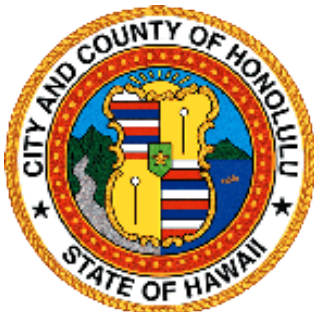




Honolulu, HI

2019



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2019

City and County of Honolulu

Office of the City Auditor

February 2020

Honorable City Council
Honolulu, Hawai'i

National Community Survey of Honolulu Residents (2019)

This is the eleventh National Community Survey of Honolulu residents conducted for the City and the tenth administered in conjunction with the Service Efforts and Accomplishments Report. The National Community Survey (NCS) is a collaborative effort between the National Research Center and the International City/County Management Association. The survey and its administration are standardized to assure high quality research methods and directly comparable results across over 600 NCS communities. Great communities are partnerships of the government, private sector, community-based organizations, and residents; all geographically connected. In addition, for the first time, an on-line version of the survey was available to all Honolulu residents and results of that survey is reported separately.

The NCS captures residents' opinions within the three pillars of a community--Community Characteristics, Governance and Participation, and across eight facets of community--Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement. The community survey is comprised of five reports: Community Livability, Dashboard Summary of Findings, Trends over Time, Technical Appendices, and Supplemental Online Results.

The results from this year's NCS indicate:

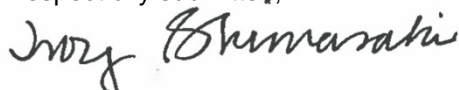
- Honolulu residents identified Safety and the Economy as important areas of focus in the coming years.
- The impact of homelessness on the community and protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks are priorities for the City to address.
- Protecting and preparing infrastructure for climate change threats; providing 24/7-real time traffic incident information to assist drivers and reduce traffic congestion; and strengthening ethics, transparency, and accountability in City government also received strong support from residents.
- Cost of living and the availability of quality affordable housing were given the lowest ratings indicating that they pose a serious challenge to Honolulu residents.
- Residents gave high ratings for feelings of safety in their neighborhood and community engagement characteristics such as opportunities to volunteer and participate in community matters, openness and acceptance, and neighborliness.

The NCS is issued under a separate cover, ahead of the 2019 Service Efforts and Accomplishments Report (SEA). The SEA report provides data about the costs, quality, quantity and timeliness of city services. By reviewing both reports, readers have an independent, impartial assessment of performance trends that can be used to strengthen governmental accountability and transparency, improve governmental efficiency and effectiveness, and improve the delivery of public services.

We solicit inputs and any suggestions for improving this report. The 2019 National Citizen Survey is posted on our website at <http://www1.honolulu.gov/council/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

Office of the City Auditor
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1001 Kamokila Boulevard, Suite 216
Kapolei, HI 96707
Phone: (808) 768-3134
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Respectfully submitted,



Troy Shimasaki
Acting City Auditor

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1. Community Livability
2. Dashboard Summary of Findings
3. Trends Over Time
4. Technical Appendices
5. Supplemental Online Survey Results

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1. Community Livability



THE NCSTM
The National Community SurveyTM

Honolulu, HI

Community Livability Report

2019



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The National Community Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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About

The National Community Survey™ (The NCS™) report is about the “livability” of Honolulu. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

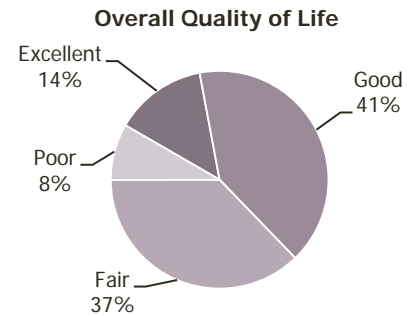
The Community Livability Report provides the opinions of a representative sample of 376 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices*.



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Quality of Life in Honolulu

About half of residents rated the quality of life in Honolulu as excellent or good. This rating was lower than the national benchmark (see Appendix B in the *Technical Appendices*).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

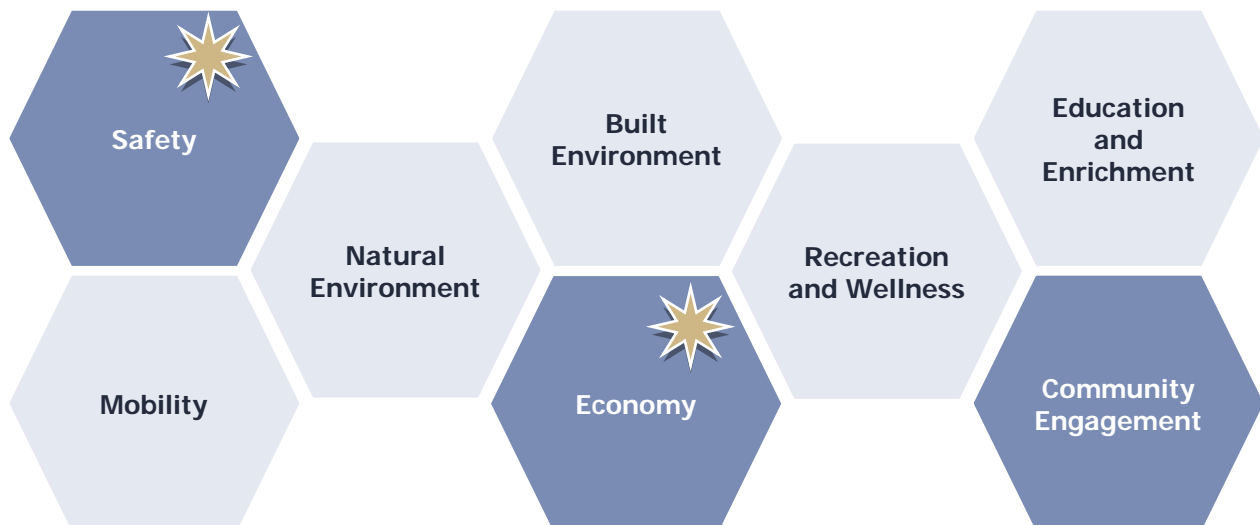
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. As in 2018, residents identified Safety and Economy as priorities for the Honolulu community in the coming two years. Aggregate ratings for a majority of community facets were lower than the benchmarks except for Safety, Economy and Community Engagement which scored similar to the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Honolulu’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



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Community Characteristics

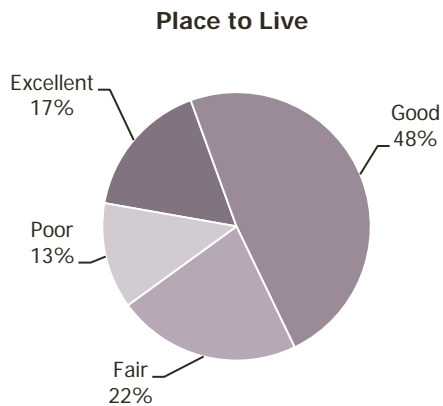
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, 65% rated the City and County as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation.

In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. About 7 in 10 residents rated their neighborhood as excellent or good, a rating similar to the national average. Honolulu as a place to raise children, a place to retire, its overall image and its overall appearance were each rated lower than national averages.

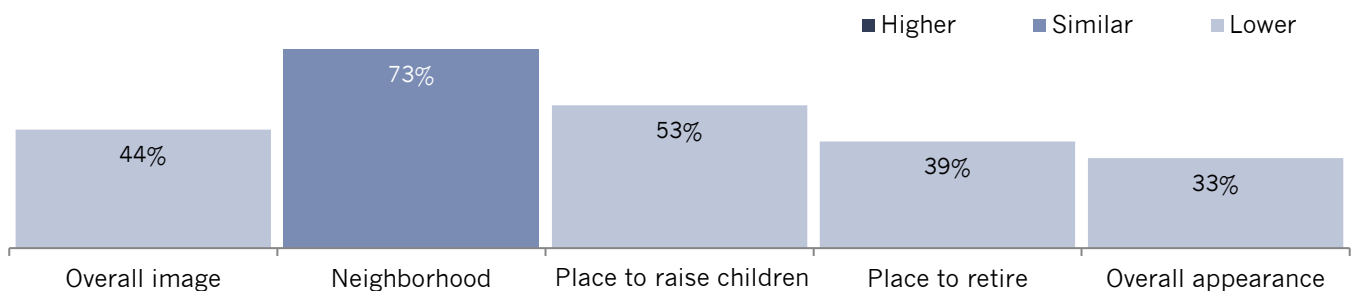
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability and ratings tended to be lower than the national comparisons; however, each characteristic related to Community Engagement was rated similar to the national comparison (i.e., neighborliness, opportunities to participate in community matters, opportunities to volunteer, etc.). Community amenities receiving the highest ratings included neighborhood safety, Honolulu as a place to visit, air quality, shopping opportunities and opportunities to volunteer; each of these were rated favorably by at least two-thirds of residents. The characteristics receiving the lowest ratings related to affordability (cost of living and availability of affordable quality housing) with only five percent or fewer residents offering positive evaluations to these items. Two of the seven listed Recreation and Wellness characteristics were rated similarly to the national averages with 54% of residents offering excellent or good ratings for both (overall health and wellness and recreational

opportunities); however, when compared to 2018, five of the seven listed characteristics declined in 2019 (i.e., fitness opportunities, health care, etc.). For more detail on by year comparisons, please see the *Trends over Time*.



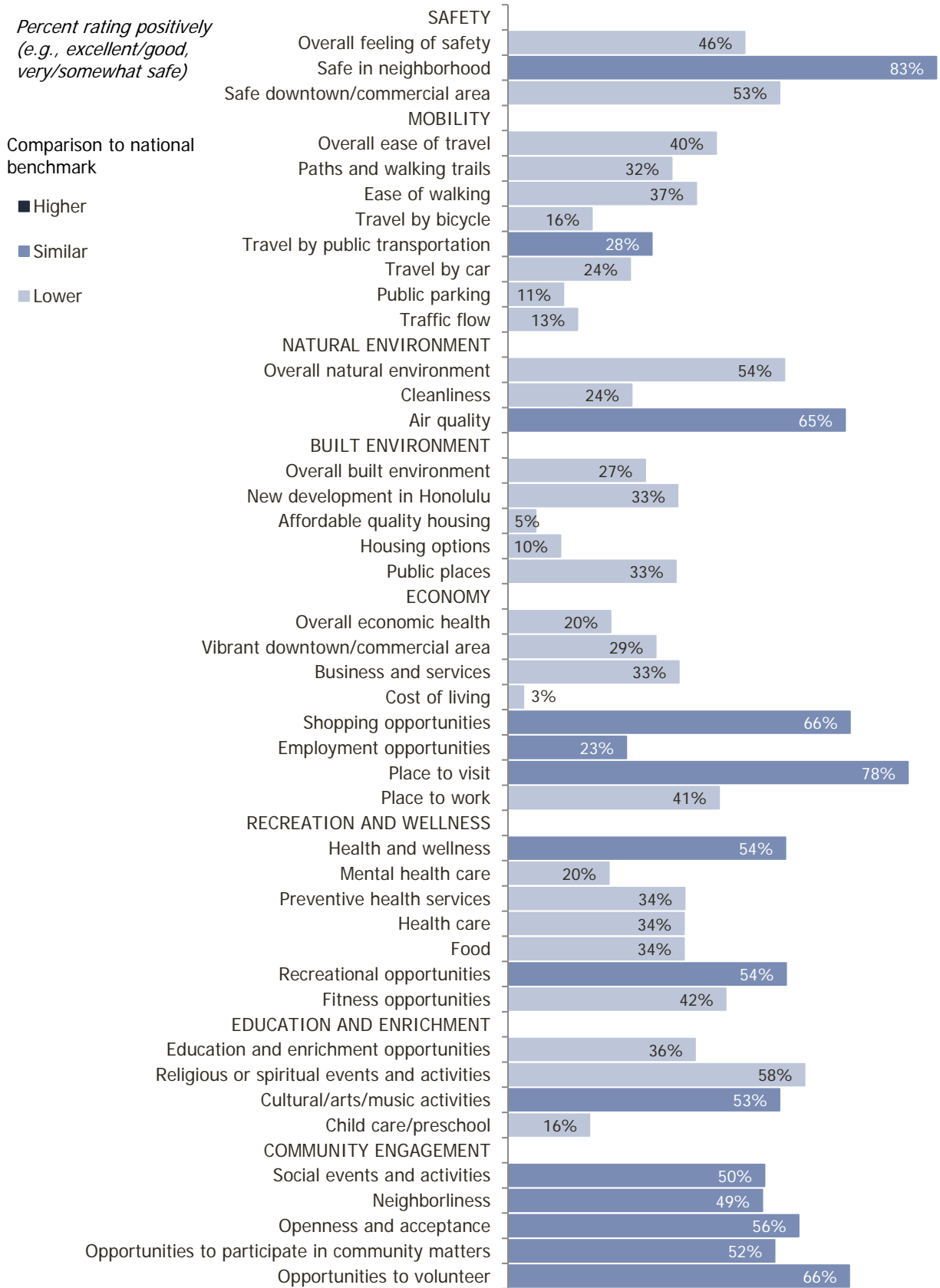
Percent rating positively (e.g., excellent/good)

Comparison to national benchmark



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Figure 1: Aspects of Community Characteristics



Governance

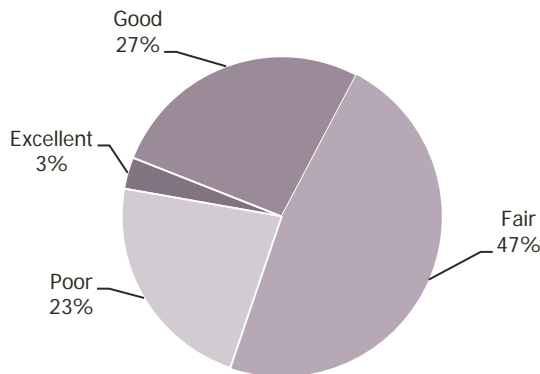
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by Honolulu as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 3 in 10 residents rated the quality of services provided by both the City and County of Honolulu and the Federal Government as excellent or good; both ratings that declined in 2019 compared to 2018. The rating for the City and County was lower than the national benchmark while the Federal Government rating was on par with it.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. These ratings were lower than those in comparison communities and generally lower than ratings given in 2018.

Respondents evaluated over 30 individual services and amenities available in Honolulu, a majority of which were rated lower than the national comparisons. As reported in 2018, the highest rated services were fire, ambulance/EMS, drinking water and garbage collection each with at least two-thirds of residents offering positive ratings. While Safety housed the two highest rated services, this facet also housed four services that declined in ratings from 2018 to 2019 (police, crime prevention, ambulance/EMS and emergency preparedness). Built Environment ratings varied with as few as 1 in 10 residents offering positive evaluations to code enforcement but as many as 5 in 10 offering positive evaluations to sewer services and power utility; cable television was the only Built Environment rating similar to the national comparison with 4 in 10 residents offering positive marks.

Overall Quality of City and County Services

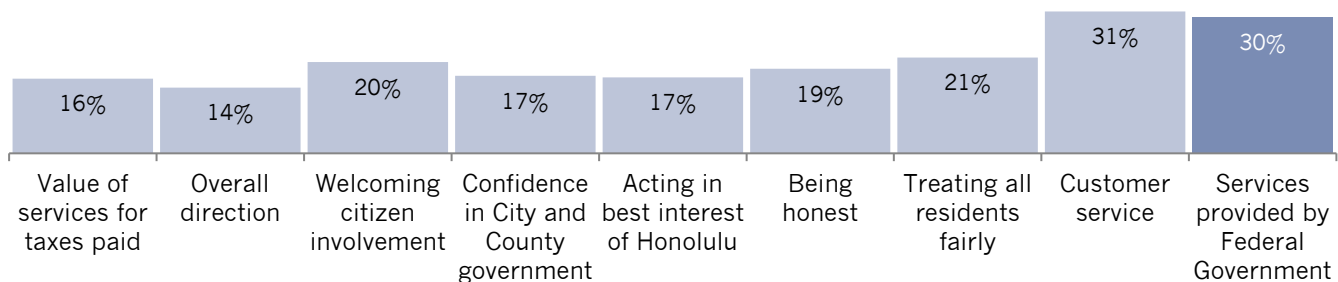


Mobility and Natural Environment each housed one item with a similar benchmark rating (bus or transit services and drinking water, respectively).

Percent rating positively (e.g., excellent/good)

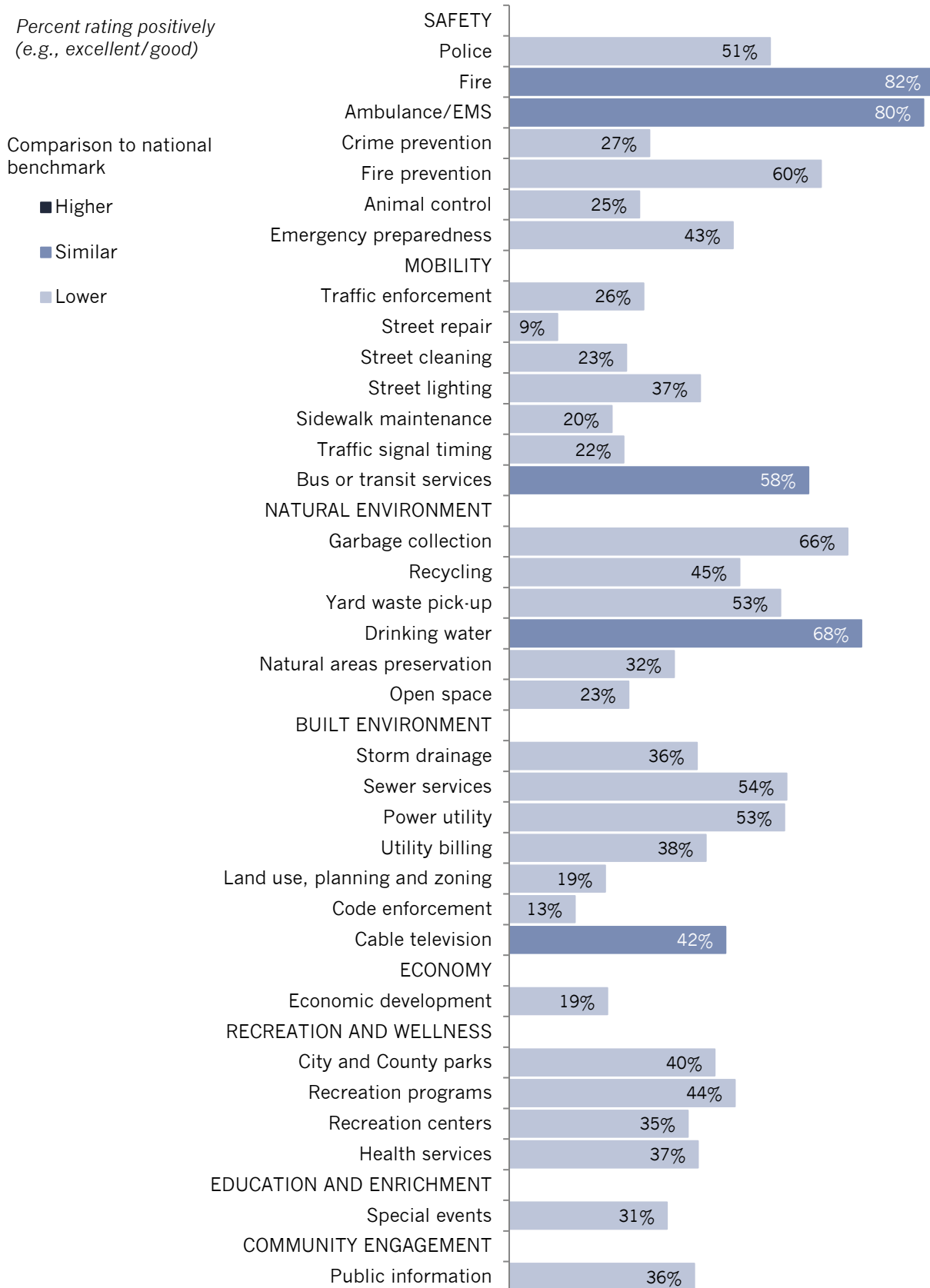
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



The National Community Survey™

Figure 2: Aspects of Governance

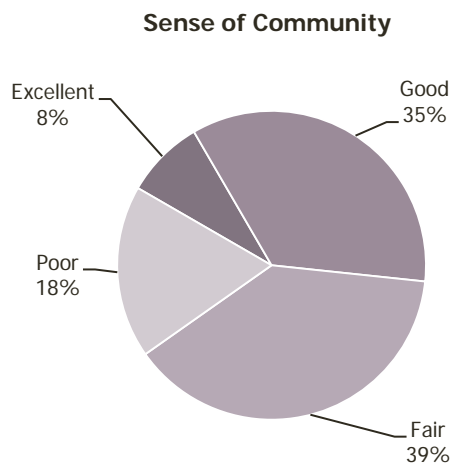


Participation

Are the residents of Honolulu connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 4 in 10 residents rated the sense of community in Honolulu as excellent or good which was lower than the national average and lower than the 2018 Honolulu rating.

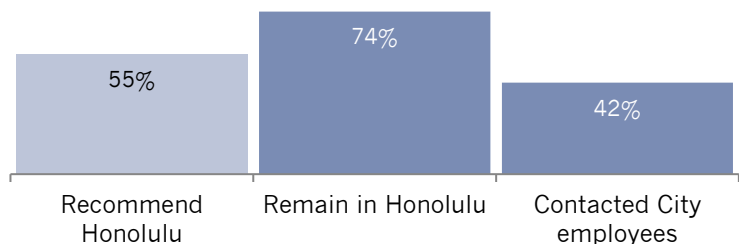
The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of participation tended to vary widely across the different facets, making the comparisons to the benchmarks useful for interpreting the results. Generally, participation rates in Honolulu tended to be similar to those observed in other communities. Honolulu residents were more likely than those who lived elsewhere to have stocked supplies for an emergency and worked in the community. They were also more likely to be under housing cost stress and to have reported a building code violation. They were less likely to feel like economy will have a positive impact on their income and less likely to have attended a City and County-sponsored event.



Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



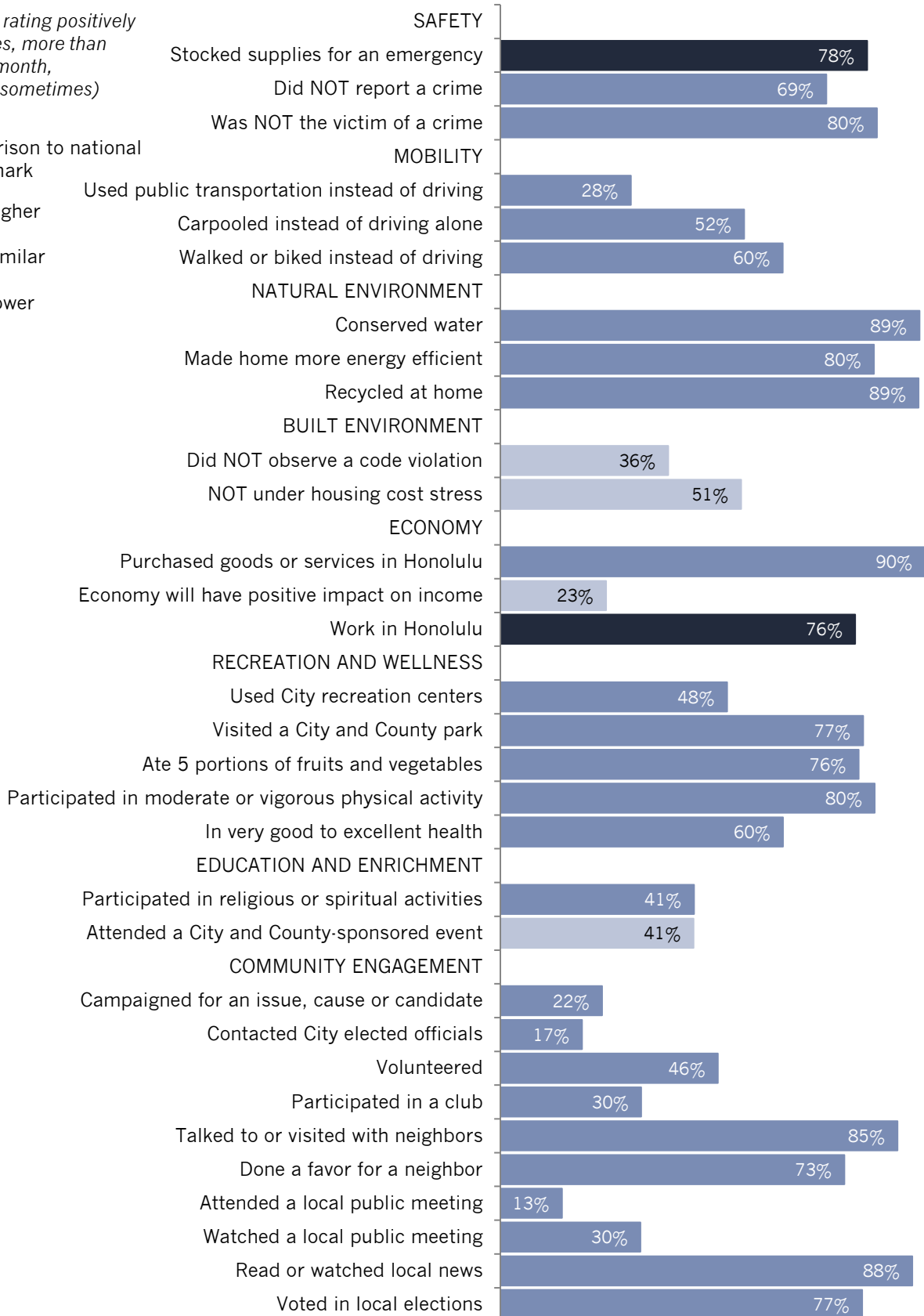
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

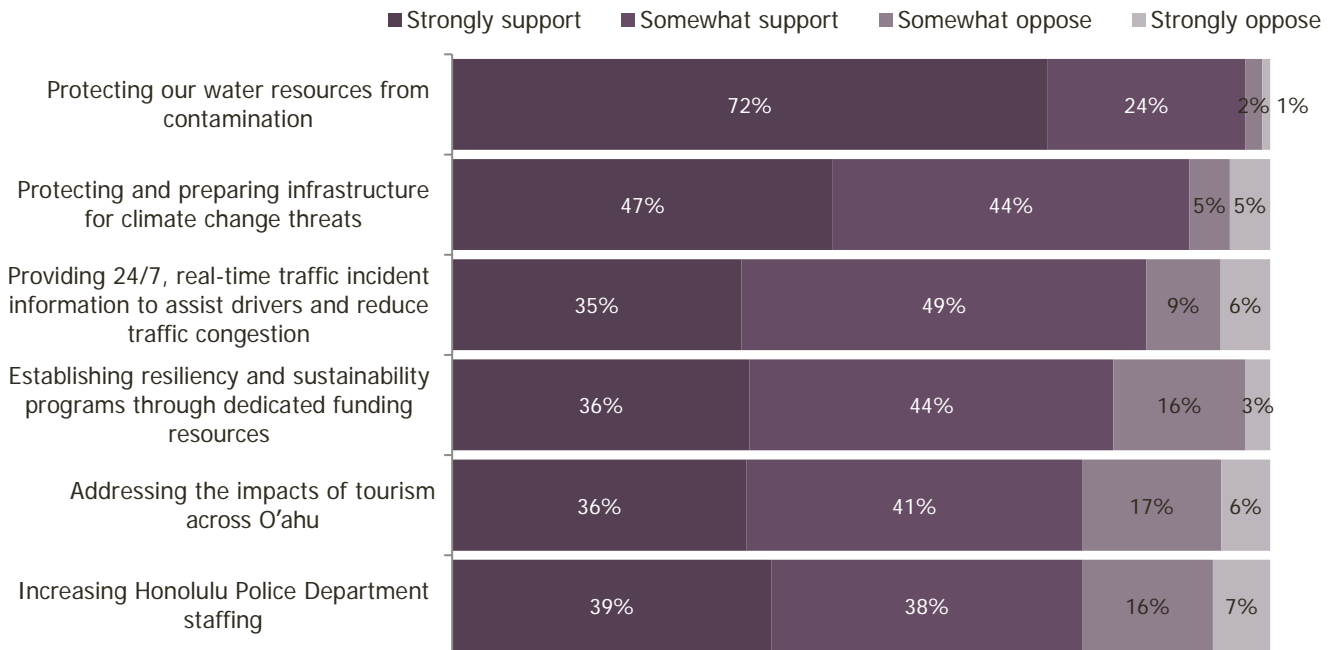


Special Topics

The City and County of Honolulu included five questions of special interest on The NCS ranging from assessing problems in the community, importance of issues, rate of experiencing various hardships as well as prioritizing a variety of improvements in Honolulu.

Residents were presented with a list of six potential projects and asked their level of support for each, even if it involved raising taxes or fees. While all projects were at least somewhat supported by a majority of respondents, the projects receiving the strongest support were protecting water resources from contamination and protecting and preparing infrastructure for climate change threats with about 9 in 10 residents offering support. The projects that received the lowest levels of support were addressing the impacts of tourism and increasing Honolulu Police Department staffing; about 8 in 10 respondents supported these initiatives.

Figure 4: Support for Proposed City and County Projects
How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

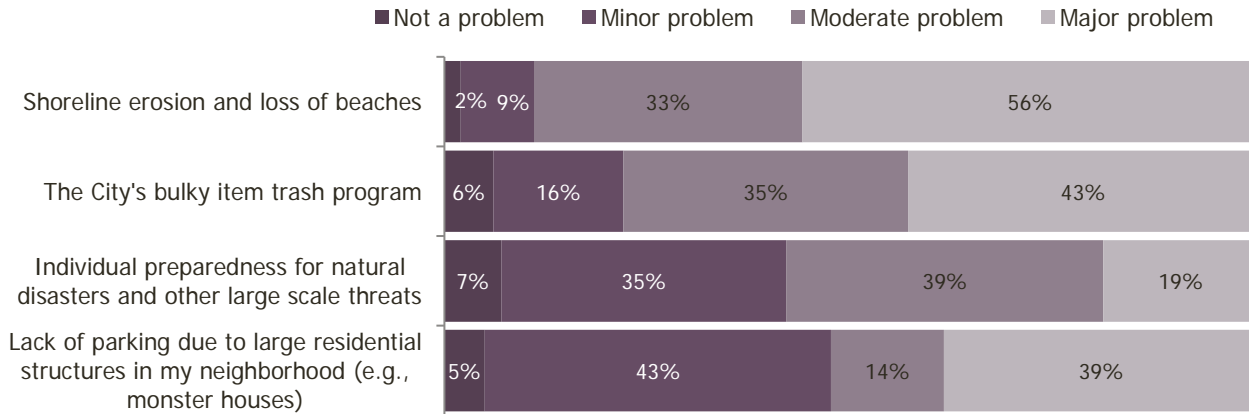


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When asked to rate to what extent a list of four potential problems were in Honolulu, shoreline erosion and loss of beaches was given the highest rating with half of residents indicating it was a major problem and an additional one-third indicating it as a moderate problem. Least problematic was lack of parking due to large residential structures and individual preparedness for natural disasters with about half of residents indicating each of these were moderate or major problems.

Figure 5: Extent of Problems

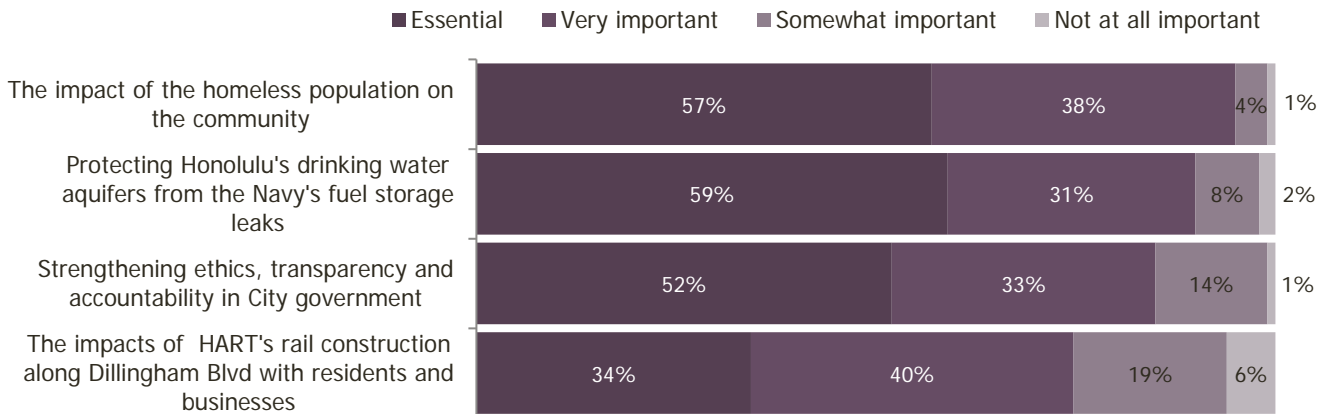
Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:



The four listed issues that residents were asked to consider the importance of addressing were each considered at least very important by three-quarters of residents. At the top of the list was the impact of the homeless population on the community with the impact of HART's rail construction along Dillingham Boulevard at the bottom of the list.

Figure 6: Importance of Issues

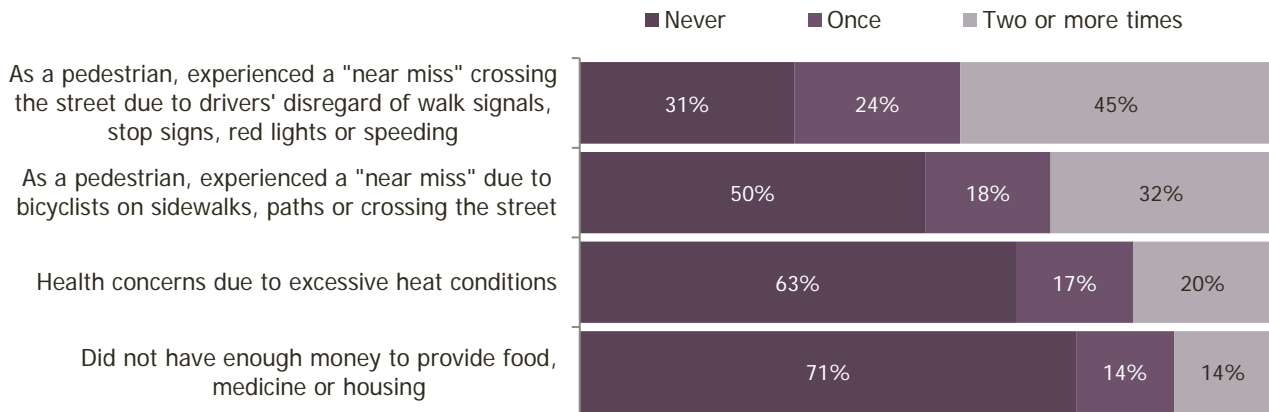
How important, if at all, are the following issues for the City to address in the next 2 years?



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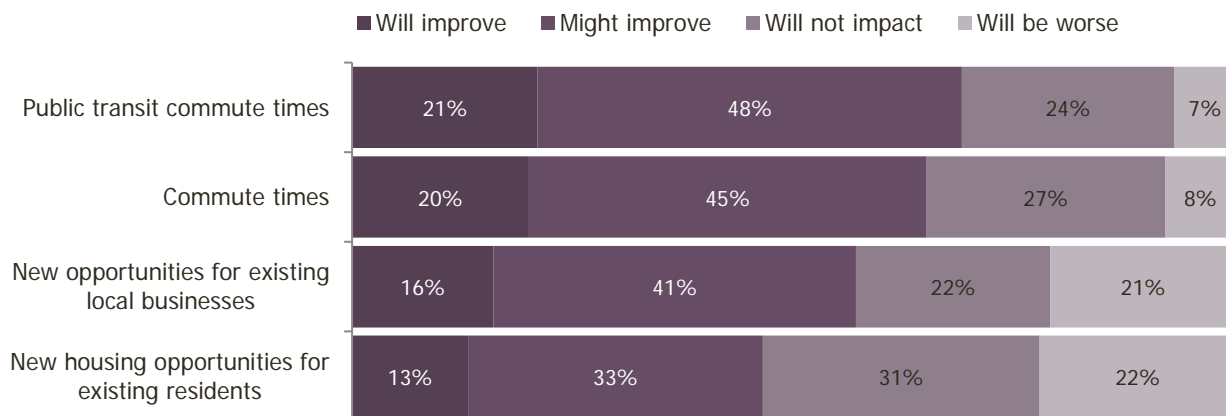
Survey respondents assessed how often they, or their family had experienced four various hardships; a majority had never experiences health concerns due to excessive heat conditions or not having enough money to provide food, medicine or housing. About half had never experienced a “near miss” as a pedestrian due to bicyclists of sidewalks, paths or crossing the street; however, a similar percentage had experienced a “near miss” two or more times as a pedestrian crossing the street due to drivers’ disregard of walk signals, stop signs, red lights or speeding.

Figure 7: Rate of Experiencing Various Hardships
In the last 12 months, how often, if ever, have you or your family experienced the following?



When asked about the impact of the Honolulu Rail Transit project on aspects of commuting and opportunities for business and residents, a majority felt there would either be no impact on each listed aspect or they might improve and 2 in 10 or fewer felt each aspect would be worse.

Figure 8: Impact of Honolulu Rail Transit Project
What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins:



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Conclusions

Residents appreciate their neighborhood and aspects of Community Engagement.

About three-quarters of residents gave positive evaluations to their neighborhood as a place to live and 8 in 10 gave high marks to feelings of safety in their neighborhood; both ratings that were on par with other communities across the nation. Each characteristic related to Community Engagement was rated similar to the national comparison with half to two-thirds of residents offering excellent or good ratings to each, including openness and acceptance, opportunities to participate in community matters and neighborliness; further, about 8 in 10 residents had talked to or visited with neighbors and 7 in 10 had done a favor for a neighbor. However, the rating for sense of community declined in 2019 compared to 2018 and was lower than the national average, other Participation ratings were similar to national averages but decreased from 2018 to 2019.

Local leadership and governance may be an area of focus as ratings are declining.

About 3 in 10 residents rated the quality of services provided by the City and County of Honolulu as excellent or good; a rating that declined in 2019 compared to 2018 and lower than the national comparison. Five of the eight various aspects of Honolulu's leadership and governance listed on the survey were rated lower in 2019 compared to 2018 and lower than the national comparisons (i.e., overall direction, value of services for taxes paid, confidence in City and County government, acting in the best interest of Honolulu and customer service); the remaining three were lower than the national comparisons but similar to ratings given in 2018.

While the proportion of residents experiencing housing cost stress is declining, affordability continues to be an area of focus.

As with many attractive communities, the cost of living and lack of affordable housing continue to pose serious challenges to community livability. Within Community Characteristics, cost of living and the availability of affordable quality housing received the lowest ratings with only five percent or fewer of residents offering positive evaluations to these items. About half of respondents were experiencing housing cost stress due to mortgage and rental costs disproportionate to household income; a rate that has declined since 2018, but continues to be lower than the national average. Only 1 in 5 felt that the economy would have a positive impact on their family income in the 6 months following the survey, a rating lower than the national average.

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2. Dashboard Summary of Findings



THE NCSTM
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Honolulu, HI

Dashboard Summary of Findings

2019



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Summary

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Honolulu’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Honolulu’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes. This information can be helpful in identifying the areas that merit more attention.

Within Community Characteristics and Governance, ratings tended to be lower than ratings given in communities across the nation. Reported rates of Participation were similar to other communities for all facets other than Built Environment, which tended to have lower reported rates. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	0	15	35	0	6	38	2	27	6
General	0	1	6	0	1	2	0	2	1
Safety	0	1	2	0	2	5	1	2	0
Mobility	0	1	7	0	1	6	0	3	0
Natural Environment	0	1	2	0	1	5	0	3	0
Built Environment	0	0	5	0	1	6	0	0	2
Economy	0	3	5	0	0	1	1	1	1
Recreation and Wellness	0	2	5	0	0	4	0	5	0
Education and Enrichment	0	1	3	0	0	1	0	1	1
Community Engagement	0	5	0	0	0	8	0	10	1

National Benchmark	
	Higher
	Similar
	Lower

The National Community Survey™

Figure 2: Detailed Dashboard

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	Customer service	↓	↔	31%	Recommend Honolulu	↔	↔	55%
	Overall quality of life	↔	↓	Services provided by Honolulu	↓	↔	30%	Remain in Honolulu	↔	↔	74%
	Place to retire	↔	↓	Services provided by the Federal Government	↓	↔	30%	Contacted City employees	↔	↔	42%
	Place to raise children	↔	↓								
	Place to live	↔	↓								
	Neighborhood	↔	↔								
	Overall image	↔	↓								
	Overall feeling of safety	↔	↔	Police	↓	↔	51%	Was NOT the victim of a crime	↔	↔	80%
	Safe in neighborhood	↔	↔	Crime prevention	↓	↔	27%	Did NOT report a crime	↔	↔	69%
	Safe downtown/commercial area	↔	↔	Fire	↔	↔	82%	Stocked supplies for an emergency	↔	↔	78%
Safety				Fire prevention	↔	↓	60%				
				Ambulance/EMS	↓	↔	80%				
				Emergency preparedness	↓	↓	43%				
				Animal control	↔	↓	25%				
	Traffic flow	↔	↔	Traffic enforcement	↔	↔	26%	Carpooled instead of driving alone	↔	↔	52%
Mobility	Travel by car	↔	↔	Street repair	↔	↔	9%	Walked or biked instead of driving	↔	↔	60%
	Travel by bicycle	↓	↔	Street cleaning	↔	↔	23%	Used public transportation instead of driving	↓	↔	28%
	Ease of walking	↓	↓	Street lighting	↔	↓	37%				
	Travel by public transportation	↔	↔	Sidewalk maintenance	↔	↔	20%				
	Overall ease travel	↔	↔	Traffic signal timing	↔	↓	22%				
Natural Environment	Public parking	↔	↔	Bus or transit services	↔	↔	58%				
	Paths and walking trails	↔	↔								
	Overall natural environment	↓	↓	Garbage collection	↔	↓	66%	Recycled at home	↔	↔	89%
	Air quality	↔	↔	Recycling	↓	↔	45%	Conserved water	↔	↔	89%
	Cleanliness	↓	↔	Yard waste pick-up	↓	↓	53%	Made home more energy efficient	↔	↔	80%
Built Environment	New development in Honolulu	↔	↓	Drinking water	↔	↔	68%	NOT experiencing housing cost stress	↑	↓	51%
	Affordable quality housing	↔	↔	Open space	↓	↔	23%	Did NOT observe a code violation	↔	↓	36%
	Housing options	↔	↔	Natural areas preservation	↔	↓	32%				
	Overall built environment	↔	↔	Sewer services	↔	↓	54%				
	Public places	↔	↔	Storm drainage	↔	↓	36%				
			Power utility	↔	↓	53%					
			Utility billing	↓	↔	38%					
			Land use, planning and zoning	↔	↓	19%					
			Code enforcement	↔	↔	13%					
			Cable television	↔	↔	42%					

Legend
 ↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall economic health	↓	↓↓	20%	Economic development	↓	↓↓	19%	Economy will have positive impact on income	↔	↓	23%
Shopping opportunities	↔	↔	66%					Purchased goods or services in Honolulu	↔	↔	90%
Employment opportunities	↓	↔	23%					Work in Honolulu	↑	↑↑	76%
Place to visit	↔	↔	78%								
Cost of living	↔	↓↓	3%								
Vibrant downtown/commercial area	↔	↓	29%								
Place to work	↔	↓	41%								
Business and services	↔	↓	33%								
Fitness opportunities	↓	↓	42%	City and County parks	↔	↓↓	40%	In very good to excellent health	↑	↔	60%
Recreational opportunities	↔	↔	54%	Recreation centers	↔	↓	35%	Used City recreation centers	↓	↔	48%
Health care	↓	↓	34%	Recreation programs	↔	↓	44%	Visited a City and County park	↔	↔	77%
Food	↔	↓↓	34%	Health services	↓	↓	37%	Ate 5 portions of fruits and vegetables	↔	↔	76%
Mental health care	↓	↓	20%					Participated in moderate or vigorous physical activity	↔	↔	80%
Health and wellness	↓	↔	54%								
Preventive health services	↓	↓	34%								
Cultural/arts/music activities	↔	↔	53%	Special events	*	↓↓	31%	Participated in religious or spiritual activities	↔	↔	41%
Child care/preschool	↔	↓↓	16%					Attended a City and County-sponsored event	↔	↓	41%
Religious or spiritual events and activities	↔	↓	58%								
Overall education and enrichment	↓	↓↓	36%								
Opportunities to participate in community matters	↔	↔	52%	Public information	↓	↓	36%	Sense of community	↓	↓	43%
Openness and acceptance	↔	↔	66%	Overall direction	↓	↓↓	14%	Voted in local elections	↔	↔	77%
Social events and activities	↔	↔	56%	Value of services for taxes paid	↓	↓↓	16%	Talked to or visited with neighbors	↔	↔	85%
Neighborhoodliness	↔	↔	50%	Welcoming citizen involvement	↔	↓↓	20%	Attended a local public meeting	↓	↔	13%
	↔	↔	49%	Confidence in City and County government	↓	↓↓	17%	Watched a local public meeting	↓	↔	30%
				Acting in the best interest of Honolulu	↓	↓↓	17%	Volunteered	↔	↔	46%
				Being honest	↔	↓↓	19%	Participated in a club	↓	↔	30%
				Treating all residents fairly	↔	↓↓	21%	Campaigned for an issue, cause or candidate	↓	↔	22%
								Contacted City elected officials	↓	↔	17%
								Read or watched local news	↔	↔	88%
								Done a favor for a neighbor	↔	↔	73%

Legend
 ↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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3. Trends Over Time

The logo for The National Community Survey (NCS) is displayed in white text on a dark purple rectangular background. The word "THE" is in a smaller, sans-serif font with horizontal lines above and below it. "NCS" is in a large, bold, sans-serif font with a trademark symbol (TM) to its upper right. Below "NCS" is the full name "The National Community Survey™" in a smaller, sans-serif font.

THE NCS™
The National Community Survey™

Honolulu, HI

Trends over Time

2019



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Summary

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2019 ratings for the City and County of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018. For additional reports and information see *Technical Appendices*.

