

Interview Questionnaires

Internal Assessment

Executive Department Directors

Goals:

- Identify issues/problems for working with the Neighborhood Program and neighborhood associations.
- Identify tools/techniques that have worked well for addressing issues/problems/opportunities.
- Identify tools/techniques that haven't worked well.
- Brainstorm ideas to address these problems or issues.
- Brainstorm ideas to improve Neighborhood Program effectiveness.

Questions:

1. What is your understanding of the neighborhood services program? What is your experience with the neighborhood services program? What services is it supposed to provide to other city departments?
2. Describe your department's involvement with Eugene's neighborhoods?
3. Describe tools/techniques have worked well for your department when addressing issues and opportunities, or communicating with neighborhood associations?
4. Describe tools/techniques haven't worked well for your department when addressing issues and opportunities, or communicating with neighborhood associations?
5. In your experience, what tools/techniques work well for community outreach?
6. Do you feel that the Neighborhood Program effectively serves your department's needs?
7. What Neighborhood Services programs are most valuable to your department? To the City overall?
8. What improvements or additional services would you suggest the Neighborhood Service Program provide for the City? For your department
9. Do you have any other parting thoughts to share?

Neighborhood Services Program Staff

1. Structure of Neighborhood Services (flow/organization chart)
2. Overview of programs/services provided to neighborhoods
3. What is the interface of NS with other Departments in the City?
4. What are the roles of each position in NS?
5. History of the Dept. – changes in services/staffing and programs?
6. What are the strengths of the department?
7. What are the weaknesses of the department?
8. How does the Neighborhood Program tie into:
 - The city website
 - Community newsletter (if any exist)
 - Public notices
 - City Council meetings
 - Others?
9. What are your hopes/expectations for this project?

External Assessment

Online Survey Content

Target Audience:

The broader general public through community organizations, including by not limited to:

- City of Eugene website
- Neighborhood Association list-serve.
- Unique Eugene
- Chamber of Culture
- Eugene Area Chamber of Commerce
- Chamber Latino Business Network (via Eugene Chamber)

Goals:

- Identify opportunities for partnership and collaboration between community and business organizations, the City, Neighborhood Services and neighborhood associations.
- Identify what Neighborhood Services functions/operations are most important to the broader community, businesses and non-profit organizations.
- Identify effective tools and technique for communicating or involving community organizations and businesses in their neighborhood association.

Questions:

1. Do you live in Eugene?
2. What neighborhood do you live in (choose one)?
 - Active Bethel Citizens
 - Amazon Neighbors Association
 - Cal Young Neighborhood Association
 - Churchill Area Neighbors
 - Crest Drive Citizens Association
 - Downtown Neighborhood Association
 - Fairmount Neighbors
 - Far West Neighborhood Association
 - Friendly Area Neighbors
 - Harlow Neighbors
 - Industrial Corridor Community Organization
 - Jefferson Westside Neighbors
 - Laurel Hill Valley Citizens
 - River Road Community Organization
 - Santa Clara Community Organization
 - South University Neighborhood Organization
 - Southeast Neighbors
 - Trainsong Neighbors
 - West Eugene Neighborhood Association
 - West University Neighbors
 - Whiteaker Community Council
3. If you do not know what neighborhood you live in, what are you nearest major cross streets?
4. Are you currently involved in a community, business or neighborhood association (check all that apply):
 - Unique Eugene
 - Chamber of Culture
 - Latino Business Network
 - Eugene Area Chamber of Commerce
 - Local neighborhood association
 - Other
5. If you are not currently active in your local neighborhood association, what would motivate you to get involved?
6. Do you feel that your neighborhood association is effective?
 - FOLLOW UP#6: If effective, what efforts have been effective/successful?

- FOLLOW UP #6: If not effective, what improvements would you suggest?
7. Please identify what issues most interest you on a scale of 1 to 5 (5 being the highest priority):
- | | |
|---|---|
| <ul style="list-style-type: none"> • Municipal Services • Utilities • Parks • Trails • Public Safety & Crime • Sustainability • Neighborhood Schools • Conservation of Natural Resources • Infill • New Development | <ul style="list-style-type: none"> • Conversion of Residential to Commercial Development • Redevelopment • Bike/Pedestrian Access • University • Street Trees • Open Space • Transportation (roads and traffic) • Other _____ |
|---|---|
8. What information regarding community events and involvement opportunities would you like to receive from the City?
- FOLLOW UP #8: How would you prefer to receive this type of information?
9. Please identify the types of services that you would like the City's Neighborhood Services program to provide to meet the needs of neighborhood associations, community organizations, and local business owners (check all that apply):
- Matching grants
 - Mediation
 - Good Neighbor Agreements
 - Resolutions for parking / traffic
 - Information & Referral
 - Leadership training
 - Community organizing
 - Annual City Neighborhood Conferences
 - Regional Conferences
 - Other

NLC and Neighborhood Association Board Members

Target Audience:

Members of the Neighborhood Leaders Council and board members of local neighborhood associations.

Goals:

- Identify issues that are most important to community leaders.
- Identify issues and problems that may exist when working with Neighborhood Services and other City Departments.

- Identify tools and techniques that have been effective and ineffective for addressing issues/problems/opportunities.
- Identify possible solutions to address identified problems and issues.
- Identify opportunities to improve the effectiveness of Neighborhood Services.
- Identify barriers and opportunities to increase participation in neighborhood associations.

