreements." (Metro Plan page II-D-7).

6. Who should I call if I have unanswered questions about annexation?

City of Eugene Planner on Duty: 682-5377, www.ci.eugene.or.us/pdd, 1-5 pm weekdays, or City of Eugene Annexation at 682-8379.

Frequently Called Phone Numbers

River Road and Santa Clara consist of a patchwork of City and unincorporated property. To use this list, it is helpful to know whether your residence and/or street is located in the City of Eugene:

For residence information: Tax records indicate whether your property is in the City, or call Lane County Assessment and Taxation at 682-4321.

For street information: Call the City of Eugene Public Works at 682-4800 or Lane County Public Works at 682-6900.

Abbreviations:

City:	Residents living on property within the City of Eugene
Unincorp:	Residents in areas unincorporated to the City of Eugene
SC:	Lane County Road Maintenance Area (see map on page 11).
RR*:	City of Eugene Road Maintenance Area (see map on page 11).
County:	Lane County
Eugene:	City of Eugene

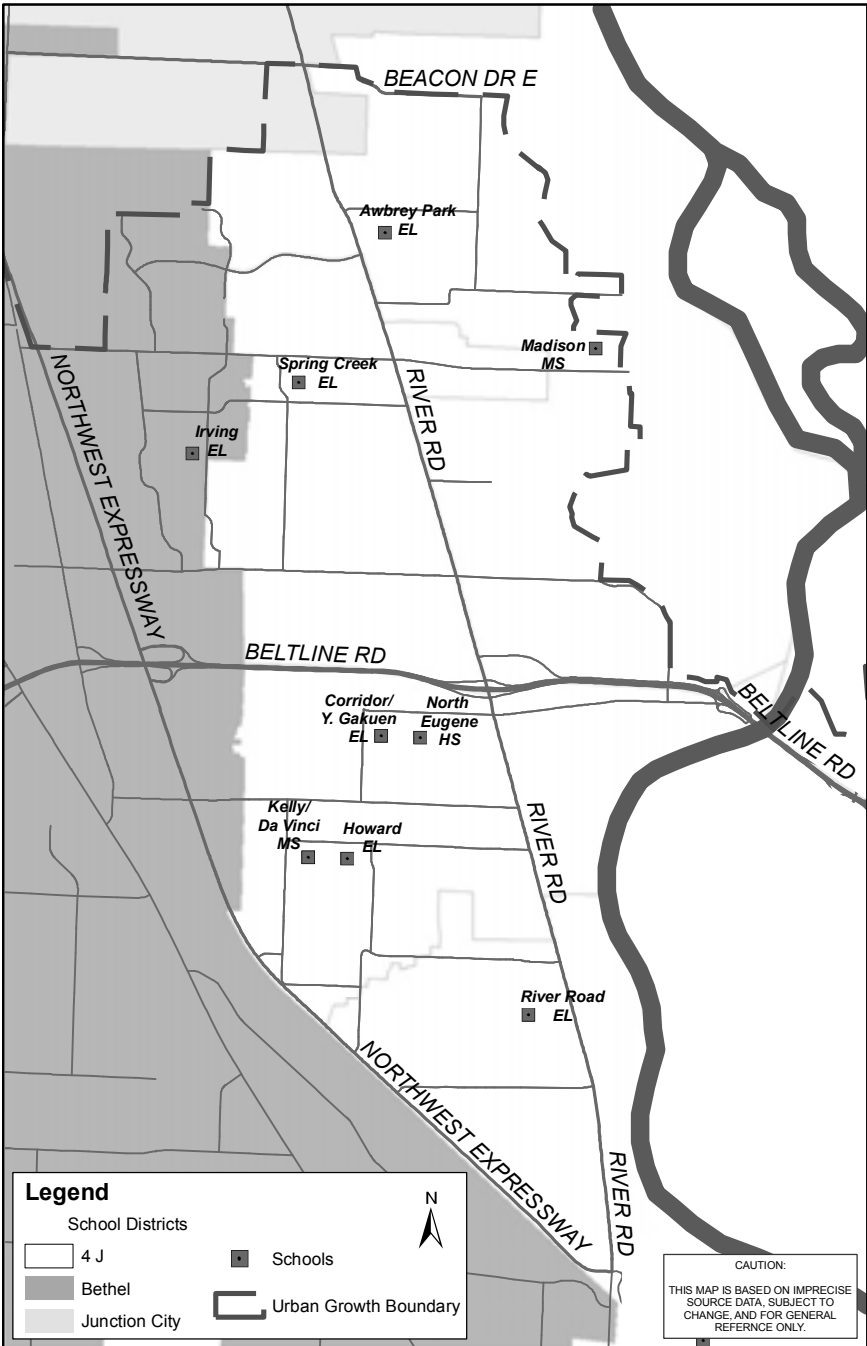


Abandoned Cars on Street (for private property, see Neighbor)	City Streets	682-5713
Air Pollution: yard burning, smells	County Roads	682-6900
Animal Control/Regulation	LRAPA	726-3976
Annexation	Lane County	682-3645
Bicycle Safety	Eugene Planning & Dev.	682-8379
Building Permits	Eugene Bike Coord	682-5471
Building Safety Complaints	Eugene Building & Permit	682-5505
City Council/City Manager/Mayor	Eugene Planning & Dev.	682-5495
Code Violations	Eugene City Hall	682-5010
Community Mediation Services	Eugene Land Use	682-5819
Composting – Questions/Workshops	769 Monroe St.	344-5366
County Commissioners	Eugene Planning & Dev.	682-5542
Dead Animals	Lane County	682-4203
	City Streets	682-4800
	County Roads	682-6900
Environmental Spill	City Streets	682-4800
	County Roads	682-6900
Fences – Location, Regulation, Specs	Eugene Land Use	682-5505
Flooded Streets, Ditches	RR*: Eugene Public Works	682-4800
	SC: County Public Works	682-6900
Garage Sales – regulation of	Eugene Land Use	682-8336
Graffiti Reporting	City Streets	682-4800
	County Roads	682-6900
Grass Cutting & Noxious Weeds	City Streets or properties	682-4800
	County Roads or properties	682-6900
Homeless Issues/Camping Complaints		
On private property:	Eugene Land Use	682-5819
On public property/road right of way:	City: Eugene Police	682-5111
	Unincorp: County Sheriff	682-4150
Leaves	RR*: Eugene Public Works	682-5383
	SC: County Public Works	682-6900