Trend data for Honolulu represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2018 and 2019 surveys, otherwise the comparisons between 2018 and 2019 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Honolulu for 2019 generally remained stable. Of the 128 items for which comparisons were available, 87 items were rated similarly in 2018 and 2019, 38 items showed a decrease in ratings and three showed an increase in ratings. Notable trends over time included the following:

- While most aspects of Community Characteristics remained stable from 2018 to 2019, ratings for several aspects decreased. The facet of Recreation and Wellness housed seven ratings that declined in 2019 compared to 2018 ranging from lower perceived quality of fitness opportunities and declined usage of recreation centers to lower perceived quality of preventive health services; however, more residents felt they were in very good to excellent health in 2019.
- Most of the decreased ratings in 2019 were within the pillar of Governance. Honolulu residents gave lower assessments to services across most facets, with higher concentrations of decreased ratings within Safety (police services, crime prevention, ambulance/EMS and emergency preparedness) and General aspects (overall direction, value of services for taxes paid, confidence in City and County government, the job government does at acting in the best interest of residents, overall customer service provided by Honolulu employees, overall quality of services provided by Honolulu and ratings of the Federal Government).
- Several rates of Participation fluctuated in 2019 compared to 2018. Honolulu residents reported lower levels of Community Engagement in 2019. However, more survey respondents reported that they were in very good to excellent health and that they worked in Honolulu. Fewer residents were under housing cost stress in 2019 compared to 2018.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)													2019 rating compared to 2018
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2019		
Overall quality of life	77%	75%	70%	74%	71%	68%	62%	64%	64%	59%	54%	54%	Similar	
Overall image	NA	65%	66%	65%	59%	62%	49%	58%	53%	49%	44%	44%	Similar	
Place to live	77%	84%	80%	81%	76%	77%	67%	73%	63%	68%	65%	65%	Similar	
Neighborhood	82%	78%	70%	76%	74%	80%	71%	75%	72%	71%	73%	73%	Similar	
Place to raise children	71%	66%	60%	63%	63%	58%	58%	58%	59%	52%	53%	53%	Similar	
Place to retire	68%	63%	53%	63%	52%	52%	46%	47%	39%	39%	39%	39%	Similar	
Overall appearance	NA	52%	53%	54%	50%	46%	42%	47%	36%	36%	33%	33%	Similar	

Table 2: Community Characteristics General

	Comparison to benchmark												
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2019	
Overall quality of life	Similar	Lower	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Overall image	NA	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Lower	Similar	Lower	Lower	Lower
Place to live	Lower	Similar	Similar	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Neighborhood	Lower	Similar	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Place to raise children	Similar	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Place to retire	NA	Similar	Much lower	Similar	Similar	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Overall appearance	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Much lower	Much lower	Much lower

Table 3: Community Characteristics by Facet

	Percent rating positively (e.g., excellent/good, very/somewhat safe)													2019 rating compared to 2018
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2019		
Safety	Overall feeling of safety	NA	NA	NA	NA	64%	66%	63%	61%	60%	52%	46%	Similar	
	Safe in neighborhood	NA	89%	87%	92%	93%	88%	85%	93%	89%	87%	83%	Similar	
	Safe downtown/commercial area	NA	71%	66%	68%	71%	66%	65%	67%	60%	59%	53%	Similar	
	Overall ease of travel	NA	NA	NA	NA	42%	44%	38%	40%	40%	47%	40%	Similar	
	Paths and walking trails	NA	31%	37%	36%	37%	42%	33%	39%	36%	37%	32%	Similar	
	Ease of walking	NA	47%	51%	52%	45%	52%	39%	50%	47%	46%	37%	Lower	
	Travel by bicycle	NA	22%	21%	21%	18%	20%	20%	28%	24%	28%	16%	Lower	
	Travel by public transportation	NA	NA	NA	NA	42%	38%	33%	32%	33%	33%	28%	Similar	
	Travel by car	NA	25%	23%	20%	15%	18%	17%	17%	18%	21%	24%	Similar	
	Public parking	NA	NA	NA	NA	7%	11%	9%	12%	9%	8%	11%	Similar	
Mobility	Traffic flow	13%	10%	12%	11%	10%	13%	8%	12%	12%	12%	13%	Similar	
	Overall natural environment	NA	67%	67%	71%	65%	67%	64%	62%	62%	64%	54%	Lower	
Natural Environment	Cleanliness	NA	40%	41%	40%	43%	33%	36%	34%	31%	33%	24%	Lower	
	Air quality	NA	75%	70%	72%	69%	68%	69%	66%	67%	70%	65%	Similar	

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)													2019 rating compared to 2018
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019			
Built Environment	Overall built environment	NA	NA	NA	NA	34%	37%	27%	32%	29%	31%	27%	Similar		
	New development in Honolulu	NA	39%	39%	40%	29%	37%	38%	40%	35%	34%	33%	Similar		
	Affordable quality housing	NA	6%	9%	9%	9%	8%	9%	8%	5%	8%	5%	Similar		
	Housing options	NA	24%	25%	24%	19%	20%	13%	15%	11%	14%	10%	Similar		
	Public places	NA	NA	NA	NA	44%	48%	35%	40%	34%	33%	33%	Similar		
	Overall economic health	NA	NA	NA	NA	32%	33%	30%	33%	27%	37%	20%	Lower		
	Vibrant downtown/commercial area	NA	NA	NA	NA	32%	34%	32%	39%	26%	31%	29%	Similar		
	Business and services	NA	43%	51%	57%	42%	45%	33%	43%	40%	37%	33%	Similar		
	Cost of living	NA	NA	NA	NA	6%	7%	3%	8%	5%	3%	3%	Similar		
	Shopping opportunities	NA	70%	72%	74%	64%	73%	67%	74%	72%	69%	66%	Similar		
Economy	Employment opportunities	NA	22%	26%	34%	24%	28%	22%	32%	34%	33%	23%	Lower		
	Place to visit	NA	NA	NA	NA	84%	85%	81%	85%	80%	75%	78%	Similar		
	Place to work	NA	53%	53%	57%	51%	49%	39%	46%	49%	46%	41%	Similar		
	Health and wellness	NA	NA	NA	NA	66%	68%	60%	60%	65%	62%	54%	Lower		
	Mental health care	NA	NA	NA	NA	30%	34%	22%	25%	19%	32%	20%	Lower		
	Preventive health services	NA	40%	41%	47%	46%	53%	36%	40%	39%	43%	34%	Lower		
	Health care	NA	33%	34%	37%	44%	49%	37%	35%	36%	43%	34%	Lower		
	Food	NA	48%	40%	43%	40%	41%	31%	35%	37%	41%	34%	Similar		
	Recreational opportunities	NA	71%	69%	73%	57%	60%	57%	58%	55%	57%	54%	Similar		
	Fitness opportunities	NA	NA	NA	NA	45%	53%	48%	53%	51%	51%	42%	Lower		
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	NA	44%	41%	40%	45%	41%	45%	36%	Lower		
	Religious or spiritual events and activities	NA	71%	68%	67%	68%	74%	64%	66%	63%	60%	58%	Similar		
	Cultural/arts/music activities	NA	70%	71%	69%	51%	62%	46%	50%	48%	51%	53%	Similar		
	Child care/preschool	NA	14%	15%	14%	23%	24%	16%	19%	14%	16%	16%	Similar		
	Social events and activities	NA	59%	60%	65%	50%	58%	51%	55%	51%	52%	50%	Similar		
	Neighborhood	NA	NA	NA	NA	53%	52%	49%	48%	52%	48%	49%	Similar		
	Openness and acceptance	NA	62%	63%	67%	57%	60%	55%	59%	64%	60%	56%	Similar		
	Opportunities to participate in community matters	NA	56%	58%	58%	56%	59%	50%	54%	53%	54%	52%	Similar		
	Opportunities to volunteer	NA	73%	70%	75%	66%	66%	63%	64%	60%	63%	66%	Similar		

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Table 4: Community Characteristics by Facet

		Comparison to benchmark											
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
Safety	Overall feeling of safety	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Much lower	
	Safe in neighborhood	NA	Lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Safe downtown/commercial area	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Much lower	Much lower	Much lower	
	Overall ease of travel	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Paths and walking trails	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	
	Ease of walking	NA	Much lower	Lower	Much lower	Similar	Similar	Lower	Similar	Lower	Lower	Lower	
	Travel by bicycle	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Much lower	
	Travel by public transportation	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Travel by car	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public parking	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Mobility	Traffic flow	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Overall natural environment	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Lower	
	Cleanliness	NA	Much higher	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Air quality	NA	Much higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Natural Environment	Overall built environment	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Much lower	Much lower	Much lower	
	New development in Honolulu	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Similar	Lower	Lower	Lower	
	Affordable quality housing	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Housing options	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public places	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Much lower	
Built Environment	Overall economic health	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Much lower	Lower	Much lower	
	Vibrant downtown/commercial area	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Lower	Similar	Lower	
Economy	Business and services	NA	Much lower	Lower	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower	

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		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Recreation and Wellness	Cost of living	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Shopping opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Higher	Similar	Similar	Similar
	Employment opportunities	NA	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	Higher	Higher
	Place to work	NA	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Similar	Lower
	Health and wellness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Mental health care	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Preventive health services	NA	Much lower	Much lower	Much lower	Similar	Similar	Similar	Lower	Lower	Lower	Lower
	Health care	NA	Much lower	Much lower	Much lower	Similar	Similar	Similar	Lower	Lower	Lower	Lower
	Food	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Education and Enrichment	Recreational opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Fitness opportunities	NA	NA	NA	NA	Lower	Similar	Lower	Similar	Lower	Similar	Lower
	Education and enrichment opportunities	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Lower	Lower	Much lower
	Religious or spiritual events and activities	NA	Lower	Lower	Much lower	Similar	Similar	Similar	Similar	Lower	Lower	Lower
	Cultural/arts/music activities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Child care/preschool	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Social events and activities	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Neighborhoodness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Openness and acceptance	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	Lower	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Opportunities to volunteer	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
		NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar

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Table 5: Governance General

	Percent rating positively (e.g., excellent/good)													2019 rating compared to 2018	
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2019	2018	2019	2018
Services provided by Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	40%	39%	30%	30%	39%	30%	Lower
Customer service	67%	65%	60%	63%	37%	43%	35%	42%	39%	40%	31%	31%	40%	31%	Lower
Value of services for taxes paid	68%	33%	35%	33%	24%	29%	17%	25%	22%	26%	16%	16%	26%	16%	Lower
Overall direction	76%	29%	32%	30%	25%	35%	21%	26%	26%	23%	14%	14%	23%	14%	Lower
Welcoming citizen involvement	81%	33%	37%	35%	30%	31%	24%	32%	25%	25%	20%	20%	25%	20%	Similar
Confidence in City and County government	NA	NA	NA	NA	23%	30%	22%	29%	24%	25%	17%	17%	25%	17%	Lower
Acting in the best interest of Honolulu	NA	NA	NA	NA	25%	29%	23%	34%	25%	28%	17%	17%	25%	17%	Lower
Being honest	NA	NA	NA	NA	24%	30%	21%	23%	22%	25%	19%	19%	25%	19%	Similar
Treating all residents fairly	NA	NA	NA	NA	22%	34%	23%	29%	25%	27%	21%	21%	27%	21%	Similar
Services provided by the Federal Government	NA	48%	48%	54%	36%	47%	38%	45%	37%	40%	30%	30%	40%	30%	Lower

Table 6: Governance General

	2006	Comparison to benchmark													
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019				
Services provided by Honolulu	Similar	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Customer service	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Value of services for taxes paid	Similar	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Overall direction	Much higher	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower
Welcoming citizen involvement	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Confidence in City and County government	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Acting in the best interest of Honolulu	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Being honest	NA	NA	NA	NA	Much lower	Much lower	Lower	Lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower
Treating all residents fairly	NA	NA	NA	NA	Much lower	Much lower	Lower	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Much lower
Services provided by the Federal Government	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar

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Table 7: Governance by Facet

	Percent rating positively (e.g., excellent/good)													2019 rating compared to 2018
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019			
Safety	Police	74%	64%	63%	64%	53%	52%	56%	51%	58%	51%	58%	51%	Lower
	Fire	92%	91%	89%	89%	85%	86%	85%	84%	84%	82%	88%	82%	Similar
Mobility	Ambulance/EMS	84%	90%	86%	86%	85%	85%	77%	81%	80%	80%	88%	80%	Lower
	Crime prevention	NA	44%	42%	42%	37%	42%	35%	34%	34%	27%	39%	27%	Lower
	Fire prevention	74%	67%	70%	72%	68%	66%	59%	60%	51%	60%	63%	60%	Similar
	Animal control	NA	40%	37%	39%	28%	33%	28%	28%	30%	25%	31%	25%	Similar
	Emergency preparedness	NA	57%	67%	60%	58%	73%	64%	64%	48%	43%	51%	43%	Lower
	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	30%	31%	31%	26%	Similar
	Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	12%	9%	9%	Similar
	Street cleaning	NA	27%	30%	27%	20%	29%	22%	24%	19%	23%	23%	23%	Similar
	Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	32%	37%	37%	Similar
	Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	19%	19%	20%	Similar
Natural Environment	Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	22%	27%	22%	Similar
	Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	62%	62%	58%	Similar
	Garbage collection	83%	73%	76%	73%	72%	72%	72%	70%	68%	66%	69%	66%	Similar
	Recycling	NA	70%	63%	63%	63%	66%	58%	54%	54%	45%	56%	45%	Lower
	Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	53%	66%	53%	Lower
	Drinking water	84%	75%	74%	72%	74%	75%	67%	74%	69%	68%	75%	68%	Similar
	Natural areas preservation	NA	39%	49%	39%	31%	48%	30%	42%	35%	32%	34%	32%	Similar
	Open space	NA	NA	NA	NA	26%	38%	25%	28%	24%	23%	32%	23%	Lower
	Storm drainage	46%	51%	50%	47%	45%	53%	36%	46%	40%	36%	39%	36%	Similar
	Sewer services	48%	57%	59%	59%	57%	58%	50%	54%	56%	54%	57%	54%	Similar
Built Environment	Power utility	NA	NA	NA	NA	50%	51%	47%	55%	59%	53%	60%	53%	Similar
	Utility billing	NA	NA	NA	NA	37%	39%	36%	39%	45%	38%	46%	38%	Lower
	Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	19%	19%	15%	19%	Similar
	Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	19%	13%	13%	13%	Similar
	Cable television	NA	NA	NA	NA	47%	53%	39%	48%	46%	42%	44%	42%	Similar
	Economic development	49%	24%	27%	30%	22%	34%	24%	25%	26%	19%	30%	19%	Lower
	City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	42%	40%	42%	40%	Similar
	Recreation programs	70%	54%	56%	56%	44%	52%	47%	47%	45%	44%	44%	44%	Similar
	Recreation centers	NA	45%	52%	50%	40%	46%	40%	41%	39%	35%	34%	35%	Similar
	Health services	NA	NA	NA	NA	49%	55%	40%	41%	42%	37%	45%	37%	Lower
Recreation and Wellness	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Public information	62%	41%	47%	42%	40%	48%	36%	42%	37%	44%	44%	36%	Lower

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Table 8: Governance by Facet

		Comparison to benchmark													
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019			
Safety	Police	Higher	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Fire	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Ambulance/EMS	Much lower	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Crime prevention	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Fire prevention	NA	Much lower	Lower	Much lower	Similar	Similar	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Animal control	NA	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Emergency preparedness	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Traffic enforcement	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Street repair	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Street cleaning	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Street lighting	Much higher	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Sidewalk maintenance	NA	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Mobility	Traffic signal timing	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Bus or transit services		Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Garbage collection		Lower	Much lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Recycling		NA	Lower	Lower	Much lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Yard waste pick-up		Lower	Much lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Drinking water		Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Natural areas preservation		NA	Much lower	Lower	Much lower	Lower	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Open space		NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Natural Environment			NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
			NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
			NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
			NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower

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		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Built Environment	Storm drainage	Lower	Lower	Lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower
	Sewer services	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Power utility	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Lower	Similar	Lower
	Utility billing	NA	NA	NA	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Much lower
	Land use, planning and zoning	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Lower	Lower	Lower	Lower
	Code enforcement	Similar	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Cable television	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Economic development	Lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	Much lower
	City and County parks	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Recreation programs	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Recreation and Wellness	Recreation centers	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Health services	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Lower	Lower	Lower
Education and Community Engagement	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much lower
	Public information	Similar	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower

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Table 9: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)													2019 rating compared to 2018	
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2018	2019	2018	2019
Sense of community	NA	54%	50%	61%	51%	52%	47%	46%	51%	51%	43%	51%	43%	Lower	
Recommend Honolulu	NA	81%	73%	77%	68%	66%	58%	64%	62%	52%	55%	52%	55%	Similar	
Remain in Honolulu	NA	88%	80%	85%	77%	81%	78%	79%	78%	77%	74%	77%	74%	Similar	
Contacted City employees	NA	47%	40%	44%	43%	37%	38%	37%	41%	41%	42%	41%	42%	Similar	

Table 10: Participation General

	Comparison to benchmark													
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2018	2019	
Sense of community	NA	Lower	Lower	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Lower
Recommend Honolulu	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Remain in Honolulu	NA	Higher	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Contacted City employees	NA	Much lower	Much lower	Much lower	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar

Table 11: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)													2019 rating compared to 2018	
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2018	2019	2018	2019
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	80%	75%	69%	62%	85%	69%	78%	Similar	
	Did NOT report a crime	NA	NA	NA	NA	73%	74%	70%	73%	73%	70%	73%	69%	Similar	
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	87%	83%	86%	87%	84%	86%	80%	Similar	
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	42%	42%	39%	40%	39%	35%	40%	28%	Lower	
	Carpooled instead of driving alone	NA	NA	NA	NA	52%	52%	52%	51%	49%	54%	51%	52%	Similar	
	Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	62%	61%	58%	61%	61%	60%	Similar	
Natural Environment	Conserved water	NA	NA	NA	NA	87%	88%	91%	87%	84%	89%	87%	89%	Similar	
	Made home more energy efficient	NA	NA	NA	NA	78%	79%	84%	84%	78%	83%	84%	80%	Similar	
	Recycled at home	NA	90%	89%	90%	89%	95%	91%	88%	90%	92%	88%	89%	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	41%	45%	37%	39%	40%	37%	36%	Similar	
	NOT under housing cost stress	NA	46%	39%	41%	48%	40%	38%	40%	43%	43%	40%	51%	Higher	
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	96%	95%	98%	96%	97%	98%	90%	Similar	
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	24%	17%	19%	21%	23%	23%	Similar	
	Work in Honolulu	NA	NA	NA	NA	67%	69%	76%	75%	72%	68%	75%	76%	Higher	
	Used City recreation centers	NA	57%	52%	57%	56%	60%	61%	50%	59%	63%	48%	48%	Lower	
Recreation and Wellness	Visited a City and County park	NA	87%	86%	87%	86%	84%	84%	82%	86%	82%	82%	77%	Similar	
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	89%	86%	80%	80%	82%	80%	76%	Similar	
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	87%	84%	83%	81%	85%	83%	80%	Similar	
Education and	In very good to excellent health	NA	NA	NA	NA	59%	60%	55%	59%	51%	53%	59%	60%	Higher	
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	48%	46%	47%	41%	46%	41%	Similar	

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)													2019 rating compared to 2018	
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2019	2018		
Enrichment	Attended a City and County-sponsored event	NA	NA	NA	NA	44%	42%	47%	38%	39%	46%	41%	Similar		
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	27%	26%	29%	22%	Lower		
	Contacted City elected officials	NA	NA	NA	NA	25%	21%	24%	22%	20%	27%	17%	Lower		
	Volunteered	NA	48%	50%	53%	42%	47%	49%	47%	43%	53%	46%	Similar		
Community Engagement	Participated in a club	NA	32%	36%	30%	39%	36%	37%	28%	34%	42%	30%	Lower		
	Talked to or visited with neighbors	NA	NA	NA	NA	89%	83%	88%	86%	88%	81%	85%	Similar		
	Done a favor for a neighbor	NA	NA	NA	NA	75%	76%	80%	69%	71%	74%	73%	Similar		
	Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	16%	11%	21%	13%	Lower		
Community Engagement	Watched a local public meeting	NA	59%	47%	56%	43%	44%	39%	38%	37%	45%	30%	Lower		
	Read or watched local news	NA	NA	NA	NA	93%	91%	84%	86%	89%	86%	88%	Similar		
	Voted in local elections	NA	65%	63%	69%	77%	75%	74%	79%	72%	82%	77%	Similar		

Table 12: Participation by Facet

	Comparison to benchmark												
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019		
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	
	Did NOT report a crime	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Was NOT the victim of a crime	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Used public transportation instead of driving	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	Higher	Higher	
Mobility	Carpooled instead of driving alone	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Walked or biked instead of driving	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Conserved water	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Natural Environment	Made home more energy efficient	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Recycled at home	NA	Much higher	Much higher	Much higher	Similar	Higher	Similar	Similar	Similar	Similar	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Lower	
	NOT under housing cost stress	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Purchased goods or services in Honolulu	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Economy Recreation and Wellness	Economy will have positive impact on income	NA	Higher	Similar	Similar	Similar	Similar	Lower	Lower	Lower	Lower	Lower	
	Work in Honolulu	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	
	Used City recreation centers	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Visited a City and County park	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	

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		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Education and Enrichment	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Participated in religious or spiritual activities	NA	Lower	Similar	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Attended a City and County-sponsored event	NA	NA	NA	NA	Lower	Lower	Similar	Lower	Lower	Similar	Lower
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Contacted City elected officials	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Volunteered	NA	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Higher
	Participated in a club	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Higher	Higher
	Talked to or visited with neighbors	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Done a favor for a neighbor	NA	NA	NA	NA	Similar	Similar	Similar	Lower	Lower	Similar	Similar
	Attended a local public meeting	NA	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Similar
	Watched a local public meeting	NA	Much higher	Much higher	Much higher	Similar	Higher	Higher	Higher	Higher	Much higher	Similar
	Read or watched local news	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Voted in local elections	NA	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar

4. Technical Appendices

The logo for The National Community Survey (NCS) is displayed in white text on a dark purple rectangular background. The text reads "THE NCS™" in a large, bold, sans-serif font, with "THE" in a smaller font size and "NCS" in a larger font size. Below this, "The National Community Survey™" is written in a smaller, all-caps, sans-serif font. The background of the entire page is dark blue with horizontal stripes in shades of green and white.

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The National Community Survey™

Honolulu, HI

Technical Appendices

2019



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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Honolulu as a place to live	17%	N=62	48%	N=180	22%	N=82	13%	N=47	100%	N=371
Your neighborhood as a place to live	24%	N=90	49%	N=182	21%	N=79	5%	N=20	100%	N=371
Honolulu as a place to raise children	15%	N=51	38%	N=129	30%	N=102	18%	N=60	100%	N=342
Honolulu as a place to work	9%	N=33	32%	N=114	42%	N=150	17%	N=62	100%	N=359
Honolulu as a place to visit	33%	N=119	45%	N=166	17%	N=63	5%	N=19	100%	N=367
Honolulu as a place to retire	14%	N=50	25%	N=88	29%	N=100	32%	N=112	100%	N=349
The overall quality of life in Honolulu	14%	N=50	41%	N=148	37%	N=135	8%	N=30	100%	N=363

Table 2: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Honolulu	8%	N=31	38%	N=139	39%	N=143	15%	N=57	100%	N=370
Overall ease of getting to the places you usually have to visit	8%	N=28	33%	N=121	42%	N=154	18%	N=66	100%	N=370
Quality of overall natural environment in Honolulu	16%	N=60	37%	N=136	40%	N=145	7%	N=24	100%	N=365
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	3%	N=12	23%	N=84	44%	N=160	29%	N=106	100%	N=361
Health and wellness opportunities in Honolulu	14%	N=50	40%	N=143	35%	N=124	12%	N=42	100%	N=358
Overall opportunities for education and enrichment	8%	N=30	28%	N=102	43%	N=155	21%	N=77	100%	N=363
Overall economic health of Honolulu	3%	N=11	17%	N=61	49%	N=178	31%	N=112	100%	N=363
Sense of community	8%	N=30	35%	N=126	39%	N=139	18%	N=65	100%	N=359
Overall image or reputation of Honolulu	8%	N=28	36%	N=131	43%	N=158	13%	N=47	100%	N=365

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Honolulu to someone who asks	14%	N=50	41%	N=149	25%	N=91	20%	N=71	100%	N=361
Remain in Honolulu for the next five years	45%	N=160	30%	N=105	10%	N=35	16%	N=57	100%	N=356

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	48%	N=177	35%	N=130	8%	N=30	6%	N=22	3%	N=11	100%	N=369
In Honolulu’s downtown/commercial area during the day	15%	N=56	37%	N=136	19%	N=70	21%	N=76	7%	N=27	100%	N=365

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Table 5: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=6	12%	N=44	36%	N=133	50%	N=185	100%	N=368
Ease of public parking	3%	N=11	8%	N=29	32%	N=116	57%	N=210	100%	N=365
Ease of travel by car in Honolulu	2%	N=7	22%	N=78	40%	N=143	37%	N=132	100%	N=360
Ease of travel by public transportation in Honolulu	3%	N=8	25%	N=68	45%	N=121	27%	N=75	100%	N=272
Ease of travel by bicycle in Honolulu	2%	N=5	14%	N=34	43%	N=104	40%	N=97	100%	N=240
Ease of walking in Honolulu	9%	N=32	28%	N=96	45%	N=156	19%	N=66	100%	N=350
Availability of paths and walking trails	7%	N=23	25%	N=80	43%	N=139	26%	N=83	100%	N=325
Air quality	23%	N=86	42%	N=154	27%	N=99	7%	N=27	100%	N=366
Cleanliness of Honolulu	2%	N=8	22%	N=81	52%	N=190	24%	N=90	100%	N=368
Overall appearance of Honolulu	3%	N=10	31%	N=112	51%	N=187	16%	N=58	100%	N=366
Public places where people want to spend time	2%	N=8	30%	N=111	42%	N=154	25%	N=91	100%	N=364
Variety of housing options	2%	N=5	9%	N=30	28%	N=95	62%	N=213	100%	N=343
Availability of affordable quality housing	0%	N=0	5%	N=19	15%	N=52	80%	N=277	100%	N=348
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=55	26%	N=91	48%	N=166	10%	N=33	100%	N=345
Recreational opportunities	18%	N=65	36%	N=127	35%	N=126	11%	N=38	100%	N=356
Availability of affordable quality food	4%	N=13	31%	N=112	32%	N=118	34%	N=123	100%	N=366
Availability of affordable quality health care	7%	N=24	28%	N=99	36%	N=128	30%	N=109	100%	N=360
Availability of preventive health services	8%	N=27	26%	N=89	43%	N=145	23%	N=77	100%	N=338
Availability of affordable quality mental health care	4%	N=12	15%	N=40	36%	N=95	45%	N=119	100%	N=266