Questions:

1. What motivates you to be a neighborhood leader?
2. What has worked well for your neighborhood association?
3. What hasn't worked well for your neighborhood association?
4. What are your biggest challenges?
5. In your opinion, is Neighborhood Services effective in meeting your needs? The needs of your neighborhood association? The needs of the City?
 - FOLLOW UP #5: If effective, what programs currently provided are the most valuable?
 - FOLLOW UP #5: If NOT effective, please suggest improvements or additional services for addressing identified issues or problems?
6. In your opinion, is the NLC effective in meeting your needs? The needs of your neighborhood association? The needs of the City?
 - FOLLOW UP #6: If effective, what about the NLC is most valuable?
 - FOLLOW UP #6: If NOT effective, please suggest improvements for addressing identified issues or problems?
7. In your opinion, where do you think Neighborhood Services fits organizationally within the City to be most effective?
8. Do you feel like there is adequate opportunity for you to interface with/access City of Eugene decision-makers?
 - FOLLOW UP #8: If adequate, what opportunities are most valuable?
 - FOLLOW UP #8: If NOT adequate, what improvements would you suggest be made?
9. Do you have any parting comments you would like to share?

Business and Nonprofit**Target Audience:**

The broader general public through the business community and non-profit organizations:

Goals:

- Identify opportunities for partnership and collaboration between the business and non-profit communities and the City, Neighborhood Services and neighborhood associations.
- Identify what Neighborhood Services functions/operations are most important to the broader community, businesses and non-profit organizations.
- Determine what would motivate business or non profit organizations to become involved in the local neighborhood association.

Questions:

1. What is the role/mission of your organization?
2. In what neighborhood is your business or community organization located in (choose one)?
 - Active Bethel Citizens
 - Amazon Neighbors Association
 - Cal Young Neighborhood Association
 - Churchill Area Neighbors
 - Crest Drive Citizens Association
 - Downtown Neighborhood Association
 - Fairmount Neighbors
 - Far West Neighborhood Association
 - Friendly Area Neighbors
 - Harlow Neighbors
 - Industrial Corridor Community Organization
 - Jefferson Westside Neighbors
 - Laurel Hill Valley Citizens
 - River Road Community Organization
 - Santa Clara Community Organization
 - South University Neighborhood Organization
 - Southeast Neighbors
 - Trainsong Neighbors
 - West Eugene Neighborhood Association
 - West University Neighbors
 - Whiteaker Community Council
3. If you do not know what neighborhood your organization is located in, what are the nearest major cross streets?
4. Is your organization currently involved with any of the City's Neighborhood Associations? If so, how are your participating (attending meetings, sponsoring events, providing meeting space)?
5. What can the City of Eugene Neighborhood Service program provide to help your organization collaborate with the City's 19 Neighborhood Associations?
6. If your organization does not currently participate in the local neighborhood association, what are the barriers and what would motivate you to get involved?

7. If you do currently participate, do you feel that the neighborhood association is effective?
 - FOLLOW UP: If effective, can you provide examples of successful efforts or programs?
 - FOLLOW UP: If not effective, what improvements would you suggest?
8. What can neighborhood associations do to help your organization achieve its mission?
9. What can your organization do to help Neighborhood Associations achieve their mission of improving the livability of the neighborhoods?
10. What information regarding community events and involvement opportunities would you like to receive from neighborhood associations and/or the City of Eugene Neighborhood Services?
 - FOLLOW UP: How would you prefer to receive this type of information? (email, newsletter, website, meeting presentations)
11. Please identify the types of services that you would like the City's Neighborhood Services program to provide to meet the needs of neighborhood associations, community organizations, and local business owners (check all that apply):
 - Matching grants
 - Mediation
 - Good Neighbor Agreements
 - Resolutions for parking / traffic
 - Information & Referral
 - Leadership training
 - Community organizing
 - Community policing
 - Ombudsman
 - Annual City Neighborhood Conferences
 - Regional Conferences
 - Other _____
12. Do you feel that City of Eugene decision-makers are accessible to you and your organization?
 - FOLLOW UP: If so, how do you currently communicate with City decision-makers?
 - FOLLOW UP: If NOT, what improvements would you suggest to improve accessibility?
13. Do you have any parting comments you would like to share with us?

Targeted Outreach – Trainsong

1. Are you currently involved in a community, business or neighborhood association (check all that apply):
 - Unique Eugene
 - Chamber of Culture
 - Latino Business Network
 - Eugene Area Chamber of Commerce
 - Local neighborhood association
 - Other
2. If you are not currently active in your local neighborhood association, what would motivate you to get involved?
3. Do you feel that your neighborhood association is effective?
 - FOLLOW UP#6: If effective, what efforts have been effective/successful?
 - FOLLOW UP #6: If not effective, what improvements would you suggest?
4. Please identify what issues most interest you on a scale of 1 to 5 (5 being the highest priority): Municipal Services
 - Utilities
 - Parks
 - Trails
 - Public Safety & Crime
 - Sustainability
 - Neighborhood Schools
 - Conservation of Natural Resources
 - Infill
 - New Development
 - Conversion of Residential to Commercial Development
 - Redevelopment
 - Bike/Pedestrian Access
 - University
 - Street Trees
 - Open Space
 - Transportation (roads and traffic)
 - Other _____
5. What information regarding community events and involvement opportunities would you like to receive from the City?

- FOLLOW UP #8: How would you prefer to receive this type of information?
6. Please identify the types of services that you would like the City's Neighborhood Services program to provide to meet the needs of neighborhood associations, community organizations, and local business owners (check all that apply):
- Matching grants
 - Mediation
 - Good Neighbor Agreements
 - Resolutions for parking / traffic
 - Information & Referral
 - Leadership training
 - Community organizing
 - Annual City Neighborhood Conferences
 - Regional Conferences
 - Other
7. Please describe other ways you are involved in your community. For example, do you volunteer time with other groups?
- FOLLOW UP #10: If involved with other groups, please identify those you are involved with.