Legal Aid	376 E. 11 th	342-6056
Master Gardener Hotline	OSU Extension Svc.	682-4247
Neighborhood Watch	City: Eugene Police	682-8186
	Unincorp: County Sheriff	682-4178
Neighborhood Services	Eugene Planning & Dev.	682-5009
Neighbor Complaints – garbage, vacant buildings, junk cars (also see Zoning Violations)	City: Eugene Land Use	682-5819
	Unincorp: Lane Land Mngmnt	682-3807
Noise Complaints	City: Eugene Police	682-5111
	Unincorp: Lane Land Mngmnt	682-3807

Parks – Rules, Rentals, and Usage	Emerald Park	688-4052
	City Parks	682-4800
	County Boat Landings	682-2000
Parking Enforcement	City Streets: Parking Control	682-5729
	County Roads	682-6900
Planning and Development	Eugene 'Planner on Duty'	682-5377
Police – Non Emergency	City: Eugene Police	682-5111
	Unincorp: County Sheriff	682-4150
City of Eugene Public Safety Stations:		
Bethel	464 Hwy 99	682-5757
Whiteaker	520 Blair Blvd.	682-5149
Recreation	Echo Hollow	682-5525
	Petersen Barn	682-5521
	River Road Facilities	688-4052
Sewer/Paving Assessments	Eugene Finance	682-5037
Sewer Maintenance	Eugene Public Works	682-4800
Solid Waste/Recycling	Eugene Planning & Dev.	682-6830
Sidewalk Hazards	RR*: Eugene Public Works	682-4800
	SC: County Public Works	682-6900
Speeding/Traffic Complaints	Eugene Police, or County Sheriff	682-5157 682-4150
Stormwater	RR*: Eugene Public Works	682-4800
	SC: County Public Works	682-6900
Street Use Permits (Block Party)	Eugene Building and Permits	682-4800
Street Lights – repair	RR*: RR Water District	688-1240
	SC: EWEB	484-2411
Street Repair/Signs – missing, repair	RR*: Eugene Public Works	682-4800
	SC: County Public Works	682-6900
Taxes and Assessments	Lane County	682-4321
Tree Planting – NeighborWoods	City Streets	682-4800
Tree Removal in Roadway	City Streets	682-4800
	County Roads	682-6900
Traffic Design	City Streets	682-5291
	County Roads	682-6900
Utilities Locate (48 hrs. before digging)	Toll Free	1-800-332-2344
Waste Disposal	County Waste Management	682-4119
Weed Control/Vegetation Management	See Grass Cutting	
Zoning Questions	Eugene 'Planner on Duty'	682-5377
Zoning Violations (illegal building, signs, fences, number of animals, home businesses)	Eugene Land Use	682-5819

* For properties west of River Road, between Beltline and Maxwell, call County Public Works: 682-6900.

School Districts





***River Road/
Santa Clara***

**TRANSITION
PROJECT**

*Prepared by:
The River Road/Santa Clara Transition Project*

P.O. Box 50215
Eugene, Oregon 97405
www.rrsctransition.info