Table 6: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	0%	N=0	16%	N=40	35%	N=89	49%	N=123	100%	N=252
Opportunities to attend cultural/arts/music activities	5%	N=17	48%	N=164	36%	N=125	11%	N=37	100%	N=343
Opportunities to participate in religious or spiritual events and activities	14%	N=42	44%	N=130	37%	N=110	5%	N=16	100%	N=298
Employment opportunities	1%	N=4	22%	N=76	55%	N=190	22%	N=78	100%	N=348
Shopping opportunities	18%	N=66	48%	N=174	26%	N=93	8%	N=28	100%	N=362
Cost of living in Honolulu	0%	N=1	3%	N=10	22%	N=80	75%	N=273	100%	N=364
Overall quality of business and service establishments in Honolulu	1%	N=4	32%	N=115	55%	N=198	11%	N=41	100%	N=356
Vibrant downtown/commercial area	2%	N=9	26%	N=91	49%	N=169	23%	N=78	100%	N=346
Overall quality of new development in Honolulu	3%	N=10	30%	N=100	42%	N=139	25%	N=85	100%	N=334
Opportunities to participate in social events and activities	10%	N=33	40%	N=140	44%	N=151	7%	N=23	100%	N=346
Opportunities to volunteer	12%	N=38	55%	N=178	28%	N=91	6%	N=19	100%	N=326
Opportunities to participate in community matters	7%	N=23	45%	N=144	40%	N=130	8%	N=26	100%	N=324
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=40	45%	N=155	36%	N=125	7%	N=26	100%	N=345
Neighborhoodness of residents in Honolulu	6%	N=22	43%	N=149	42%	N=146	8%	N=29	100%	N=346

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Table 7: Question 7

	Please indicate whether or not you have done each of the following in the last 12 months.			Total
	No	Yes	Total	
Made efforts to conserve water	11% N=39	89% N=327	100% N=366	
Made efforts to make your home more energy efficient	20% N=73	80% N=286	100% N=359	
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	36% N=130	64% N=233	100% N=363	
Household member was a victim of a crime in Honolulu	80% N=292	20% N=72	100% N=364	
Reported a crime to the police in Honolulu	69% N=254	31% N=112	100% N=366	
Stocked supplies in preparation for an emergency	22% N=79	78% N=283	100% N=363	
Campaigned or advocated for an issue, cause or candidate	78% N=282	22% N=78	100% N=360	
Contacted the City (in-person, phone, email or web) for help or information	58% N=210	42% N=151	100% N=360	
Contacted City elected officials (in-person, phone, email or web) to express your opinion	83% N=298	17% N=63	100% N=360	

Table 8: Question 8

	In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?					Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total	
Used City recreation centers or their services	12% N=43	11% N=40	26% N=94	52% N=190	100% N=367	
Visited a neighborhood park or City and County park	17% N=63	27% N=101	33% N=121	23% N=84	100% N=369	
Participated in religious or spiritual activities in Honolulu	10% N=38	11% N=40	20% N=73	59% N=214	100% N=365	
Attended a City and County-sponsored event	2% N=6	6% N=21	34% N=123	59% N=214	100% N=364	
Used TheBus, TheHandi-Van or other public transportation instead of driving	10% N=37	6% N=21	12% N=45	72% N=266	100% N=369	
Carpooled with other adults or children instead of driving alone	15% N=55	19% N=71	18% N=65	48% N=176	100% N=367	
Walked or biked instead of driving	23% N=85	19% N=71	18% N=65	40% N=146	100% N=367	
Volunteered your time to some group/activity in Honolulu	6% N=22	11% N=41	29% N=107	54% N=195	100% N=364	
Participated in a club	6% N=22	11% N=40	13% N=47	70% N=255	100% N=365	
Talked to or visited with your immediate neighbors	30% N=109	32% N=116	23% N=84	15% N=56	100% N=365	
Done a favor for a neighbor	12% N=44	17% N=64	44% N=159	27% N=97	100% N=364	
Traveled by Biki-bike, Honolulu's bike-share program	1% N=4	2% N=6	9% N=34	88% N=323	100% N=367	

Table 9: Question 9

	Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?				Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	
Attended a local public meeting	1% N=3	2% N=6	11% N=40	87% N=319	100% N=367
Watched (online or on television) a local public meeting	3% N=10	5% N=20	22% N=81	70% N=259	100% N=369

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Table 10: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:		Excellent	Good	Fair	Poor	Total
Police services		9% N=29	42% N=137	39% N=127	11% N=36	100% N=329
Fire services		32% N=99	50% N=157	17% N=54	1% N=2	100% N=311
Ambulance or emergency medical services		25% N=76	55% N=163	19% N=57	1% N=2	100% N=298
Crime prevention		4% N=13	23% N=72	46% N=142	27% N=85	100% N=311
Fire prevention and education		14% N=39	46% N=128	32% N=90	7% N=20	100% N=277
Traffic enforcement		3% N=10	23% N=77	40% N=134	34% N=113	100% N=334
Street repair		2% N=6	8% N=27	27% N=96	64% N=225	100% N=353
Street cleaning		2% N=8	20% N=70	41% N=140	36% N=125	100% N=343
Street lighting		5% N=17	32% N=115	42% N=149	21% N=76	100% N=357
Sidewalk maintenance		3% N=9	17% N=60	39% N=137	41% N=142	100% N=347
Traffic signal timing		2% N=8	20% N=67	44% N=150	34% N=114	100% N=339
Bus or transit services		15% N=39	43% N=112	34% N=88	8% N=21	100% N=261
Garbage collection		18% N=60	48% N=162	26% N=88	9% N=29	100% N=339
Recycling		11% N=36	34% N=114	31% N=104	24% N=82	100% N=337
Yard waste pick-up		15% N=41	38% N=105	29% N=80	19% N=52	100% N=278
Storm drainage		6% N=16	30% N=84	41% N=113	23% N=63	100% N=277
Drinking water		23% N=80	45% N=157	26% N=92	5% N=19	100% N=347
Sewer services		9% N=30	44% N=138	37% N=117	9% N=28	100% N=312
Power (electric and/or gas) utility		11% N=37	43% N=150	36% N=125	11% N=39	100% N=350
Utility billing		5% N=18	33% N=110	33% N=109	29% N=99	100% N=336
City and County parks		8% N=28	31% N=105	43% N=144	17% N=58	100% N=335
Recreation programs or classes		8% N=20	35% N=85	45% N=109	11% N=26	100% N=241
Recreation centers or facilities		7% N=18	28% N=73	50% N=131	16% N=41	100% N=262
Land use, planning and zoning		3% N=8	16% N=40	44% N=112	38% N=97	100% N=257
Code enforcement (weeds, abandoned buildings, etc.)		3% N=7	10% N=27	32% N=85	55% N=146	100% N=264
Animal control		4% N=12	21% N=57	50% N=135	25% N=69	100% N=272
Economic development		3% N=8	16% N=47	46% N=132	35% N=101	100% N=287
Health services		8% N=24	29% N=91	49% N=153	15% N=46	100% N=315
Public information services		4% N=13	31% N=93	52% N=154	12% N=36	100% N=296
Cable television		7% N=22	35% N=105	38% N=115	20% N=61	100% N=303
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		8% N=24	36% N=112	45% N=140	12% N=38	100% N=315
Preservation of natural areas such as open space, farmlands and greenbelts		4% N=13	28% N=83	45% N=134	23% N=70	100% N=300
Honolulu open space		4% N=12	19% N=58	46% N=139	31% N=93	100% N=302
City and County-sponsored special events		6% N=13	25% N=55	51% N=113	18% N=40	100% N=220
Overall customer service by City and County employees (police, receptionists, planners, etc.)		4% N=13	27% N=85	53% N=165	16% N=52	100% N=314
Satellite City Halls		4% N=13	38% N=126	39% N=128	18% N=60	100% N=327
Neighborhood Boards		5% N=11	23% N=48	51% N=107	20% N=42	100% N=209

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City and County of Honolulu	3% N=11	27% N=90	47% N=159	23% N=76	100% N=336
The Federal Government	5% N=17	25% N=80	51% N=166	19% N=62	100% N=324
The State of Hawaii	3% N=11	24% N=79	48% N=162	25% N=83	100% N=335

Table 12: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to the City and County of Honolulu	1% N=3	15% N=49	48% N=152	36% N=113	100% N=317
The overall direction that the City and County of Honolulu is taking	1% N=2	14% N=43	43% N=135	42% N=132	100% N=311
The job the City and County of Honolulu government does at welcoming citizen involvement	1% N=3	19% N=56	46% N=134	34% N=99	100% N=291
Overall confidence in the City and County of Honolulu government	1% N=4	16% N=52	40% N=132	43% N=141	100% N=330
Generally acting in the best interest of the community	1% N=3	16% N=52	43% N=142	40% N=131	100% N=328
Being honest	2% N=5	17% N=53	38% N=121	43% N=135	100% N=314
Treating all residents fairly	2% N=5	19% N=61	41% N=128	38% N=121	100% N=315

Table: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:	Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu	56% N=206	35% N=128	8% N=31	0% N=1	100% N=366
Overall ease of getting to the places you usually have to visit	31% N=113	54% N=196	15% N=53	1% N=3	100% N=366
Quality of overall natural environment in Honolulu	39% N=141	46% N=167	15% N=54	1% N=4	100% N=366
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	32% N=117	41% N=151	25% N=91	2% N=7	100% N=367
Health and wellness opportunities in Honolulu	38% N=139	43% N=156	18% N=64	1% N=4	100% N=363
Overall opportunities for education and enrichment	42% N=152	45% N=163	13% N=47	1% N=3	100% N=366
Overall economic health of Honolulu	55% N=202	32% N=117	12% N=43	1% N=5	100% N=366
Sense of community	31% N=115	42% N=155	22% N=80	4% N=15	100% N=364

Table 13: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Protecting our water resources from contamination	72% N=256	24% N=86	2% N=7	1% N=4	100% N=353
Protecting and preparing infrastructure for climate change threats	47% N=163	44% N=151	5% N=16	5% N=16	100% N=345
Establishing resiliency and sustainability programs through dedicated funding resources	36% N=119	44% N=147	16% N=53	3% N=11	100% N=330
Increasing Honolulu Police Department staffing	39% N=131	38% N=130	16% N=55	7% N=24	100% N=339
Addressing the impacts of tourism across Oahu	36% N=123	41% N=142	17% N=59	6% N=22	100% N=347
Providing 24/7, real-time traffic incident information to assist drivers and reduce traffic congestion	35% N=122	49% N=170	9% N=31	6% N=22	100% N=346

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Table 14: Question 15

Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Total
	7%	N=23	35%	N=118	39%	N=129	19%	N=64	
Individual preparedness for natural disasters and other large scale threats	6% <td>N=20</td> <td>16% <td>N=56</td> <td>35% <td>N=123</td> <td>43% <td>N=151</td> <td>N=333</td> </td></td></td>	N=20	16% <td>N=56</td> <td>35% <td>N=123</td> <td>43% <td>N=151</td> <td>N=333</td> </td></td>	N=56	35% <td>N=123</td> <td>43% <td>N=151</td> <td>N=333</td> </td>	N=123	43% <td>N=151</td> <td>N=333</td>	N=151	N=333
The City's bulky item trash program	2% <td>N=7</td> <td>9% <td>N=30</td> <td>33% <td>N=114</td> <td>56% <td>N=192</td> <td>N=351</td> </td></td></td>	N=7	9% <td>N=30</td> <td>33% <td>N=114</td> <td>56% <td>N=192</td> <td>N=351</td> </td></td>	N=30	33% <td>N=114</td> <td>56% <td>N=192</td> <td>N=351</td> </td>	N=114	56% <td>N=192</td> <td>N=351</td>	N=192	N=351
Shoreline erosion and loss of beaches	5% <td>N=2</td> <td>43% <td>N=20</td> <td>14% <td>N=7</td> <td>39% <td>N=18</td> <td>N=343</td> </td></td></td>	N=2	43% <td>N=20</td> <td>14% <td>N=7</td> <td>39% <td>N=18</td> <td>N=343</td> </td></td>	N=20	14% <td>N=7</td> <td>39% <td>N=18</td> <td>N=343</td> </td>	N=7	39% <td>N=18</td> <td>N=343</td>	N=18	N=343
Lack of parking due to large residential structures in my neighborhood (e.g., monster houses)									N=47

Table 15: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years? The impacts of HART's rail construction along Dillingham Boulevard with residents and businesses	Essential		Very important		Somewhat important		Not at all important		Total
	34%	N=114	40%	N=134	19%	N=63	6%	N=20	
Strengthening ethics, transparency and accountability in City government	52% <td>N=183</td> <td>33% <td>N=116</td> <td>14% <td>N=47</td> <td>1% <td>N=3</td> <td>N=330</td> </td></td></td>	N=183	33% <td>N=116</td> <td>14% <td>N=47</td> <td>1% <td>N=3</td> <td>N=330</td> </td></td>	N=116	14% <td>N=47</td> <td>1% <td>N=3</td> <td>N=330</td> </td>	N=47	1% <td>N=3</td> <td>N=330</td>	N=3	N=330
The impact of the homeless population on the community	57% <td>N=204</td> <td>38% <td>N=134</td> <td>4% <td>N=15</td> <td>1% <td>N=3</td> <td>N=349</td> </td></td></td>	N=204	38% <td>N=134</td> <td>4% <td>N=15</td> <td>1% <td>N=3</td> <td>N=349</td> </td></td>	N=134	4% <td>N=15</td> <td>1% <td>N=3</td> <td>N=349</td> </td>	N=15	1% <td>N=3</td> <td>N=349</td>	N=3	N=349
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	59% <td>N=201</td> <td>31% <td>N=105</td> <td>8% <td>N=29</td> <td>2% <td>N=6</td> <td>N=356</td> </td></td></td>	N=201	31% <td>N=105</td> <td>8% <td>N=29</td> <td>2% <td>N=6</td> <td>N=356</td> </td></td>	N=105	8% <td>N=29</td> <td>2% <td>N=6</td> <td>N=356</td> </td>	N=29	2% <td>N=6</td> <td>N=356</td>	N=6	N=356

Table 16: Question 17

In the last 12 months, how often, if ever, have you or your family experienced the following? As a pedestrian, experienced a "near miss" crossing the street due to drivers' disregard of walk signals, stop signs, red lights or speeding	Never		Once		Two or more times		Total
	31%	N=102	24%	N=79	45%	N=149	
As a pedestrian, experienced a "near miss" due to bicyclists on sidewalks, paths or crossing the street	50% <td>N=161</td> <td>18% <td>N=57</td> <td>32% <td>N=102</td> <td>N=319</td> </td></td>	N=161	18% <td>N=57</td> <td>32% <td>N=102</td> <td>N=319</td> </td>	N=57	32% <td>N=102</td> <td>N=319</td>	N=102	N=319
Did not have enough money to provide food, medicine or housing	71% <td>N=234</td> <td>14% <td>N=47</td> <td>14% <td>N=47</td> <td>N=327</td> </td></td>	N=234	14% <td>N=47</td> <td>14% <td>N=47</td> <td>N=327</td> </td>	N=47	14% <td>N=47</td> <td>N=327</td>	N=47	N=327
Health concerns due to excessive heat conditions	63% <td>N=205</td> <td>17% <td>N=55</td> <td>20% <td>N=65</td> <td>N=325</td> </td></td>	N=205	17% <td>N=55</td> <td>20% <td>N=65</td> <td>N=325</td> </td>	N=55	20% <td>N=65</td> <td>N=325</td>	N=65	N=325

Table 17: Question 18

What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins: Commute times	Will improve		Might improve		Will not impact		Will be worse		Total
	20%	N=63	45%	N=141	27%	N=84	8%	N=25	
Public transit commute times	21% <td>N=63 <td>48% <td>N=148 <td>24% <td>N=75 <td>7% <td>N=20</td> <td>N=313</td> </td></td></td></td></td></td>	N=63 <td>48% <td>N=148 <td>24% <td>N=75 <td>7% <td>N=20</td> <td>N=313</td> </td></td></td></td></td>	48% <td>N=148 <td>24% <td>N=75 <td>7% <td>N=20</td> <td>N=313</td> </td></td></td></td>	N=148 <td>24% <td>N=75 <td>7% <td>N=20</td> <td>N=313</td> </td></td></td>	24% <td>N=75 <td>7% <td>N=20</td> <td>N=313</td> </td></td>	N=75 <td>7% <td>N=20</td> <td>N=313</td> </td>	7% <td>N=20</td> <td>N=313</td>	N=20	N=313
New housing opportunities for existing residents	13% <td>N=37 <td>33% <td>N=92</td> <td>31% <td>N=87</td> <td>22% <td>N=61</td> <td>N=305</td> </td></td></td></td>	N=37 <td>33% <td>N=92</td> <td>31% <td>N=87</td> <td>22% <td>N=61</td> <td>N=305</td> </td></td></td>	33% <td>N=92</td> <td>31% <td>N=87</td> <td>22% <td>N=61</td> <td>N=305</td> </td></td>	N=92	31% <td>N=87</td> <td>22% <td>N=61</td> <td>N=305</td> </td>	N=87	22% <td>N=61</td> <td>N=305</td>	N=61	N=305
New opportunities for existing local businesses	16% <td>N=43 <td>41% <td>N=115</td> <td>22% <td>N=62</td> <td>21% <td>N=59</td> <td>N=277</td> </td></td></td></td>	N=43 <td>41% <td>N=115</td> <td>22% <td>N=62</td> <td>21% <td>N=59</td> <td>N=277</td> </td></td></td>	41% <td>N=115</td> <td>22% <td>N=62</td> <td>21% <td>N=59</td> <td>N=277</td> </td></td>	N=115	22% <td>N=62</td> <td>21% <td>N=59</td> <td>N=277</td> </td>	N=62	21% <td>N=59</td> <td>N=277</td>	N=59	N=277

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could? Recycle at home	Never		Rarely		Sometimes		Usually		Always		Total
	7%	N=24	4%	N=16	11%	N=39	23%	N=82	56%	N=200	
Purchase goods or services from a business located in Honolulu	4% <th>N=14</th> <td>6% <th>N=21</th> <td>20% <th>N=73</th> <td>43% <th>N=158</th> <td>27% <th>N=99</th> <td>N=360</td> </td></td></td></td>	N=14	6% <th>N=21</th> <td>20% <th>N=73</th> <td>43% <th>N=158</th> <td>27% <th>N=99</th> <td>N=360</td> </td></td></td>	N=21	20% <th>N=73</th> <td>43% <th>N=158</th> <td>27% <th>N=99</th> <td>N=360</td> </td></td>	N=73	43% <th>N=158</th> <td>27% <th>N=99</th> <td>N=360</td> </td>	N=158	27% <th>N=99</th> <td>N=360</td>	N=99	N=360
Eat at least 5 portions of fruits and vegetables a day	5% <th>N=19</th> <td>18% <th>N=67</th> <td>36% <th>N=132</th> <td>24% <th>N=88</th> <td>16% <th>N=59</th> <td>N=365</td> </td></td></td></td>	N=19	18% <th>N=67</th> <td>36% <th>N=132</th> <td>24% <th>N=88</th> <td>16% <th>N=59</th> <td>N=365</td> </td></td></td>	N=67	36% <th>N=132</th> <td>24% <th>N=88</th> <td>16% <th>N=59</th> <td>N=365</td> </td></td>	N=132	24% <th>N=88</th> <td>16% <th>N=59</th> <td>N=365</td> </td>	N=88	16% <th>N=59</th> <td>N=365</td>	N=59	N=365
Participate in moderate or vigorous physical activity	2% <th>N=8</th> <td>18% <th>N=65</th> <td>28% <th>N=102</th> <td>30% <th>N=107</th> <td>22% <th>N=81</th> <td>N=364</td> </td></td></td></td>	N=8	18% <th>N=65</th> <td>28% <th>N=102</th> <td>30% <th>N=107</th> <td>22% <th>N=81</th> <td>N=364</td> </td></td></td>	N=65	28% <th>N=102</th> <td>30% <th>N=107</th> <td>22% <th>N=81</th> <td>N=364</td> </td></td>	N=102	30% <th>N=107</th> <td>22% <th>N=81</th> <td>N=364</td> </td>	N=107	22% <th>N=81</th> <td>N=364</td>	N=81	N=364
Read or watch local news (via television, paper, computer, etc.)	2% <th>N=9</th> <td>10% <th>N=36</th> <td>16% <th>N=60</th> <td>29% <th>N=105</th> <td>43% <th>N=157</th> <td>N=367</td> </td></td></td></td>	N=9	10% <th>N=36</th> <td>16% <th>N=60</th> <td>29% <th>N=105</th> <td>43% <th>N=157</th> <td>N=367</td> </td></td></td>	N=36	16% <th>N=60</th> <td>29% <th>N=105</th> <td>43% <th>N=157</th> <td>N=367</td> </td></td>	N=60	29% <th>N=105</th> <td>43% <th>N=157</th> <td>N=367</td> </td>	N=105	43% <th>N=157</th> <td>N=367</td>	N=157	N=367
Vote in local elections	14% <th>N=53</th> <td>8% <th>N=31</th> <td>13% <th>N=47</th> <td>14% <th>N=50</th> <td>51% <th>N=185</th> <td>N=365</td> </td></td></td></td>	N=53	8% <th>N=31</th> <td>13% <th>N=47</th> <td>14% <th>N=50</th> <td>51% <th>N=185</th> <td>N=365</td> </td></td></td>	N=31	13% <th>N=47</th> <td>14% <th>N=50</th> <td>51% <th>N=185</th> <td>N=365</td> </td></td>	N=47	14% <th>N=50</th> <td>51% <th>N=185</th> <td>N=365</td> </td>	N=50	51% <th>N=185</th> <td>N=365</td>	N=185	N=365

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=67
Very good	42%	N=155
Good	29%	N=108
Fair	9%	N=32
Poor	2%	N=7
Total	100%	N=369

Table 20: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=14
Somewhat positive	19%	N=68
Neutral	54%	N=195
Somewhat negative	21%	N=76
Very negative	3%	N=11
Total	100%	N=364

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=236
Working part time for pay	9%	N=32
Unemployed, looking for paid work	3%	N=12
Unemployed, not looking for paid work	1%	N=5
Fully retired	23%	N=83
Total	100%	N=367

Table 22: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=231
Yes, from home	6%	N=21
No	24%	N=81
Total	100%	N=334

Table 23: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=36
2 to 5 years	11%	N=40
6 to 10 years	6%	N=21
11 to 20 years	14%	N=51
More than 20 years	60%	N=220
Total	100%	N=368

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Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=182
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=165
Other	5%	N=20
Total	100%	N=367

Table 25: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=147
Owned	59%	N=215
Total	100%	N=363

Table 26: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=22
\$300 to \$599 per month	7%	N=24
\$600 to \$999 per month	8%	N=27
\$1,000 to \$1,499 per month	13%	N=44
\$1,500 to \$2,499 per month	28%	N=96
\$2,500 or more per month	39%	N=136
Total	100%	N=349

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=247
Yes	32%	N=118
Total	100%	N=365

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	62%	N=230
Yes	38%	N=139
Total	100%	N=369

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Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)		
	Percent	Number
Less than \$25,000	10%	N=35
\$25,000 to \$49,999	22%	N=77
\$50,000 to \$99,999	26%	N=91
\$100,000 to \$149,999	21%	N=72
\$150,000 or more	22%	N=76
Total	100%	N=351

Table 30: Question D13

Are you Spanish, Hispanic or Latino?		
	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=337
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=20
Total	100%	N=357

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)		
	Percent	Number
American Indian or Alaskan Native	2%	N=6
Black or African American	4%	N=16
White	35%	N=127
Other	3%	N=11
Native Hawaiian or other Pacific Islander	18%	N=64
Asian	58%	N=210

Total may exceed 100% as respondents could select more than one option.

Table 32: Question D15

In which category is your age?		
	Percent	Number
18 to 24 years	3%	N=10
25 to 34 years	19%	N=69
35 to 44 years	15%	N=54
45 to 54 years	23%	N=83
55 to 64 years	14%	N=51
65 to 74 years	13%	N=49
75 years or older	13%	N=46
Total	100%	N=363

Table 33: Question D16

What is your sex?		
	Percent	Number
Female	55%	N=196
Male	45%	N=161
Total	100%	N=357

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Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?		Percent	Number
Cell		77%	N=280
Land line		9%	N=34
Both		13%	N=49
Total		100%	N=363

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	17% N=62	48% N=180	22% N=82	13% N=47	1% N=4	100% N=375
Your neighborhood as a place to live	24% N=90	49% N=182	21% N=79	5% N=20	1% N=3	100% N=374
Honolulu as a place to raise children	14% N=51	35% N=129	28% N=102	16% N=60	7% N=25	100% N=367
Honolulu as a place to work	9% N=33	30% N=114	40% N=150	17% N=62	4% N=16	100% N=374
Honolulu as a place to visit	32% N=119	44% N=166	17% N=63	5% N=19	2% N=7	100% N=374
Honolulu as a place to retire	13% N=50	24% N=88	27% N=100	30% N=112	5% N=20	100% N=369
The overall quality of life in Honolulu	14% N=50	40% N=148	37% N=135	8% N=30	1% N=5	100% N=368

Table 36: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	8% N=31	37% N=139	38% N=143	15% N=57	0% N=1	100% N=371
Overall ease of getting to the places you usually have to visit	8% N=28	33% N=121	41% N=154	18% N=66	0% N=1	100% N=371
Quality of overall natural environment in Honolulu	16% N=60	37% N=136	39% N=145	7% N=24	1% N=4	100% N=369
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	3% N=12	23% N=84	43% N=160	28% N=106	3% N=10	100% N=371
Health and wellness opportunities in Honolulu	13% N=50	39% N=143	34% N=124	11% N=42	3% N=11	100% N=369
Overall opportunities for education and enrichment	8% N=30	27% N=102	42% N=155	21% N=77	2% N=9	100% N=372
Overall economic health of Honolulu	3% N=11	17% N=61	48% N=178	30% N=112	1% N=6	100% N=369
Sense of community	8% N=30	34% N=126	38% N=139	18% N=65	2% N=7	100% N=367
Overall image or reputation of Honolulu	8% N=28	35% N=131	43% N=158	13% N=47	2% N=7	100% N=371

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Honolulu to someone who asks	13% N=50	40% N=149	24% N=91	19% N=71	3% N=11	100% N=371
Remain in Honolulu for the next five years	43% N=160	28% N=105	9% N=35	15% N=57	4% N=15	100% N=371

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	48% N=177	35% N=130	8% N=30	6% N=22	3% N=11	1% N=2	100% N=371
In Honolulu's downtown/commercial area during the day	15% N=56	37% N=136	19% N=70	21% N=76	7% N=27	1% N=4	100% N=369

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Table 39: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=6	12%	N=44	36%	N=133	50%	N=185	1%	N=2	100%	N=370
Ease of public parking	3%	N=11	8%	N=29	31%	N=116	57%	N=210	1%	N=5	100%	N=370
Ease of travel by car in Honolulu	2%	N=7	21%	N=78	39%	N=143	36%	N=132	1%	N=4	100%	N=365
Ease of travel by public transportation in Honolulu	2%	N=8	18%	N=68	33%	N=121	20%	N=75	26%	N=96	100%	N=368
Ease of travel by bicycle in Honolulu	1%	N=5	9%	N=34	28%	N=104	26%	N=97	35%	N=127	100%	N=367
Ease of walking in Honolulu	9%	N=32	26%	N=96	42%	N=156	18%	N=66	5%	N=19	100%	N=369
Availability of paths and walking trails	6%	N=23	22%	N=80	38%	N=139	23%	N=83	11%	N=39	100%	N=365
Air quality	23%	N=86	42%	N=154	27%	N=99	7%	N=27	1%	N=3	100%	N=369
Cleanliness of Honolulu	2%	N=8	22%	N=81	51%	N=190	24%	N=90	0%	N=2	100%	N=370
Overall appearance of Honolulu	3%	N=10	30%	N=112	50%	N=187	16%	N=58	2%	N=6	100%	N=372
Public places where people want to spend time	2%	N=8	30%	N=111	42%	N=154	24%	N=91	2%	N=8	100%	N=372
Variety of housing options	1%	N=5	8%	N=30	26%	N=95	58%	N=213	6%	N=21	100%	N=364
Availability of affordable quality housing	0%	N=0	5%	N=19	14%	N=52	75%	N=277	6%	N=23	100%	N=371
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=55	24%	N=91	45%	N=166	9%	N=33	7%	N=26	100%	N=371
Recreational opportunities	17%	N=65	34%	N=127	34%	N=126	10%	N=38	4%	N=15	100%	N=371
Availability of affordable quality food	3%	N=13	30%	N=112	32%	N=118	33%	N=123	1%	N=4	100%	N=371
Availability of affordable quality health care	6%	N=24	27%	N=99	35%	N=128	29%	N=109	3%	N=11	100%	N=372
Availability of preventive health services	7%	N=27	24%	N=89	40%	N=145	21%	N=77	8%	N=29	100%	N=367
Availability of affordable quality mental health care	3%	N=12	11%	N=40	26%	N=95	32%	N=119	28%	N=106	100%	N=371

Table 40: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	0%	N=0	11%	N=40	25%	N=89	34%	N=123	30%	N=110	100%	N=363
Opportunities to attend cultural/arts/music activities	5%	N=17	44%	N=164	34%	N=125	10%	N=37	7%	N=27	100%	N=370
Opportunities to participate in religious or spiritual events and activities	11%	N=42	35%	N=130	30%	N=110	4%	N=16	19%	N=70	100%	N=367
Employment opportunities	1%	N=4	20%	N=76	51%	N=190	21%	N=78	6%	N=23	100%	N=371
Shopping opportunities	18%	N=66	47%	N=174	25%	N=93	8%	N=28	2%	N=6	100%	N=368
Cost of living in Honolulu	0%	N=1	3%	N=10	22%	N=80	74%	N=273	1%	N=4	100%	N=368
Overall quality of business and service establishments in Honolulu	1%	N=4	31%	N=115	53%	N=198	11%	N=41	4%	N=13	100%	N=370
Vibrant downtown/commercial area	2%	N=9	25%	N=91	46%	N=169	21%	N=78	6%	N=20	100%	N=367
Overall quality of new development in Honolulu	3%	N=10	27%	N=100	38%	N=139	23%	N=85	10%	N=35	100%	N=369
Opportunities to participate in social events and activities	9%	N=33	38%	N=140	41%	N=151	6%	N=23	5%	N=19	100%	N=365
Opportunities to volunteer	10%	N=38	48%	N=178	25%	N=91	5%	N=19	12%	N=44	100%	N=369
Opportunities to participate in community matters	6%	N=23	39%	N=144	35%	N=130	7%	N=26	12%	N=43	100%	N=367
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=40	43%	N=155	35%	N=125	7%	N=26	4%	N=15	100%	N=361
Neighborhoodness of residents in Honolulu	6%	N=22	41%	N=149	41%	N=146	8%	N=29	4%	N=14	100%	N=361

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Table 41: Question 7

	Please indicate whether or not you have done each of the following in the last 12 months.			Total
	No	Yes	Total	
Made efforts to conserve water	11% N=39	89% N=327	100% N=366	
Made efforts to make your home more energy efficient	20% N=73	80% N=286	100% N=359	
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	36% N=130	64% N=233	100% N=363	
Household member was a victim of a crime in Honolulu	80% N=292	20% N=72	100% N=364	
Reported a crime to the police in Honolulu	69% N=254	31% N=112	100% N=366	
Stocked supplies in preparation for an emergency	22% N=79	78% N=283	100% N=363	
Campaigned or advocated for an issue, cause or candidate	78% N=282	22% N=78	100% N=360	
Contacted the City (in-person, phone, email or web) for help or information	58% N=210	42% N=151	100% N=360	
Contacted City elected officials (in-person, phone, email or web) to express your opinion	83% N=298	17% N=63	100% N=360	

Table 42: Question 8

	In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?					Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total	
Used City recreation centers or their services	12% N=43	11% N=40	26% N=94	52% N=190	100% N=367	
Visited a neighborhood park or City and County park	17% N=63	27% N=101	33% N=121	23% N=84	100% N=369	
Participated in religious or spiritual activities in Honolulu	10% N=38	11% N=40	20% N=73	59% N=214	100% N=365	
Attended a City and County-sponsored event	2% N=6	6% N=21	34% N=123	59% N=214	100% N=364	
Used TheBus, TheHandi-Van or other public transportation instead of driving	10% N=37	6% N=21	12% N=45	72% N=266	100% N=369	
Carpooled with other adults or children instead of driving alone	15% N=55	19% N=71	18% N=65	48% N=176	100% N=367	
Walked or biked instead of driving	23% N=85	19% N=71	18% N=65	40% N=146	100% N=367	
Volunteered your time to some group/activity in Honolulu	6% N=22	11% N=41	29% N=107	54% N=195	100% N=364	
Participated in a club	6% N=22	11% N=40	13% N=47	70% N=255	100% N=365	
Talked to or visited with your immediate neighbors	30% N=109	32% N=116	23% N=84	15% N=56	100% N=365	
Done a favor for a neighbor	12% N=44	17% N=64	44% N=159	27% N=97	100% N=364	
Traveled by Biki-bike, Honolulu's bike-share program	1% N=4	2% N=6	9% N=34	88% N=323	100% N=367	

Table 43: Question 9

	Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?				Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	
Attended a local public meeting	1% N=3	2% N=6	11% N=40	87% N=319	100% N=367
Watched (online or on television) a local public meeting	3% N=10	5% N=20	22% N=81	70% N=259	100% N=369

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Table 44: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	8%	N=29	38%	N=137	35%	N=127	10%	N=36	10%	N=36	100%	N=365
Police services	27%	N=99	43%	N=157	15%	N=54	0%	N=2	15%	N=54	100%	N=365
Fire services	21%	N=76	45%	N=163	16%	N=57	0%	N=2	18%	N=66	100%	N=364
Ambulance or emergency medical services	4%	N=13	20%	N=72	39%	N=142	23%	N=85	15%	N=54	100%	N=365
Crime prevention	11%	N=39	35%	N=128	25%	N=90	5%	N=20	24%	N=86	100%	N=363
Fire prevention and education	3%	N=10	21%	N=77	37%	N=134	31%	N=113	8%	N=28	100%	N=363
Traffic enforcement	2%	N=6	7%	N=27	26%	N=96	62%	N=225	3%	N=11	100%	N=364
Street repair	2%	N=8	19%	N=70	38%	N=140	34%	N=125	6%	N=22	100%	N=365
Street cleaning	5%	N=17	32%	N=115	41%	N=149	21%	N=76	2%	N=7	100%	N=363
Street lighting	2%	N=9	16%	N=60	37%	N=137	39%	N=142	5%	N=18	100%	N=366
Sidewalk maintenance	2%	N=8	19%	N=67	42%	N=150	32%	N=114	5%	N=19	100%	N=358
Traffic signal timing	11%	N=39	31%	N=112	24%	N=88	6%	N=21	29%	N=105	100%	N=366
Bus or transit services	16%	N=60	44%	N=162	24%	N=88	8%	N=29	7%	N=26	100%	N=365
Garbage collection	10%	N=36	31%	N=114	29%	N=104	22%	N=82	8%	N=28	100%	N=365
Recycling	11%	N=41	29%	N=105	22%	N=80	14%	N=52	23%	N=85	100%	N=363
Yard waste pick-up	5%	N=16	24%	N=84	32%	N=113	18%	N=63	22%	N=79	100%	N=356
Storm drainage	22%	N=80	43%	N=157	25%	N=92	5%	N=19	4%	N=15	100%	N=362
Drinking water	8%	N=30	38%	N=138	33%	N=117	8%	N=28	13%	N=48	100%	N=360
Sewer services	10%	N=37	42%	N=150	35%	N=125	11%	N=39	3%	N=10	100%	N=360
Power (electric and/or gas) utility	5%	N=18	31%	N=110	31%	N=109	28%	N=99	5%	N=17	100%	N=354
Utility billing	8%	N=28	29%	N=105	40%	N=144	16%	N=58	8%	N=27	100%	N=363
City and County parks	6%	N=20	24%	N=85	30%	N=109	7%	N=26	33%	N=120	100%	N=360
Recreation programs or classes	5%	N=18	20%	N=73	37%	N=131	11%	N=41	26%	N=94	100%	N=356
Recreation centers or facilities	2%	N=8	11%	N=40	31%	N=112	27%	N=97	28%	N=100	100%	N=357
Land use, planning and zoning	2%	N=7	7%	N=27	24%	N=85	41%	N=146	26%	N=93	100%	N=357
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=12	16%	N=57	37%	N=135	19%	N=69	25%	N=92	100%	N=364
Animal control	2%	N=8	13%	N=47	36%	N=132	28%	N=101	21%	N=75	100%	N=362
Economic development	7%	N=24	25%	N=91	42%	N=153	13%	N=46	14%	N=50	100%	N=365
Health services	4%	N=13	26%	N=93	43%	N=154	10%	N=36	18%	N=63	100%	N=359
Public information services	6%	N=22	29%	N=105	32%	N=115	17%	N=61	15%	N=54	100%	N=357
Cable television												
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=24	31%	N=112	39%	N=140	10%	N=38	13%	N=48	100%	N=362
Preservation of natural areas such as open space, farmlands and greenbelts	4%	N=13	23%	N=83	37%	N=134	20%	N=70	16%	N=58	100%	N=358
Honolulu open space	3%	N=12	16%	N=58	39%	N=139	26%	N=93	16%	N=57	100%	N=359
City and County-sponsored special events	4%	N=13	18%	N=55	36%	N=113	13%	N=40	29%	N=91	100%	N=311
Overall customer service by City and County employees (police, receptionists, planners, etc.)	4%	N=13	24%	N=85	46%	N=165	14%	N=52	13%	N=45	100%	N=360
Satellite City Halls	4%	N=13	35%	N=126	35%	N=128	16%	N=60	10%	N=36	100%	N=362
Neighborhood Boards	3%	N=11	13%	N=48	30%	N=107	12%	N=42	42%	N=153	100%	N=362

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Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Don't know	Total
The City and County of Honolulu	3% N=11	25% N=90	44% N=159	21% N=76	8% N=29	100% N=365
The Federal Government	5% N=17	22% N=80	46% N=166	17% N=62	11% N=41	100% N=365
The State of Hawaii	3% N=11	22% N=79	44% N=162	23% N=83	8% N=30	100% N=365

Table 46: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to the City and County of Honolulu	1% N=3	14% N=49	42% N=152	31% N=113	12% N=42	100% N=359
The overall direction that the City and County of Honolulu is taking	0% N=2	12% N=43	38% N=135	37% N=132	13% N=45	100% N=356
The job the City and County of Honolulu government does at welcoming citizen involvement	1% N=3	15% N=56	37% N=134	27% N=99	19% N=69	100% N=360
Overall confidence in the City and County of Honolulu government	1% N=4	14% N=52	37% N=132	39% N=141	9% N=31	100% N=360
Generally acting in the best interest of the community	1% N=3	14% N=52	40% N=142	36% N=131	9% N=32	100% N=359
Being honest	1% N=5	15% N=53	33% N=121	38% N=135	13% N=46	100% N=360
Treating all residents fairly	1% N=5	17% N=61	35% N=128	33% N=121	13% N=46	100% N=361

Table 47: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:	Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu	56% N=206	35% N=128	8% N=31	0% N=1	100% N=366
Overall ease of getting to the places you usually have to visit	31% N=113	54% N=196	15% N=53	1% N=3	100% N=366
Quality of overall natural environment in Honolulu	39% N=141	46% N=167	15% N=54	1% N=4	100% N=366
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	32% N=117	41% N=151	25% N=91	2% N=7	100% N=367
Health and wellness opportunities in Honolulu	38% N=139	43% N=156	18% N=64	1% N=4	100% N=363
Overall opportunities for education and enrichment	42% N=152	45% N=163	13% N=47	1% N=3	100% N=366
Overall economic health of Honolulu	55% N=202	32% N=117	12% N=43	1% N=5	100% N=366
Sense of community	31% N=115	42% N=155	22% N=80	4% N=15	100% N=364

Table 48: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Protecting our water resources from contamination	70% N=256	24% N=86	2% N=7	1% N=4	3% N=10	100% N=363
Protecting and preparing infrastructure for climate change threats	45% N=163	42% N=151	4% N=16	4% N=16	5% N=17	100% N=362
Establishing resiliency and sustainability programs through dedicated funding resources	33% N=119	41% N=147	15% N=53	3% N=11	8% N=30	100% N=360
Increasing Honolulu Police Department staffing	36% N=131	36% N=130	15% N=55	7% N=24	6% N=21	100% N=360
Addressing the impacts of tourism across Oahu	34% N=123	39% N=142	17% N=59	6% N=22	4% N=13	100% N=359
Providing 24/7, real-time traffic incident information to assist drivers and reduce traffic congestion	34% N=122	47% N=170	9% N=31	6% N=22	5% N=17	100% N=363

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Table 49: Question 15

Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Individual preparedness for natural disasters and other large scale threats	6% N=23	33% N=118	36% N=129	18% N=64	8% N=27	100% N=361
The City's bulky item trash program	6% N=20	15% N=56	34% N=123	42% N=151	3% N=12	100% N=363
Shoreline erosion and loss of beaches	2% N=7	8% N=30	31% N=114	53% N=192	5% N=19	100% N=362
Lack of parking due to large residential structures in my neighborhood (e.g., monster houses)	5% N=2	42% N=20	14% N=7	38% N=18	1% N=1	100% N=48

Table 50: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
The impacts of HART's rail construction along Dillingham Boulevard with residents and businesses	31% N=114	37% N=134	17% N=63	6% N=20	9% N=33	100% N=363
Strengthening ethics, transparency and accountability in City government	51% N=183	32% N=116	13% N=47	1% N=3	3% N=12	100% N=361
The impact of the homeless population on the community	56% N=204	37% N=134	4% N=15	1% N=3	2% N=6	100% N=362
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	56% N=201	29% N=105	8% N=29	2% N=6	5% N=19	100% N=359

Table 51: Question 17

In the last 12 months, how often, if ever, have you or your family experienced the following?	Never	Once	Two or more times	Don't know	Total
As a pedestrian, experienced a "near miss" crossing the street due to drivers' disregard of walk signals, stop signs, red lights or speeding	28% N=102	22% N=79	41% N=149	9% N=32	100% N=361
As a pedestrian, experienced a "near miss" due to bicyclists on sidewalks, paths or crossing the street	45% N=161	16% N=57	28% N=102	11% N=41	100% N=361
Did not have enough money to provide food, medicine or housing	65% N=234	13% N=47	13% N=47	9% N=33	100% N=360
Health concerns due to excessive heat conditions	57% N=205	15% N=55	18% N=65	9% N=32	100% N=357

Table 52: Question 18

What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins:	Will improve	Might improve	Will not impact	Will be worse	Don't know	Total
Commute times	17% N=63	38% N=141	23% N=84	7% N=25	15% N=55	100% N=368
Public transit commute times	17% N=63	40% N=148	20% N=75	5% N=20	17% N=63	100% N=368
New housing opportunities for existing residents	10% N=37	25% N=92	24% N=87	17% N=61	25% N=91	100% N=368
New opportunities for existing local businesses	12% N=43	31% N=115	17% N=62	16% N=59	24% N=89	100% N=368

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Table 53: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total
	7%	N=24	4%	N=16	11%	N=39	23%	N=82	56%	N=200	
Recycle at home	4%	N=14	6%	N=21	20%	N=73	43%	N=158	27%	N=99	100% N=365
Purchase goods or services from a business located in Honolulu	5%	N=19	18%	N=67	36%	N=132	24%	N=88	16%	N=59	100% N=365
Eat at least 5 portions of fruits and vegetables a day	2%	N=8	18%	N=65	28%	N=102	30%	N=107	22%	N=81	100% N=364
Participate in moderate or vigorous physical activity	2%	N=9	10%	N=36	16%	N=60	29%	N=105	43%	N=157	100% N=367
Read or watch local news (via television, paper, computer, etc.)	14%	N=53	8%	N=31	13%	N=47	14%	N=50	51%	N=185	100% N=365
Vote in local elections											

Table 54: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=67
Very good	42%	N=155
Good	29%	N=108
Fair	9%	N=32
Poor	2%	N=7
Total	100%	N=369

Table 55: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=14
Somewhat positive	19%	N=68
Neutral	54%	N=195
Somewhat negative	21%	N=76
Very negative	3%	N=11
Total	100%	N=364

Table 56: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=236
Working part time for pay	9%	N=32
Unemployed, looking for paid work	3%	N=12
Unemployed, not looking for paid work	1%	N=5
Fully retired	23%	N=83
Total	100%	N=367

Table 57: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=231
Yes, from home	6%	N=21
No	24%	N=81
Total	100%	N=334

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Table 58: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=36
2 to 5 years	11%	N=40
6 to 10 years	6%	N=21
11 to 20 years	14%	N=51
More than 20 years	60%	N=220
Total	100%	N=368

Table 59: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=182
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=165
Other	5%	N=20
Total	100%	N=367

Table 60: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=147
Owned	59%	N=215
Total	100%	N=363

Table 61: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=22
\$300 to \$599 per month	7%	N=24
\$600 to \$999 per month	8%	N=27
\$1,000 to \$1,499 per month	13%	N=44
\$1,500 to \$2,499 per month	28%	N=96
\$2,500 or more per month	39%	N=136
Total	100%	N=349

Table 62: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=247
Yes	32%	N=118
Total	100%	N=365

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Table 63: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	62%	N=230
Yes	38%	N=139
Total	100%	N=369

Table 64: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	10%	N=35
\$25,000 to \$49,999	22%	N=77
\$50,000 to \$99,999	26%	N=91
\$100,000 to \$149,999	21%	N=72
\$150,000 or more	22%	N=76
Total	100%	N=351

Table 65: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=337
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=20
Total	100%	N=357

Table 66: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=6
Black or African American	4%	N=16
White	35%	N=127
Other	3%	N=11
Native Hawaiian or other Pacific Islander	18%	N=64
Asian	58%	N=210

Total may exceed 100% as respondents could select more than one option.

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Table 67: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=10
25 to 34 years	19%	N=69
35 to 44 years	15%	N=54
45 to 54 years	23%	N=83
55 to 64 years	14%	N=51
65 to 74 years	13%	N=49
75 years or older	13%	N=46
Total	100%	N=363

Table 68: Question D16

What is your sex?	Percent	Number
Female	55%	N=196
Male	45%	N=161
Total	100%	N=357

Table 69: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=280
Land line	9%	N=34
Both	13%	N=49
Total	100%	N=363

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Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City and County of Honolulu chose to have comparisons made to the entire database, as well as to a subset of jurisdictions from the database with populations over 300,000.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Honolulu’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Honolulu’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Honolulu’s rating to the benchmark.

In that final column, Honolulu’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Honolulu residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Honolulu’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Honolulu’s average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

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National Benchmark Comparisons

Table 70: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	54%	391	433	10%	Lower
Overall image or reputation of Honolulu	44%	290	341	15%	Lower
Honolulu as a place to live	65%	353	378	7%	Lower
Your neighborhood as a place to live	73%	262	309	15%	Similar
Honolulu as a place to raise children	53%	336	369	9%	Lower
Honolulu as a place to retire	39%	328	349	6%	Lower
Overall appearance of Honolulu	33%	329	340	3%	Much lower

Table 71: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	46%	328	350	6%	Much lower
	In your neighborhood during the day	83%	313	347	10%	Similar
	In Honolulu's downtown/commercial area during the day	53%	311	315	1%	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	40%	269	274	2%	Much lower
	Availability of paths and walking trails	32%	292	310	6%	Much lower
	Ease of walking in Honolulu	37%	272	304	11%	Lower
	Ease of travel by bicycle in Honolulu	16%	291	303	4%	Much lower
	Ease of travel by public transportation in Honolulu	28%	153	236	35%	Similar
	Ease of travel by car in Honolulu	24%	301	302	0%	Much lower
	Ease of public parking	11%	230	232	1%	Much lower
Natural Environment	Traffic flow on major streets	13%	325	330	2%	Much lower
	Quality of overall natural environment in Honolulu	54%	251	276	9%	Lower
	Cleanliness of Honolulu	24%	280	283	1%	Much lower
Built Environment	Air quality	65%	187	245	24%	Similar
	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	27%	263	265	1%	Much lower
	Overall quality of new development in Honolulu	33%	270	290	7%	Lower
	Availability of affordable quality housing	5%	295	299	1%	Much lower
	Variety of housing options	10%	274	278	1%	Much lower
Economy	Public places where people want to spend time	33%	255	259	2%	Much lower
	Overall economic health of Honolulu	20%	262	271	3%	Much lower
	Vibrant downtown/commercial area	29%	188	248	24%	Lower
	Overall quality of business and service establishments in Honolulu	33%	259	273	5%	Lower
	Cost of living in Honolulu	3%	266	267	0%	Much lower
	Shopping opportunities	66%	112	291	62%	Similar
	Employment opportunities	23%	239	308	22%	Similar
	Honolulu as a place to visit	78%	76	286	74%	Similar
	Honolulu as a place to work	41%	297	353	16%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	54%	220	266	17%	Similar
	Availability of affordable quality mental health care	20%	221	235	6%	Lower
	Availability of preventive health services	34%	221	239	8%	Lower
	Availability of affordable quality health care	34%	239	258	7%	Lower
	Availability of affordable quality food	34%	240	245	2%	Much lower
	Recreational opportunities	54%	215	291	26%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	42%	227	257	12%	Lower
	Overall opportunities for education and enrichment	36%	253	268	6%	Much lower
	Opportunities to participate in religious or spiritual events and activities	58%	198	206	4%	Lower
	Opportunities to attend cultural/arts/music activities	53%	203	288	30%	Similar
Community Engagement	Availability of affordable quality child care/preschool	16%	256	258	1%	Much lower
	Opportunities to participate in social events and activities	50%	197	264	25%	Similar
	Neighborhoodliness of Honolulu	49%	227	260	13%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	56%	188	291	36%	Similar
	Opportunities to participate in community matters	52%	230	274	16%	Similar
	Opportunities to volunteer	66%	192	265	28%	Similar

Table 72: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	30%	400	403	1%	Much lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	31%	367	369	1%	Much lower
Value of services for the taxes paid to Honolulu	16%	385	387	1%	Much lower
Overall direction that Honolulu is taking	14%	312	312	0%	Much lower
Job Honolulu government does at welcoming citizen involvement	20%	315	315	0%	Much lower
Overall confidence in Honolulu government	17%	271	272	0%	Much lower
Generally acting in the best interest of the community	17%	272	272	0%	Much lower
Being honest	19%	262	263	0%	Much lower
Treating all residents fairly	21%	267	269	1%	Much lower
Services provided by the Federal Government	30%	196	252	22%	Similar

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Table 73: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police services	51%	413	428	4%	Lower
	Fire services	82%	307	366	16%	Similar
	Ambulance or emergency medical services	80%	288	328	12%	Similar
	Crime prevention	27%	343	351	2%	Much lower
	Fire prevention and education	60%	259	283	9%	Lower
	Animal control	25%	315	319	1%	Much lower
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43%	244	277	12%	Lower
	Traffic enforcement	26%	353	355	1%	Much lower
	Street repair	9%	356	360	1%	Much lower
	Street cleaning	23%	312	315	1%	Much lower
	Street lighting	37%	299	317	6%	Lower
	Sidewalk maintenance	20%	302	308	2%	Much lower
	Traffic signal timing	22%	260	262	1%	Lower
	Bus or transit services	58%	74	230	68%	Similar
	Garbage collection	66%	318	334	5%	Lower
	Recycling	45%	332	342	3%	Much lower
	Yard waste pick-up	53%	248	266	7%	Lower
Natural Environment	Drinking water	68%	149	298	50%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	32%	249	254	2%	Lower
Built Environment	Honolulu open space	23%	240	241	0%	Much lower
	Storm drainage	36%	313	333	6%	Lower
	Sewer services	54%	290	304	5%	Lower
	Power (electric and/or gas) utility	53%	182	186	2%	Lower
	Utility billing	38%	233	234	0%	Much lower
	Land use, planning and zoning	19%	288	296	3%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	13%	371	374	1%	Much lower
	Cable television	42%	151	201	25%	Similar
Economy	Economic development	19%	270	282	4%	Much lower
	City and County parks	40%	306	311	2%	Much lower
Recreation and Wellness	Recreation programs or classes	44%	287	312	8%	Lower
	Recreation centers or facilities	35%	262	275	5%	Lower
	Health services	37%	203	221	8%	Lower
Education and Enrichment	Special events	31%	280	283	1%	Much lower
Community Engagement	Public information services	36%	278	285	2%	Lower

Table 74: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	43%	270	303	11%	Lower
Recommend living in Honolulu to someone who asks	55%	278	283	2%	Much lower
Remain in Honolulu for the next five years	74%	249	277	10%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	42%	196	320	39%	Similar

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Table 75: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	78%	7	236	97%	Much higher
	Did NOT report a crime to the police	69%	232	263	12%	Similar
	Household member was NOT a victim of a crime	80%	252	272	7%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	28%	73	216	67%	Similar
	Carpooled with other adults or children instead of driving alone	52%	42	251	84%	Similar
	Walked or biked instead of driving	60%	105	260	60%	Similar
Natural Environment	Made efforts to conserve water	89%	39	245	84%	Similar
	Made efforts to make your home more energy efficient	80%	49	247	80%	Similar
	Recycle at home	89%	148	259	43%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	36%	237	254	7%	Lower
	NOT experiencing housing costs stress	51%	249	258	4%	Lower
Economy	Purchase goods or services from a business located in Honolulu	90%	241	257	6%	Similar
	Economy will have positive impact on income	23%	240	259	7%	Lower
	Work inside boundaries of Honolulu	76%	8	258	97%	Much higher
Recreation and Wellness	Used Honolulu recreation centers or their services	48%	203	239	15%	Similar
	Visited a neighborhood park or City and County park	77%	221	267	17%	Similar
	Eat at least 5 portions of fruits and vegetables a day	76%	223	248	10%	Similar
	Participate in moderate or vigorous physical activity	80%	212	253	16%	Similar
	In very good to excellent health	60%	166	253	35%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	41%	121	205	41%	Similar
	Attended City and County-sponsored event	41%	231	262	12%	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	134	241	45%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	17%	114	255	56%	Similar
	Volunteered your time to some group/activity in Honolulu	46%	67	265	75%	Similar
	Participated in a club	30%	77	245	69%	Similar
	Talked to or visited with your immediate neighbors	85%	233	255	9%	Similar
	Done a favor for a neighbor	73%	223	250	11%	Similar
	Attended a local public meeting	13%	243	264	8%	Similar
	Watched (online or on television) a local public meeting	30%	43	234	82%	Similar
	Read or watch local news (via television, paper, computer, etc.)	88%	51	258	81%	Similar
	Vote in local elections	77%	224	260	14%	Similar

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Communities included in national comparisons

The communities included in Honolulu’s comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO	487,850	Cannon Beach city, OR	1,517
Airway Heights city, WA	8,017	Cañon City city, CO	16,298
Albany city, OR	52,007	Canton city, SD	3,352
Albemarle County, VA	105,105	Cape Coral city, FL	173,679
Albert Lea city, MN	17,716	Carlsbad city, CA	113,147
Alexandria city, VA	154,710	Carroll city, IA	9,937
American Canyon city, CA	20,341	Cartersville city, GA	20,235
Ames city, IA	65,005	Cary town, NC	159,715
Ankeny city, IA	56,237	Castle Rock town, CO	57,274
Ann Arbor city, MI	119,303	Cedar Hill city, TX	48,149
Apache Junction city, AZ	38,452	Cedar Park city, TX	70,010
Arapahoe County, CO	626,612	Cedar Rapids city, IA	130,330
Arlington city, TX	388,225	Celina city, TX	7,910
Arvada city, CO	115,320	Centennial city, CO	108,448
Asheville city, NC	89,318	Chandler city, AZ	245,160
Ashland city, OR	20,733	Chandler city, TX	2,896
Ashland town, MA	17,478	Chanhassen city, MN	25,108
Ashland town, VA	7,554	Chapel Hill town, NC	59,234
Aspen city, CO	7,097	Chardon city, OH	5,166
Athens-Clarke County, GA	122,292	Charles County, MD	156,021
Auburn city, AL	61,462	Charlotte County, FL	173,236
Augusta CCD, GA	136,103	Charlottesville city, VA	46,487
Aurora city, CO	357,323	Chattanooga city, TN	176,291
Austin city, TX	916,906	Chautauqua town, NY	4,362
Avon town, CO	6,503	Chesterfield County, VA	335,594
Avon town, IN	16,479	Clackamas County, OR	399,962
Avondale city, AZ	81,590	Clayton city, MO	16,214
Azusa city, CA	49,029	Clearwater city, FL	112,794
Bainbridge Island city, WA	23,689	Cleveland Heights city, OH	45,024
Baltimore city, MD	619,796	Clinton city, SC	8,538
Baltimore County, MD	828,637	Clive city, IA	17,134
Battle Creek city, MI	51,505	Clovis city, CA	104,411
Bay Village city, OH	15,426	College Park city, MD	32,186
Baytown city, TX	76,205	College Station city, TX	107,445
Bedford city, TX	49,082	Colleyville city, TX	25,557
Bedford town, MA	14,105	Collinsville city, IL	24,767
Bellevue city, WA	139,014	Columbia city, MO	118,620
Bellingham city, WA	85,388	Columbia city, SC	132,236
Bend city, OR	87,167	Columbia Falls city, MT	5,054
Bethlehem township, PA	23,800	Commerce City city, CO	52,905
Bettendorf city, IA	35,293	Concord city, CA	128,160
Billings city, MT	109,082	Concord town, MA	19,357
Bloomington city, IN	83,636	Conshohocken borough, PA	7,985
Bloomington city, MN	85,417	Coolidge city, AZ	12,221
Boise City city, ID	220,859	Coon Rapids city, MN	62,342
Bonner Springs city, KS	7,644	Coral Springs city, FL	130,110
Boulder city, CO	106,271	Coronado city, CA	24,053
Bowling Green city, KY	64,302	Corvallis city, OR	56,224
Bozeman city, MT	43,132	Cottonwood Heights city, UT	34,214
Brentwood city, TN	41,524	Coventry Lake CDP, CT	2,932
Brighton city, CO	38,016	Creve Coeur city, MO	18,259
Brookline CDP, MA	59,246	Cupertino city, CA	60,687
Brooklyn Center city, MN	30,885	Dacono city, CO	4,929
Brooklyn city, OH	10,891	Dakota County, MN	414,655
Broomfield city, CO	64,283	Dallas city, OR	15,413
Brownsburg town, IN	24,625	Dallas city, TX	1,300,122
Buffalo Grove village, IL	41,551	Danville city, KY	16,657
Burlingame city, CA	30,401	Darien city, IL	22,206
Cabarrus County, NC	196,716	Davenport city, FL	3,665
Cambridge city, MA	110,893	Davidson town, NC	12,325
Canandaigua city, NY	10,402	Dayton city, OH	140,939

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Dayton town, WY.....	815	Grass Valley city, CA.....	12,893
Dearborn city, MI.....	95,295	Greeley city, CO.....	100,760
Decatur city, GA.....	22,022	Greenville city, NC.....	90,347
Del Mar city, CA.....	4,338	Greenwich town, CT.....	62,782
DeLand city, FL.....	30,315	Greenwood Village city, CO.....	15,397
Delaware city, OH.....	38,193	Greer city, SC.....	28,587
Denison city, TX.....	23,342	Gunnison County, CO.....	16,215
Denton city, TX.....	131,097	Haltom City city, TX.....	44,059
Denver city, CO.....	678,467	Hamilton city, OH.....	62,216
Des Moines city, IA.....	214,778	Hamilton town, MA.....	7,991
Des Peres city, MO.....	8,536	Hampton city, VA.....	136,255
Destin city, FL.....	13,421	Hanover County, VA.....	103,218
Dover city, NH.....	30,901	Harrisburg city, SD.....	5,429
Dublin city, CA.....	57,022	Harrisonburg city, VA.....	53,064
Dublin city, OH.....	44,442	Harrisonville city, MO.....	10,025
Duluth city, MN.....	86,066	Hastings city, MN.....	22,620
Durham city, NC.....	257,232	Henderson city, NV.....	284,817
Durham County, NC.....	300,865	Herndon town, VA.....	24,545
Dyer town, IN.....	16,077	High Point city, NC.....	109,849
Eagan city, MN.....	66,102	Highland Park city, IL.....	29,796
Eagle Mountain city, UT.....	27,773	Highlands Ranch CDP, CO.....	105,264
Eau Claire city, WI.....	67,945	Homer Glen village, IL.....	24,403
Eden Prairie city, MN.....	63,660	Honolulu County, HI.....	990,060
Eden town, VT.....	1,254	Hoquiam city, WA.....	8,416
Edgewater city, CO.....	5,299	Horry County, SC.....	310,186
Edina city, MN.....	50,603	Hudson town, CO.....	1,709
Edmond city, OK.....	89,769	Huntley village, IL.....	26,265
Edmonds city, WA.....	41,309	Huntsville city, TX.....	40,727
El Cerrito city, CA.....	24,982	Hutchinson city, MN.....	13,836
El Paso de Robles (Paso Robles) city, CA.....	31,409	Hutto city, TX.....	22,644
Elk Grove city, CA.....	166,228	Independence city, MO.....	117,369
Elmhurst city, IL.....	46,139	Indio city, CA.....	86,867
Englewood city, CO.....	33,155	Iowa City city, IA.....	73,415
Erie town, CO.....	22,019	Irving city, TX.....	235,648
Estes Park town, CO.....	6,248	Issaquah city, WA.....	35,629
Euclid city, OH.....	47,698	Jackson city, MO.....	14,690
Fairview town, TX.....	8,473	Jackson County, MI.....	158,989
Farmers Branch city, TX.....	33,808	James City County, VA.....	73,028
Farmersville city, TX.....	3,440	Jefferson County, NY.....	116,567
Farmington Hills city, MI.....	81,235	Jefferson Parish, LA.....	437,038
Farmington town, CT.....	25,596	Jerome city, ID.....	11,306
Fate city, TX.....	10,339	Johnson City city, TN.....	65,598
Fayetteville city, GA.....	17,069	Johnston city, IA.....	20,172
Fayetteville city, NC.....	210,324	Jupiter town, FL.....	62,373
Ferguson township, PA.....	18,837	Kalamazoo city, MI.....	75,833
Fernandina Beach city, FL.....	11,957	Kansas City city, KS.....	151,042
Flower Mound town, TX.....	71,575	Kansas City city, MO.....	476,974
Forest Grove city, OR.....	23,554	Keizer city, OR.....	37,910
Fort Collins city, CO.....	159,150	Kent city, WA.....	126,561
Franklin city, TN.....	72,990	Kerrville city, TX.....	22,931
Frederick town, CO.....	11,397	Key West city, FL.....	25,316
Fremont city, CA.....	230,964	King City city, CA.....	13,721
Fruita city, CO.....	13,039	Kingman city, AZ.....	28,855
Gahanna city, OH.....	34,691	Kirkland city, WA.....	86,772
Gaithersburg city, MD.....	67,417	Kirkwood city, MO.....	27,659
Galveston city, TX.....	49,706	Knoxville city, IA.....	7,202
Gardner city, KS.....	21,059	La Plata town, MD.....	9,160
Germantown city, TN.....	39,230	La Vista city, NE.....	17,062
Gilbert town, AZ.....	232,176	Laguna Niguel city, CA.....	65,429
Gillette city, WY.....	31,783	Lake Forest city, IL.....	18,931
Glen Ellyn village, IL.....	27,983	Lake in the Hills village, IL.....	28,908
Glendora city, CA.....	51,891	Lake Zurich village, IL.....	19,983
Glenview village, IL.....	47,066	Lakeville city, MN.....	61,056
Golden city, CO.....	20,365	Lakewood city, CO.....	151,411
Golden Valley city, MN.....	21,208	Lakewood city, WA.....	59,102
Goodyear city, AZ.....	74,953	Lancaster County, SC.....	86,544
Grafton village, WI.....	11,576	Lansing city, MI.....	115,222
Grand Blanc city, MI.....	7,964	Laramie city, WY.....	32,104
Grand Rapids city, MI.....	195,355	Larimer County, CO.....	330,976
Grants Pass city, OR.....	36,687	Las Cruces city, NM.....	101,014

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Las Vegas city, NM.....	13,445	Murphy city, TX	20,361
Lawrence city, KS.....	93,954	Naperville city, IL.....	146,431
Lawrenceville city, GA	29,287	Napoleon city, OH.....	8,646
Lehi city, UT.....	58,351	Nederland city, TX	17,284
Lenexa city, KS	52,030	Needham CDP, MA.....	30,429
Lewisville city, TX.....	103,638	Nevada City city, CA	3,112
Lewisville town, NC.....	13,516	Nevada County, CA	98,838
Libertyville village, IL.....	20,504	New Braunfels city, TX	70,317
Lincolnwood village, IL.....	12,637	New Brighton city, MN.....	22,440
Lindsborg city, KS	3,313	New Concord village, OH.....	2,561
Little Chute village, WI	11,006	New Hope city, MN	20,909
Littleton city, CO.....	45,848	New Orleans city, LA	388,182
Livermore city, CA.....	88,232	New Ulm city, MN	13,249
Lombard village, IL	43,776	Newport city, RI.....	24,745
Lone Tree city, CO	13,430	Newport News city, VA.....	180,775
Long Grove village, IL	7,980	Newton city, IA	15,085
Longmont city, CO	91,730	Niles village, IL	29,823
Lonsdale city, MN.....	3,850	Noblesville city, IN	59,807
Los Alamos County, NM.....	18,031	Norcross city, GA	16,474
Los Altos Hills town, CA	8,490	Norfolk city, NE.....	24,352
Loudoun County, VA	374,558	Norfolk city, VA.....	245,752
Louisville city, CO.....	20,319	North Mankato city, MN.....	13,583
Lower Merion township, PA	58,500	North Port city, FL.....	62,542
Lynchburg city, VA.....	79,237	North Yarmouth town, ME	3,714
Lynnwood city, WA	37,242	Northglenn city, CO.....	38,473
Manassas city, VA	41,379	Novato city, CA	55,378
Manhattan Beach city, CA.....	35,698	Novi city, MI	58,835
Manhattan city, KS.....	55,427	O'Fallon city, IL.....	29,095
Mankato city, MN	41,241	Oak Park village, IL.....	52,229
Maple Grove city, MN	68,362	Oakley city, CA	39,950
Maplewood city, MN.....	40,127	Oklahoma City city, OK.....	629,191
Maricopa County, AZ.....	4,155,501	Olmsted County, MN	151,685
Marin County, CA	260,814	Olympia city, WA	49,928
Marion city, IA	38,014	Orange village, OH.....	3,280
Mariposa County, CA	17,658	Orland Park village, IL.....	59,161
Marshfield city, WI	18,326	Orleans Parish, LA.....	388,182
Martinez city, CA	37,902	Oshkosh city, WI.....	66,649
Marysville city, WA.....	66,178	Oswego village, IL.....	33,759
Maui County, HI.....	164,094	Ottawa County, MI.....	280,243
McKinney city, TX.....	164,760	Overland Park city, KS.....	186,147
McMinnville city, OR	33,211	Paducah city, KY	24,879
Mecklenburg County, NC	1,034,290	Palm Beach Gardens city, FL.....	53,119
Menlo Park city, CA	33,661	Palm Coast city, FL.....	82,356
Menomonee Falls village, WI	36,411	Palo Alto city, CA	67,082
Mercer Island city, WA	24,768	Palos Verdes Estates city, CA	13,591
Meridian charter township, MI	41,903	Papillion city, NE	19,478
Meridian city, ID	91,917	Paradise Valley town, AZ	13,961
Merriam city, KS.....	11,259	Park City city, UT	8,167
Mesa city, AZ.....	479,317	Parker town, CO	51,125
Miami Beach city, FL	92,187	Parkland city, FL	28,901
Miami city, FL	443,007	Pasco city, WA	70,607
Middleton city, WI.....	18,951	Pasco County, FL	498,136
Middletown town, RI	16,100	Payette city, ID.....	7,366
Midland city, MI	41,958	Pearland city, TX.....	113,693
Milford city, DE	10,645	Peoria city, IL	115,424
Milton city, GA	37,556	Pflugerville city, TX	58,013
Minneapolis city, MN	411,452	Pinehurst village, NC	15,580
Minnetrista city, MN	7,187	Piqua city, OH.....	20,793
Missouri City city, TX.....	72,688	Pitkin County, CO.....	17,747
Moline city, IL.....	42,644	Plano city, TX	281,566
Monroe city, MI.....	20,128	Platte City city, MO.....	4,867
Montgomery city, MN	2,921	Pleasant Hill city, IA	9,608
Montgomery County, MD.....	1,039,198	Pleasanton city, CA	79,341
Monticello city, UT	2,599	Plymouth city, MN.....	76,258
Montrose city, CO	18,918	Polk County, IA.....	467,235
Moraga town, CA	17,231	Pompano Beach city, FL	107,542
Morristown city, TN.....	29,446	Port Orange city, FL	60,315
Morrisville town, NC.....	23,873	Port St. Lucie city, FL	178,778
Morro Bay city, CA	10,568	Portland city, OR.....	630,331
Mountlake Terrace city, WA	20,922	Powell city, OH	12,658

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Powhatan County, VA.....	28,364	Springville city, UT.....	32,319
Prince William County, VA.....	450,763	St. Augustine city, FL.....	13,952
Prior Lake city, MN.....	25,452	St. Charles city, IL.....	32,730
Pueblo city, CO.....	109,122	St. Joseph city, MO.....	76,819
Purcellville town, VA.....	9,217	St. Louis County, MN.....	200,294
Queen Creek town, AZ.....	33,298	St. Lucie County, FL.....	298,763
Raleigh city, NC.....	449,477	State College borough, PA.....	42,224
Ramsey city, MN.....	25,853	Steamboat Springs city, CO.....	12,520
Raymond town, ME.....	4,497	Sugar Land city, TX.....	86,886
Raymore city, MO.....	20,358	Suisun City city, CA.....	29,280
Redmond city, OR.....	28,492	Summit County, UT.....	39,731
Redmond city, WA.....	60,712	Sunnyvale city, CA.....	151,565
Redwood City city, CA.....	84,368	Surprise city, AZ.....	129,534
Reno city, NV.....	239,732	Suwanee city, GA.....	18,655
Richland city, WA.....	53,991	Tacoma city, WA.....	207,280
Richmond city, CA.....	108,853	Takoma Park city, MD.....	17,643
Richmond Heights city, MO.....	8,466	Temecula city, CA.....	110,722
Rio Rancho city, NM.....	93,317	Tempe city, AZ.....	178,339
River Falls city, WI.....	15,256	Temple city, TX.....	71,795
Riverside city, CA.....	321,570	Texarkana city, TX.....	37,222
Roanoke city, VA.....	99,572	The Woodlands CDP, TX.....	109,608
Roanoke County, VA.....	93,419	Tigard city, OR.....	51,355
Rochester city, NY.....	209,463	Tinley Park village, IL.....	57,107
Rock Hill city, SC.....	70,764	Tracy city, CA.....	87,613
Rockville city, MD.....	66,420	Trinidad CCD, CO.....	10,819
Roeland Park city, KS.....	6,810	Tualatin city, OR.....	27,135
Rohnert Park city, CA.....	42,305	Tulsa city, OK.....	401,352
Rolla city, MO.....	20,013	Tustin city, CA.....	80,007
Rosemount city, MN.....	23,474	Twin Falls city, ID.....	47,340
Rosenberg city, TX.....	35,867	Unalaska city, AK.....	4,809
Roseville city, MN.....	35,624	University Heights city, OH.....	13,201
Round Rock city, TX.....	116,369	University Park city, TX.....	24,692
Royal Palm Beach village, FL.....	37,665	Urbandale city, IA.....	42,222
Sacramento city, CA.....	489,650	Vail town, CO.....	5,425
Sahuarita town, AZ.....	28,257	Ventura CCD, CA.....	115,218
Sammamish city, WA.....	62,877	Vernon Hills village, IL.....	26,084
San Diego city, CA.....	1,390,966	Vestavia Hills city, AL.....	34,003
San Jose city, CA.....	1,023,031	Victoria city, MN.....	8,679
San Marcos city, CA.....	93,493	Vienna town, VA.....	16,474
San Marcos city, TX.....	59,935	Virginia Beach city, VA.....	450,057
Sangamon County, IL.....	198,134	Walnut Creek city, CA.....	68,516
Santa Fe city, NM.....	82,980	Warrensburg city, MO.....	19,890
Santa Fe County, NM.....	147,514	Washington County, MN.....	250,979
Sarasota County, FL.....	404,839	Washoe County, NV.....	445,551
Savage city, MN.....	30,011	Washougal city, WA.....	15,241
Schaumburg village, IL.....	74,427	Wauwatosa city, WI.....	47,687
Schertz city, TX.....	38,199	Wentzville city, MO.....	35,768
Scott County, MN.....	141,463	West Carrollton city, OH.....	12,963
Scottsdale city, AZ.....	239,283	West Chester township, OH.....	62,804
Sedona city, AZ.....	10,246	Western Springs village, IL.....	13,187
Sevierville city, TN.....	16,387	Westerville city, OH.....	38,604
Shakopee city, MN.....	40,024	Westlake town, TX.....	1,006
Sharonville city, OH.....	13,974	Westminster city, CO.....	111,895
Shawnee city, KS.....	64,840	Westminster city, MD.....	18,557
Shawnee city, OK.....	30,974	Wheat Ridge city, CO.....	31,162
Sherborn town, MA.....	4,302	White House city, TN.....	11,107
Shoreline city, WA.....	55,431	Wichita city, KS.....	389,054
Shoreview city, MN.....	26,432	Williamsburg city, VA.....	14,817
Shorewood village, IL.....	16,809	Willowbrook village, IL.....	8,598
Sierra Vista city, AZ.....	43,585	Wilmington city, NC.....	115,261
Silverton city, OR.....	9,757	Wilsonville city, OR.....	22,789
Sioux Falls city, SD.....	170,401	Windsor town, CO.....	23,386
Skokie village, IL.....	64,773	Windsor town, CT.....	29,037
Snoqualmie city, WA.....	12,944	Winnetka village, IL.....	12,504
Snowmass Village town, CO.....	2,827	Winter Garden city, FL.....	40,799
Somerset town, MA.....	18,257	Woodbury city, MN.....	67,648
South Jordan city, UT.....	65,523	Woodinville city, WA.....	11,675
Southlake city, TX.....	30,090	Wyandotte County, KS.....	163,227
Spearfish city, SD.....	11,300	Yakima city, WA.....	93,182
Springfield city, MO.....	165,785	York County, VA.....	67,196

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Yorktown town, IN.....	11,200	Yountville city, CA.....	2,978
Yorkville city, IL	18,691		

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Populations over 300,000 Benchmark Comparisons

Table 76: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	54%	25	29	14%	Similar
Overall image or reputation of Honolulu	44%	16	22	29%	Similar
Honolulu as a place to live	65%	28	30	7%	Lower
Your neighborhood as a place to live	73%	15	22	33%	Similar
Honolulu as a place to raise children	53%	25	27	8%	Lower
Honolulu as a place to retire	39%	23	25	8%	Similar
Overall appearance of Honolulu	33%	20	21	5%	Lower

Table 77: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	46%	19	24	22%	Lower
	In your neighborhood during the day	83%	17	23	27%	Similar
	In Honolulu's downtown/commercial area during the day	53%	19	20	5%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	40%	15	17	13%	Lower
	Availability of paths and walking trails	32%	17	19	11%	Lower
	Ease of walking in Honolulu	37%	14	20	32%	Similar
	Ease of travel by bicycle in Honolulu	16%	17	19	11%	Lower
	Ease of travel by public transportation in Honolulu	28%	8	16	53%	Similar
	Ease of travel by car in Honolulu	24%	20	20	0%	Much lower
	Ease of public parking	11%	12	12	0%	Much lower
	Traffic flow on major streets	13%	18	20	11%	Lower
Natural Environment	Quality of overall natural environment in Honolulu	54%	11	15	29%	Similar
	Cleanliness of Honolulu	24%	14	16	13%	Lower
	Air quality	65%	7	16	60%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	27%	16	16	0%	Lower
	Overall quality of new development in Honolulu	33%	19	19	0%	Lower
	Availability of affordable quality housing	5%	17	18	6%	Much lower
	Variety of housing options	10%	18	18	0%	Much lower
	Public places where people want to spend time	33%	14	14	0%	Lower
Economy	Overall economic health of Honolulu	20%	16	16	0%	Much lower
	Vibrant downtown/commercial area	29%	13	14	8%	Lower
	Overall quality of business and service establishments in Honolulu	33%	15	15	0%	Lower
	Cost of living in Honolulu	3%	16	16	0%	Much lower
	Shopping opportunities	66%	15	17	13%	Similar
	Employment opportunities	23%	18	20	11%	Lower
	Honolulu as a place to visit	78%	4	18	82%	Higher
	Honolulu as a place to work	41%	26	27	4%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	54%	14	16	13%	Similar
	Availability of affordable quality mental health care	20%	15	15	0%	Lower
	Availability of preventive health services	34%	14	14	0%	Lower
	Availability of affordable quality health care	34%	15	16	7%	Lower
	Availability of affordable quality food	34%	16	16	0%	Much lower
	Recreational opportunities	54%	12	17	31%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	42%	13	14	8%	Similar
	Overall opportunities for education and enrichment	36%	16	17	6%	Lower
	Opportunities to participate in religious or spiritual events and activities	58%	11	11	0%	Similar
	Opportunities to attend cultural/arts/music activities	53%	13	17	25%	Similar
	Availability of affordable quality child care/preschool	16%	15	15	0%	Lower
Community Engagement	Opportunities to participate in social events and activities	50%	10	14	31%	Similar
	Neighborliness of Honolulu	49%	7	14	54%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	56%	13	20	37%	Similar
	Opportunities to participate in community matters	52%	14	16	13%	Similar
	Opportunities to volunteer	66%	12	14	15%	Similar

Table 78: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	30%	30	31	3%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	31%	25	25	0%	Lower
Value of services for the taxes paid to Honolulu	16%	25	25	0%	Lower
Overall direction that Honolulu is taking	14%	21	21	0%	Much lower
Job Honolulu government does at welcoming citizen involvement	20%	20	20	0%	Lower
Overall confidence in Honolulu government	17%	16	16	0%	Lower
Generally acting in the best interest of the community	17%	18	18	0%	Much lower
Being honest	19%	17	17	0%	Lower
Treating all residents fairly	21%	17	17	0%	Lower
Services provided by the Federal Government	30%	11	14	23%	Similar

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Table 79: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police services	51%	25	31	20%	Similar
	Fire services	82%	15	24	39%	Similar
	Ambulance or emergency medical services	80%	12	21	45%	Similar
	Crime prevention	27%	18	20	11%	Lower
	Fire prevention and education	60%	11	16	33%	Similar
	Animal control	25%	20	20	0%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43%	13	16	20%	Similar
Mobility	Traffic enforcement	26%	18	20	11%	Lower
	Street repair	9%	19	20	5%	Lower
	Street cleaning	23%	15	15	0%	Lower
	Street lighting	37%	15	16	7%	Similar
	Sidewalk maintenance	20%	15	16	7%	Lower
	Traffic signal timing	22%	14	14	0%	Lower
	Bus or transit services	58%	3	15	86%	Higher
Natural Environment	Garbage collection	66%	19	21	10%	Similar
	Recycling	45%	24	24	0%	Lower
	Yard waste pick-up	53%	12	13	8%	Similar
	Drinking water	68%	5	17	75%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	32%	14	14	0%	Lower
	Honolulu open space	23%	13	13	0%	Lower
Built Environment	Storm drainage	36%	18	21	15%	Lower
	Sewer services	54%	14	15	7%	Similar
	Power (electric and/or gas) utility	53%	6	8	29%	Similar
	Utility billing	38%	11	11	0%	Lower
	Land use, planning and zoning	19%	16	17	6%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	13%	23	23	0%	Lower
	Cable television	42%	5	7	33%	Similar
Economy	Economic development	19%	20	20	0%	Much lower
Recreation and Wellness	City and County parks	40%	21	22	5%	Lower
	Recreation programs or classes	44%	16	17	6%	Lower
	Recreation centers or facilities	35%	18	19	6%	Lower
	Health services	37%	11	12	9%	Lower
Education and Enrichment	Special events	31%	14	14	0%	Lower
Community Engagement	Public information services	36%	17	18	6%	Lower

Table 80: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	43%	13	18	29%	Similar
Recommend living in Honolulu to someone who asks	55%	17	18	6%	Much lower
Remain in Honolulu for the next five years	74%	16	17	6%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	42%	12	18	35%	Similar

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Table 81: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	78%	1	14	100%	Much higher
	Did NOT report a crime to the police	69%	11	14	23%	Similar
	Household member was NOT a victim of a crime	80%	11	15	29%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	28%	11	15	29%	Lower
	Carpooled with other adults or children instead of driving alone	52%	7	15	57%	Similar
	Walked or biked instead of driving	60%	4	17	81%	Similar
Natural Environment	Made efforts to conserve water	89%	3	14	85%	Similar
	Made efforts to make your home more energy efficient	80%	3	13	83%	Similar
	Recycle at home	89%	7	14	54%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	36%	12	14	15%	Lower
	NOT experiencing housing costs stress	51%	13	14	8%	Lower
Economy	Purchase goods or services from a business located in Honolulu	90%	14	14	0%	Similar
	Economy will have positive impact on income	23%	13	15	14%	Similar
	Work inside boundaries of Honolulu	76%	1	14	100%	Higher
Recreation and Wellness	Used Honolulu recreation centers or their services	48%	15	16	7%	Similar
	Visited a neighborhood park or City and County park	77%	15	17	13%	Similar
	Eat at least 5 portions of fruits and vegetables a day	76%	13	14	8%	Similar
	Participate in moderate or vigorous physical activity	80%	13	14	8%	Similar
	In very good to excellent health	60%	9	14	38%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	41%	9	12	27%	Similar
	Attended City and County-sponsored event	41%	10	16	40%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	8	12	36%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	17%	11	14	23%	Similar
	Volunteered your time to some group/activity in Honolulu	46%	3	14	85%	Similar
	Participated in a club	30%	5	12	64%	Similar
	Talked to or visited with your immediate neighbors	85%	11	13	17%	Similar
	Done a favor for a neighbor	73%	10	13	25%	Similar
	Attended a local public meeting	13%	15	15	0%	Similar
	Watched (online or on television) a local public meeting	30%	5	14	69%	Similar
	Read or watch local news (via television, paper, computer, etc.)	88%	6	14	62%	Similar
Vote in local elections	77%	13	14	8%	Similar	

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Communities included in populations over 300,000 comparisons

The communities included in Honolulu’s custom comparisons are listed below along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO	487,850	Minneapolis city, MN	411,452
Arapahoe County, CO	626,612	Montgomery County, MD	1,039,198
Arlington city, TX	388,225	New Orleans city, LA	388,182
Aurora city, CO	357,323	Oklahoma City city, OK	629,191
Austin city, TX	916,906	Orleans Parish, LA	388,182
Baltimore city, MD	619,796	Pasco County, FL	498,136
Baltimore County, MD	828,637	Polk County, IA	467,235
Chesterfield County, VA	335,594	Portland city, OR	630,331
Clackamas County, OR	399,962	Prince William County, VA	450,763
Dakota County, MN	414,655	Raleigh city, NC	449,477
Dallas city, TX	1,300,122	Riverside city, CA	321,570
Denver city, CO	678,467	Sacramento city, CA	489,650
Honolulu County, HI	990,060	San Diego city, CA	1,390,966
Jefferson Parish, LA	437,038	San Jose city, CA	1,023,031
Kansas City city, MO	476,974	Sarasota County, FL	404,839
Loudoun County, VA	374,558	Tulsa city, OK	401,352
Maricopa County, AZ	4,155,501	Virginia Beach city, VA	450,057
Mecklenburg County, NC	1,034,290	Washoe County, NV	445,551
Mesa city, AZ	479,317	Wichita city, KS	389,054
Miami city, FL	443,007		

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Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City and County of Honolulu funded this research. Please contact Susan Hall of the City of Honolulu at shall@honolulu.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

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with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City and County of Honolulu households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City and County of Honolulu boundaries were removed from consideration.

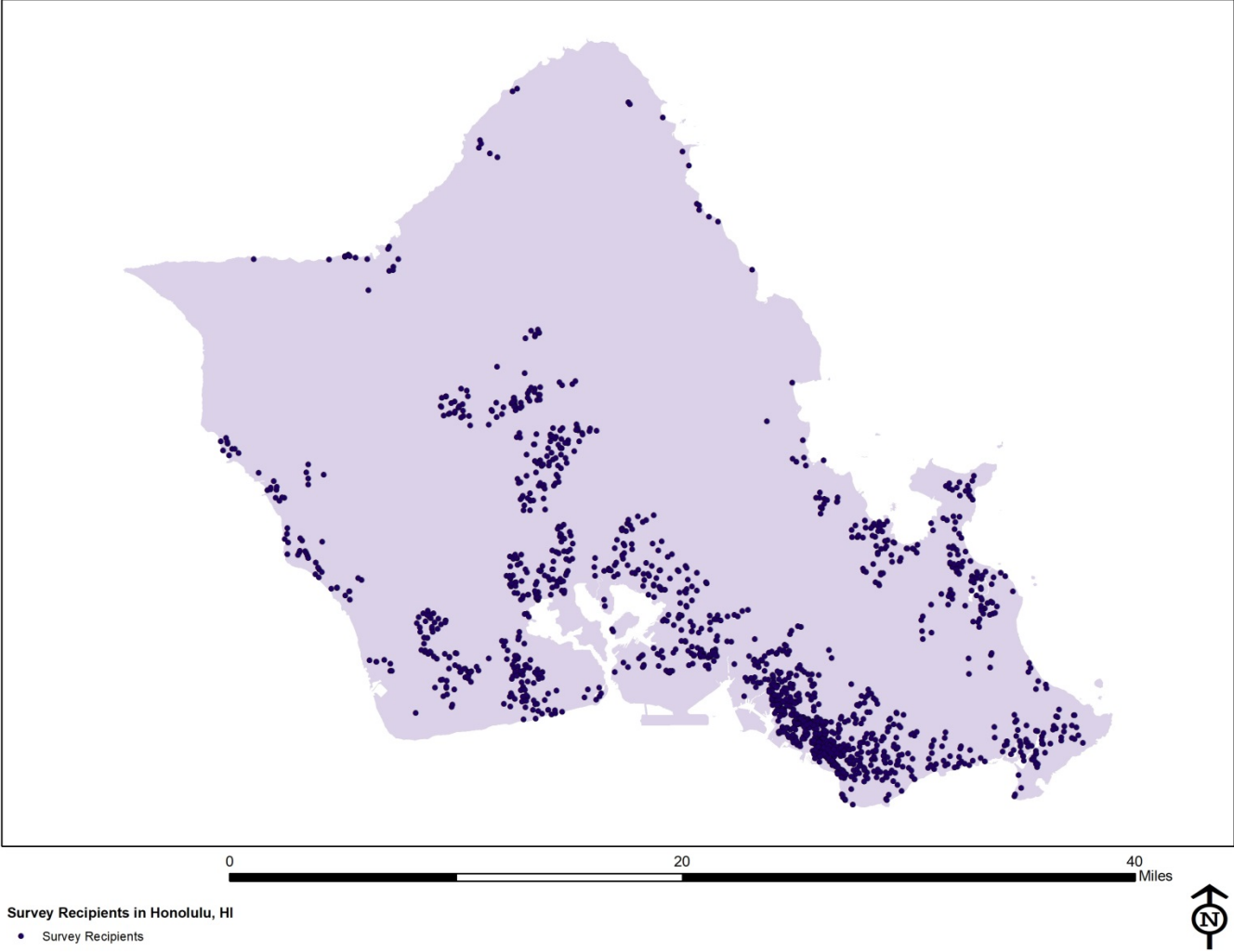
To choose the 1,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City and County of Honolulu website. This opt-in survey was identical to the scientific survey and open to all City and County residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results*)

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Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 21, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Acting City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Both cover letters included a URL through which the residents selected for the mail survey could choose to respond online rather than by mail. Completed surveys were collected over the following eight weeks. The online “opt-in” survey became available to all residents on November 23, 2019 and remained open for six weeks.

About 3% of the 1,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,644 households that received the survey, 376 completed the survey, providing an overall response rate of 23%. Of the 376 completed surveys, 36 were completed online. The response rate was calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 900 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 82: Survey Response Rate

Total sample used	1,700
I=Complete Interviews	368
P=Partial Interviews	8
R=Refusal and break off	4
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,264
Response rate: $(I+P)/(I+P + (R+NC+O) + (UH+UO))$	23%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City and County of Honolulu survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (376 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

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NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City and County of Honolulu. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, ethnicity and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 83: Honolulu, HI 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	21%	41%
Own home	56%	79%	59%
Detached unit*	48%	58%	50%
Attached unit*	52%	42%	50%
Race and Ethnicity			
Asian	48%	53%	47%
Native Hawaiian or other Pacific Islander	9%	8%	10%
Not Asian/Pacific Islander	43%	40%	43%
White	22%	29%	23%
Not white	78%	71%	77%
Not Hispanic	94%	93%	94%
Hispanic	6%	7%	6%
Sex and Age			
Female	51%	49%	55%
Male	49%	51%	45%
18-34 years of age	30%	5%	22%
35-54 years of age	35%	24%	38%
55+ years of age	35%	71%	40%
Females 18-34	15%	3%	13%
Females 35-54	18%	11%	19%
Females 55+	19%	34%	23%
Males 18-34	15%	2%	9%
Males 35-54	18%	12%	19%
Males 55+	16%	37%	17%

* U.S. Census Bureau ACS 2017 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses

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from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

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Appendix D: Survey Materials

Dear City and County of Honolulu Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City and County!

Sincerely,



Troy Shimasaki
Acting City Auditor

Dear City and County of Honolulu Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Sincerely,



Troy Shimasaki
Acting City Auditor



OFFICE OF THE CITY AUDITOR
 CITY AND COUNTY OF HONOLULU
 1001 KAMOKILA BOULEVARD, SUITE 216
 KAPOLEI, HAWAII 96707

Presorted
 First Class Mail
 US Postage
 PAID
 Boulder, CO
 Permit NO. 94



OFFICE OF THE CITY AUDITOR
 CITY AND COUNTY OF HONOLULU
 1001 KAMOKILA BOULEVARD, SUITE 216
 KAPOLEI, HAWAII 96707

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TROY SHIMASAKI
ACTING CITY AUDITOR

OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216, KAPOLEI, HAWAII 96707 / PHONE: (808) 768-3134 / FAX: (808) 768-3135

November 2019

Dear City and County of Honolulu Resident:

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2019 Community Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

Please take a few minutes to fill out the enclosed Community Survey. Your feedback will help the City and County set benchmarks for tracking the quality of services provided to residents. Your answers will help the City and County make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/xx>

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Community Survey please call (808) 768-3134.

Please help us shape the future of Honolulu. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Troy Shimasaki".

Troy Shimasaki
Acting City Auditor



TROY SHIMASAKI
ACTING CITY AUDITOR

OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216, KAPOLEI, HAWAII 96707 / PHONE: (808) 768-3134 / FAX: (808) 768-3135

November 2019

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2019 Honolulu Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2019 Community Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

Please take a few minutes to fill out the enclosed Community Survey. Your feedback will help the City and County set benchmarks for tracking the quality of services provided to residents. Your answers will help the City and County make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/xx>

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (808) 768-3134.

Please help us shape the future of Honolulu. Thank you for your time and participation.

Sincerely,

A handwritten signature in cursive script that reads "Troy Shimasaki".

Troy Shimasaki
Acting City Auditor

The City and County of Honolulu 2019 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Honolulu as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Honolulu as a place to raise children.....	1	2	3	4	5
Honolulu as a place to work.....	1	2	3	4	5
Honolulu as a place to visit.....	1	2	3	4	5
Honolulu as a place to retire	1	2	3	4	5
The overall quality of life in Honolulu	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Honolulu.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Honolulu.....	1	2	3	4	5
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Honolulu.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Honolulu.....	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Honolulu.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Honolulu to someone who asks	1	2	3	4	5
Remain in Honolulu for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Honolulu's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Honolulu.....	1	2	3	4	5
Ease of travel by public transportation in Honolulu	1	2	3	4	5
Ease of travel by bicycle in Honolulu	1	2	3	4	5
Ease of walking in Honolulu	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Honolulu.....	1	2	3	4	5
Overall appearance of Honolulu	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5



6. Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Honolulu	1	2	3	4	5
Overall quality of business and service establishments in Honolulu.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Honolulu.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Honolulu.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Honolulu.....	1	2
Reported a crime to the police in Honolulu	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City (in-person, phone, email or web) for help or information	1	2
Contacted City elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used City recreation centers or their services	1	2	3	4
Visited a neighborhood park or City and County park.....	1	2	3	4
Participated in religious or spiritual activities in Honolulu	1	2	3	4
Attended a City and County-sponsored event	1	2	3	4
Used TheBus, TheHandi-Van or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Honolulu.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor	1	2	3	4
Traveled by Biki-bike, Honolulu's bike-share program.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting.....	1	2	3	4

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10. Please rate the quality of each of the following services in the City and County of Honolulu as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City and County parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Honolulu open space	1	2	3	4	5
City and County-sponsored special events.....	1	2	3	4	5
Overall customer service by City and County employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Satellite City Halls.....	1	2	3	4	5
Neighborhood Boards.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City and County of Honolulu.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State of Hawaii	1	2	3	4	5

12. Please rate the following categories of the City and County of Honolulu government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to the City and County of Honolulu	1	2	3	4	5
The overall direction that the City and County of Honolulu is taking	1	2	3	4	5
The job the City and County of Honolulu government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in the City and County of Honolulu government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5



13. Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Honolulu.....	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Honolulu.....	1	2	3	4
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Honolulu.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Honolulu.....	1	2	3	4
Sense of community	1	2	3	4

14. How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Protecting our water resources from contamination	1	2	3	4	5
Protecting and preparing infrastructure for climate change threats	1	2	3	4	5
Establishing resiliency and sustainability programs through dedicated funding resources	1	2	3	4	5
Increasing Honolulu Police Department staffing	1	2	3	4	5
Addressing the impacts of tourism across Oahu	1	2	3	4	5
Providing 24/7, real-time traffic incident information to assist drivers and reduce traffic congestion	1	2	3	4	5

15. Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Individual preparedness for natural disasters and other large scale threats.....	1	2	3	4	5
The City’s bulky item trash program	1	2	3	4	5
Shoreline erosion and loss of beaches	1	2	3	4	5
Lack of parking due to large residential structures in my neighborhood (e.g., monster houses)	1	2	3	4	5

16. How important, if at all, are the following issues for the City to address in the next 2 years?

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
The impacts of HART’s rail construction along Dillingham Blvd with residents and businesses	1	2	3	4	5
Strengthening ethics, transparency and accountability in City government.....	1	2	3	4	5
The impact of the homeless population on the community.....	1	2	3	4	5
Protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage leaks	1	2	3	4	5

17. In the last 12 months, how often, if ever, have you or your family experienced the following?

	<i>Never</i>	<i>Once</i>	<i>Two or more times</i>	<i>Don't know</i>
As a pedestrian, experienced a “near miss” crossing the street due to drivers’ disregard of walk signals, stop signs, red lights or speeding.....	1	2	3	4
As a pedestrian, experienced a “near miss” due to bicyclists on sidewalks, paths or crossing the street	1	2	3	4
Did not have enough money to provide food, medicine or housing.....	1	2	3	4
Health concerns due to excessive heat conditions	1	2	3	4

18. What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins:

	<i>Will improve</i>	<i>Might improve</i>	<i>Will not impact</i>	<i>Will be worse</i>	<i>Don't know</i>
Commute times.....	1	2	3	4	5
Public transit commute times	1	2	3	4	5
New housing opportunities for existing residents.....	1	2	3	4	5
New opportunities for existing local businesses.....	1	2	3	4	5

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Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Honolulu	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Honolulu?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Honolulu?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Other

D8. Is this house or apartment...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Native Hawaiian or other Pacific Islander
 Asian
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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5. Supplemental Online Survey Results



THE NCSTM
The National Community SurveyTM

Honolulu, HI

Supplemental Online Survey Results

2019



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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About this Report

As part of its participation in The National Community Survey™, the City and County of Honolulu conducted a mailed survey of 1,700 residents. Surveys were mailed to randomly selected households in October 2019 and November 2019 and data were collected through December 16, 2019 (see the report, *The National Community Survey: Community Livability Report, Honolulu, HI, 2019*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, the City and County made available a web-based survey to its residents through a link on the Office of the City Auditor's website and social media accounts. Visitors to the site were able to complete the survey during December 2019 and 900 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of the survey link on the Office of the City Auditor's website; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City and County of Honolulu.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Honolulu, HI 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	29%	41%
Own home	56%	71%	59%
Detached unit*	48%	55%	52%
Attached unit*	52%	45%	48%
Race and Ethnicity			
Asian	48%	32%	42%
Native Hawaiian or other Pacific Islander	9%	11%	11%
Not Asian/Pacific Islander	43%	58%	47%
White	22%	32%	24%
Not white	78%	68%	76%
Not Hispanic	94%	92%	94%
Hispanic	6%	8%	6%
Sex and Age			
Female	51%	44%	51%
Male	49%	56%	49%
18-34 years of age	30%	18%	28%
35-54 years of age	35%	43%	39%
55+ years of age	35%	39%	34%
Females 18-34	15%	7%	14%
Females 35-54	18%	17%	18%
Females 55+	19%	20%	19%
Males 18-34	15%	9%	14%
Males 35-54	18%	25%	19%
Males 55+	16%	22%	16%

* U.S. Census Bureau, ACS 2017 5-year estimates

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Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 2: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	4% N=40	26% N=228	40% N=350	30% N=267	100% N=884
Your neighborhood as a place to live	14% N=122	38% N=339	34% N=301	14% N=124	100% N=886
Honolulu as a place to raise children	5% N=44	23% N=195	37% N=316	34% N=292	100% N=847
Honolulu as a place to work	3% N=23	19% N=166	38% N=331	41% N=354	100% N=874
Honolulu as a place to visit	17% N=150	37% N=324	26% N=229	19% N=167	100% N=870
Honolulu as a place to retire	4% N=31	13% N=110	22% N=191	61% N=525	100% N=857
The overall quality of life in Honolulu	3% N=25	27% N=240	41% N=362	29% N=259	100% N=886

Table 3: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	2% N=20	16% N=136	29% N=254	53% N=453	100% N=864
Overall ease of getting to the places you usually have to visit	3% N=28	20% N=169	39% N=336	38% N=325	100% N=859
Quality of overall natural environment in Honolulu	11% N=93	34% N=295	35% N=296	20% N=172	100% N=856
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	1% N=10	12% N=103	34% N=291	53% N=452	100% N=855
Health and wellness opportunities in Honolulu	10% N=82	35% N=292	34% N=290	21% N=180	100% N=844
Overall opportunities for education and enrichment	3% N=27	21% N=174	38% N=319	38% N=319	100% N=838
Overall economic health of Honolulu	1% N=6	11% N=97	32% N=275	55% N=470	100% N=847
Sense of community	6% N=47	27% N=234	39% N=330	28% N=241	100% N=852
Overall image or reputation of Honolulu	3% N=29	23% N=196	40% N=337	34% N=290	100% N=851

Table 4: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Honolulu to someone who asks	3% N=26	18% N=151	27% N=224	52% N=435	100% N=836
Remain in Honolulu for the next five years	37% N=289	26% N=204	18% N=139	20% N=156	100% N=788

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Table 5: Question 4

Please rate how safe or unsafe you feel: In your neighborhood during the day In Honolulu's downtown/commercial area during the day	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	23%	N=191	34%	N=284	13%	N=110	16%	N=133	14%	N=119	100%	N=837
	6%	N=51	26%	N=213	15%	N=119	31%	N=251	23%	N=187	100%	N=822

Table 6: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	0%	N=4	5%	N=39	26%	N=216	68%	N=562	100%	N=821
Traffic flow on major streets	0%	N=3	3%	N=22	22%	N=183	75%	N=609	100%	N=817
Ease of public parking	1%	N=10	10%	N=82	36%	N=296	53%	N=430	100%	N=819
Ease of travel by car in Honolulu	5%	N=33	18%	N=119	41%	N=262	36%	N=233	100%	N=646
Ease of travel by bicycle in Honolulu	3%	N=15	12%	N=64	37%	N=201	49%	N=271	100%	N=551
Ease of walking in Honolulu	4%	N=34	30%	N=232	37%	N=288	29%	N=226	100%	N=780
Availability of paths and walking trails	3%	N=22	23%	N=165	38%	N=273	36%	N=264	100%	N=724
Air quality	26%	N=209	44%	N=357	23%	N=183	7%	N=59	100%	N=808
Cleanliness of Honolulu	1%	N=7	15%	N=122	41%	N=335	43%	N=356	100%	N=820
Overall appearance of Honolulu	2%	N=13	19%	N=157	48%	N=397	31%	N=254	100%	N=821
Public places where people want to spend time	2%	N=20	19%	N=158	41%	N=337	37%	N=298	100%	N=813
Variety of housing options	1%	N=7	4%	N=33	17%	N=134	78%	N=627	100%	N=801
Availability of affordable quality housing	0%	N=2	1%	N=10	6%	N=51	92%	N=739	100%	N=801
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=98	34%	N=267	38%	N=301	15%	N=122	100%	N=786
Recreational opportunities	14%	N=111	36%	N=287	35%	N=280	15%	N=120	100%	N=798
Availability of affordable quality food	4%	N=30	19%	N=156	38%	N=313	39%	N=321	100%	N=821
Availability of affordable quality health care	5%	N=39	26%	N=202	39%	N=310	30%	N=234	100%	N=785
Availability of preventive health services	5%	N=35	28%	N=210	39%	N=296	28%	N=209	100%	N=751
Availability of affordable quality mental health care	3%	N=17	11%	N=67	30%	N=189	57%	N=362	100%	N=635

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Table 7: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	2%	N=10	6%	N=33	22%	N=122	70%	N=386	100%	N=551
Opportunities to attend cultural/arts/music activities	12%	N=88	37%	N=274	40%	N=301	11%	N=85	100%	N=748
Opportunities to participate in religious or spiritual events and activities	17%	N=104	43%	N=266	33%	N=207	8%	N=47	100%	N=624
Employment opportunities	3%	N=21	19%	N=141	47%	N=355	31%	N=232	100%	N=749
Shopping opportunities	21%	N=161	41%	N=321	32%	N=250	7%	N=52	100%	N=784
Cost of living in Honolulu	0%	N=1	1%	N=11	8%	N=60	91%	N=717	100%	N=790
Overall quality of business and service establishments in Honolulu	2%	N=16	30%	N=232	51%	N=403	17%	N=133	100%	N=784
Vibrant downtown/commercial area	3%	N=21	21%	N=160	42%	N=321	34%	N=256	100%	N=758
Overall quality of new development in Honolulu	3%	N=19	19%	N=137	39%	N=282	40%	N=292	100%	N=730
Opportunities to participate in social events and activities	9%	N=70	36%	N=271	43%	N=317	11%	N=85	100%	N=743
Opportunities to volunteer	20%	N=134	46%	N=316	27%	N=189	7%	N=47	100%	N=686
Opportunities to participate in community matters	10%	N=68	35%	N=242	37%	N=258	19%	N=134	100%	N=702
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=99	35%	N=268	32%	N=243	20%	N=149	100%	N=759
Neighborhoodness of residents in Honolulu	5%	N=39	34%	N=254	44%	N=335	17%	N=131	100%	N=759

Table 8: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	13%	N=101	87%	N=682	100%	N=783
Made efforts to make your home more energy efficient	20%	N=154	80%	N=629	100%	N=783
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	22%	N=173	78%	N=612	100%	N=785
Household member was a victim of a crime in Honolulu	65%	N=504	35%	N=276	100%	N=779
Reported a crime to the police in Honolulu	50%	N=389	50%	N=395	100%	N=784
Stocked supplies in preparation for an emergency	19%	N=152	81%	N=632	100%	N=784
Campaigned or advocated for an issue, cause or candidate	52%	N=408	48%	N=372	100%	N=780
Contacted the City (in-person, phone, email or web) for help or information	40%	N=314	60%	N=469	100%	N=783
Contacted City elected officials (in-person, phone, email or web) to express your opinion	55%	N=430	45%	N=353	100%	N=782

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Table 9: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
Used City recreation centers or their services	8% N=60	14% N=103	37% N=279	42% N=322	100% N=764
Visited a neighborhood park or City and County park	17% N=131	27% N=204	40% N=305	16% N=124	100% N=764
Participated in religious or spiritual activities in Honolulu	7% N=57	15% N=113	24% N=183	54% N=409	100% N=763
Attended a City and County-sponsored event	1% N=7	5% N=39	41% N=315	53% N=402	100% N=763
Used TheBus, TheHandi-Van or other public transportation instead of driving	13% N=98	6% N=48	16% N=125	64% N=492	100% N=763
Carpooled with other adults or children instead of driving alone	22% N=166	17% N=128	19% N=143	43% N=324	100% N=761
Walked or biked instead of driving	20% N=154	16% N=124	20% N=150	44% N=335	100% N=762
Volunteered your time to some group/activity in Honolulu	9% N=71	14% N=106	34% N=256	43% N=328	100% N=760
Participated in a club	9% N=72	11% N=87	21% N=163	58% N=438	100% N=760
Talked to or visited with your immediate neighbors	36% N=276	29% N=223	24% N=185	10% N=77	100% N=760
Done a favor for a neighbor	18% N=139	24% N=179	38% N=289	20% N=154	100% N=760
Traveled by Biki-bike, Honolulu's bike-share program	2% N=14	2% N=13	7% N=54	89% N=680	100% N=762

Table 10: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
Attended a local public meeting	2% N=15	6% N=47	30% N=222	62% N=458	100% N=742
Watched (online or on television) a local public meeting	5% N=40	15% N=109	36% N=269	44% N=323	100% N=741

Table 11: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Police services	6% N=42	25% N=168	37% N=254	32% N=221	100% N=685
Fire services	39% N=240	47% N=292	13% N=79	1% N=9	100% N=621
Ambulance or emergency medical services	28% N=166	51% N=297	18% N=103	4% N=21	100% N=587
Crime prevention	1% N=9	7% N=47	23% N=150	69% N=458	100% N=664
Fire prevention and education	16% N=91	47% N=275	26% N=151	11% N=64	100% N=582
Traffic enforcement	3% N=17	18% N=117	35% N=236	44% N=295	100% N=664
Street repair	0% N=3	3% N=21	16% N=111	81% N=565	100% N=700
Street cleaning	2% N=13	13% N=88	35% N=233	50% N=326	100% N=659
Street lighting	7% N=50	31% N=216	35% N=248	27% N=187	100% N=701
Sidewalk maintenance	1% N=5	12% N=83	32% N=221	55% N=376	100% N=685
Traffic signal timing	1% N=9	16% N=111	39% N=268	44% N=302	100% N=690
Bus or transit services	14% N=67	37% N=182	33% N=162	16% N=80	100% N=492

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Garbage collection	19%	N=127	43%	N=289	27%	N=177	11%	N=73	100%	N=666
Recycling	12%	N=78	31%	N=204	33%	N=218	23%	N=153	100%	N=654
Yard waste pick-up	17%	N=89	38%	N=205	27%	N=146	18%	N=99	100%	N=538
Storm drainage	4%	N=22	29%	N=169	37%	N=212	31%	N=178	100%	N=581
Drinking water	25%	N=170	47%	N=317	21%	N=140	8%	N=51	100%	N=678
Sewer services	11%	N=66	41%	N=244	32%	N=189	16%	N=92	100%	N=591
Power (electric and/or gas) utility	10%	N=67	38%	N=257	30%	N=208	22%	N=150	100%	N=683
Utility billing	5%	N=31	20%	N=132	32%	N=209	43%	N=281	100%	N=654
City and County parks	4%	N=25	24%	N=161	39%	N=261	33%	N=220	100%	N=667
Recreation programs or classes	7%	N=29	32%	N=135	40%	N=170	21%	N=91	100%	N=426
Recreation centers or facilities	4%	N=21	25%	N=131	43%	N=220	28%	N=144	100%	N=516
Land use, planning and zoning	1%	N=6	5%	N=30	27%	N=153	67%	N=377	100%	N=566
Code enforcement (weeds, abandoned buildings, etc.)	0%	N=3	3%	N=17	28%	N=168	69%	N=413	100%	N=601
Animal control	3%	N=14	17%	N=95	45%	N=244	35%	N=193	100%	N=546
Economic development	1%	N=7	9%	N=56	36%	N=222	54%	N=335	100%	N=618
Health services	4%	N=25	32%	N=195	42%	N=253	22%	N=133	100%	N=605
Public information services	4%	N=23	26%	N=159	42%	N=253	28%	N=171	100%	N=607
Cable television	8%	N=45	33%	N=194	37%	N=215	23%	N=133	100%	N=588
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=57	36%	N=239	36%	N=240	19%	N=123	100%	N=659
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=19	18%	N=110	38%	N=232	41%	N=247	100%	N=609
Honolulu open space	3%	N=17	16%	N=100	38%	N=235	44%	N=272	100%	N=623
Overall customer service by City and County employees (police, receptionists, planners, etc.)	4%	N=23	24%	N=157	36%	N=232	36%	N=234	100%	N=647
Satellite City Halls	6%	N=37	31%	N=201	35%	N=230	28%	N=179	100%	N=647
Neighborhood Boards	4%	N=18	27%	N=122	42%	N=191	28%	N=127	100%	N=458

Table 12: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City and County of Honolulu	1%	N=6	15%	N=102	36%	N=241	48%	N=320	100%	N=670
The Federal Government	5%	N=30	27%	N=171	45%	N=284	24%	N=150	100%	N=635
The State of Hawaii	1%	N=5	16%	N=105	30%	N=201	53%	N=352	100%	N=663

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Table 13: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to the City and County of Honolulu	1% N=8	9% N=60	24% N=163	65% N=433	100% N=665
The overall direction that the City and County of Honolulu is taking	1% N=4	6% N=40	18% N=119	75% N=499	100% N=663
The job the City and County of Honolulu government does at welcoming citizen involvement	1% N=7	8% N=50	29% N=172	62% N=370	100% N=600
Overall confidence in the City and County of Honolulu government	1% N=4	5% N=34	18% N=123	76% N=508	100% N=669
Generally acting in the best interest of the community	2% N=11	7% N=45	19% N=128	72% N=483	100% N=667
Being honest	1% N=9	6% N=36	17% N=113	76% N=497	100% N=655
Treating all residents fairly	1% N=7	9% N=56	21% N=132	70% N=449	100% N=643

Table 14: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:	Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu	76% N=510	19% N=130	3% N=22	1% N=6	100% N=667
Overall ease of getting to the places you usually have to visit	40% N=265	45% N=298	15% N=99	1% N=4	100% N=667
Quality of overall natural environment in Honolulu	47% N=315	36% N=241	15% N=101	2% N=10	100% N=667
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	36% N=241	37% N=246	23% N=153	3% N=22	100% N=662
Health and wellness opportunities in Honolulu	34% N=224	37% N=246	26% N=173	3% N=22	100% N=665
Overall opportunities for education and enrichment	44% N=292	37% N=247	17% N=114	2% N=14	100% N=667
Overall economic health of Honolulu	57% N=379	32% N=210	11% N=71	1% N=7	100% N=667
Sense of community	38% N=256	39% N=262	20% N=131	3% N=18	100% N=667

Table 15: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Protecting our water resources from contamination	70% N=456	23% N=146	3% N=17	4% N=27	100% N=647
Protecting and preparing infrastructure for climate change threats	43% N=279	32% N=208	10% N=67	14% N=90	100% N=643
Establishing resiliency and sustainability programs through dedicated funding resources	40% N=238	36% N=211	12% N=72	12% N=71	100% N=593
Increasing Honolulu Police Department staffing	60% N=376	26% N=165	8% N=53	6% N=36	100% N=631
Addressing the impacts of tourism across Oahu	51% N=318	33% N=209	10% N=61	7% N=41	100% N=629
Providing 24/7, real-time traffic incident information to assist drivers and reduce traffic congestion	49% N=318	37% N=238	7% N=46	6% N=41	100% N=643

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Table 16: Question 15

Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Total
	%	N	%	N	%	N	%	N	
Individual preparedness for natural disasters and other large scale threats	12%	N=78	26%	N=164	35%	N=221	26%	N=165	100% N=628
The City's bulky item trash program	7%	N=47	20%	N=125	33%	N=209	39%	N=244	100% N=625
Shoreline erosion and loss of beaches	3%	N=22	13%	N=80	32%	N=205	52%	N=329	100% N=636
Lack of parking due to large residential structures in my neighborhood (e.g., monster houses)	9%	N=54	12%	N=72	21%	N=129	59%	N=367	100% N=622

Table 17: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential		Very important		Somewhat important		Not at all important		Total
	%	N	%	N	%	N	%	N	
The impacts of HART's rail construction along Dillingham Boulevard with residents and businesses	51%	N=318	24%	N=151	17%	N=106	7%	N=45	100% N=620
Strengthening ethics, transparency and accountability in City government	76%	N=489	18%	N=115	5%	N=33	1%	N=5	100% N=642
The impact of the homeless population on the community	78%	N=507	18%	N=114	3%	N=22	1%	N=3	100% N=646
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	61%	N=386	25%	N=159	10%	N=65	4%	N=24	100% N=635

Table 18: Question 17

In the last 12 months, how often, if ever, have you or your family experienced the following? As a pedestrian, experienced a "near miss" crossing the street due to drivers' disregard of walk signals, stop signs, red lights or speeding As a pedestrian, experienced a "near miss" due to bicyclists on sidewalks, paths or crossing the street Did not have enough money to provide food, medicine or housing Health concerns due to excessive heat conditions	Never		Once		Two or more times		Total
	%	N	%	N	%	N	
As a pedestrian, experienced a "near miss" crossing the street due to drivers' disregard of walk signals, stop signs, red lights or speeding	21%	N=128	22%	N=136	58%	N=358	100% N=622
As a pedestrian, experienced a "near miss" due to bicyclists on sidewalks, paths or crossing the street	38%	N=233	19%	N=113	43%	N=264	100% N=609
Did not have enough money to provide food, medicine or housing	60%	N=382	12%	N=78	27%	N=172	100% N=631
Health concerns due to excessive heat conditions	56%	N=345	15%	N=94	28%	N=175	100% N=614

Table 19: Question 18

What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins: Commute times Public transit commute times New housing opportunities for existing residents New opportunities for existing local businesses	Will improve		Might improve		Will not impact		Will be worse		Total
	%	N	%	N	%	N	%	N	
Commute times	13%	N=79	28%	N=174	40%	N=249	19%	N=115	100% N=617
Public transit commute times	14%	N=84	35%	N=217	34%	N=207	17%	N=104	100% N=611
New housing opportunities for existing residents	8%	N=48	23%	N=134	34%	N=200	34%	N=199	100% N=581
New opportunities for existing local businesses	11%	N=66	34%	N=195	25%	N=142	30%	N=175	100% N=578

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Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	6% N=36	4% N=23	14% N=90	31% N=197	47% N=300	100% N=645
Purchase goods or services from a business located in Honolulu	0% N=3	4% N=26	24% N=152	46% N=298	26% N=165	100% N=644
Eat at least 5 portions of fruits and vegetables a day	4% N=27	20% N=128	42% N=271	24% N=152	10% N=66	100% N=645
Participate in moderate or vigorous physical activity	2% N=15	16% N=101	38% N=247	29% N=189	14% N=92	100% N=644
Read or watch local news (via television, paper, computer, etc.)	2% N=10	5% N=32	14% N=91	29% N=189	50% N=322	100% N=645
Vote in local elections	6% N=38	4% N=23	6% N=40	14% N=93	70% N=450	100% N=643

Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	13%	N=81
Very good	40%	N=257
Good	37%	N=241
Fair	9%	N=60
Poor	1%	N=8
Total	100%	N=647

Table 22: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=25
Somewhat positive	13%	N=81
Neutral	45%	N=290
Somewhat negative	27%	N=175
Very negative	11%	N=71
Total	100%	N=643

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=439
Working part time for pay	11%	N=74
Unemployed, looking for paid work	4%	N=26
Unemployed, not looking for paid work	3%	N=17
Fully retired	14%	N=88
Total	100%	N=644

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Table 24: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	68%	N=426
Yes, from home	9%	N=56
No	23%	N=141
Total	100%	N=622

Table 25: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	4%	N=27
2 to 5 years	8%	N=53
6 to 10 years	6%	N=41
11 to 20 years	14%	N=91
More than 20 years	67%	N=434
Total	100%	N=646

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=321
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=275
Other	4%	N=24
Total	100%	N=620

Table 27: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=247
Owned	59%	N=357
Total	100%	N=604

Table 28: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=23
\$300 to \$599 per month	5%	N=32
\$600 to \$999 per month	7%	N=42
\$1,000 to \$1,499 per month	16%	N=101
\$1,500 to \$2,499 per month	30%	N=189
\$2,500 or more per month	39%	N=245
Total	100%	N=632

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Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=396
Yes	35%	N=216
Total	100%	N=612

Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=408
Yes	33%	N=205
Total	100%	N=612

Table 31: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=36
\$25,000 to \$49,999	19%	N=120
\$50,000 to \$99,999	35%	N=220
\$100,000 to \$149,999	23%	N=142
\$150,000 or more	18%	N=113
Total	100%	N=631

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=598
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=41
Total	100%	N=639

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=21
Black or African American	2%	N=15
White	39%	N=242
Other	8%	N=51
Native Hawaiian or other Pacific Islander	22%	N=140
Asian	55%	N=344

Total may exceed 100% as respondents could select more than one option.

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Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=37
25 to 34 years	22%	N=141
35 to 44 years	22%	N=138
45 to 54 years	17%	N=111
55 to 64 years	19%	N=122
65 to 74 years	11%	N=74
75 years or older	3%	N=21
Total	100%	N=643

Table 35: Question D16

What is your sex?	Percent	Number
Female	51%	N=246
Male	49%	N=234
Total	100%	N=480

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	81%	N=390
Land line	4%	N=20
Both	15%	N=74
Total	100%	N=484

Table 37: Question D18

Do you live on Oahu?	Percent	Number
Yes, I am a full-time resident of Oahu	98%	N=880
Yes, I am a part-time resident of Oahu	1%	N=13
No, I am not an Oahu resident	1%	N=7
Total	100%	N=900

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 38: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	4% N=40	26% N=228	39% N=350	30% N=267	1% N=5	100% N=889
Your neighborhood as a place to live	14% N=122	38% N=339	34% N=301	14% N=124	0% N=2	100% N=888
Honolulu as a place to raise children	5% N=44	22% N=195	36% N=316	33% N=292	5% N=41	100% N=888
Honolulu as a place to work	3% N=23	19% N=166	37% N=331	40% N=354	2% N=16	100% N=889
Honolulu as a place to visit	17% N=150	36% N=324	26% N=229	19% N=167	2% N=20	100% N=890
Honolulu as a place to retire	4% N=31	12% N=110	22% N=191	59% N=525	3% N=30	100% N=887
The overall quality of life in Honolulu	3% N=25	27% N=240	41% N=362	29% N=259	0% N=1	100% N=887

Table 39: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	2% N=20	16% N=136	29% N=254	53% N=453	0% N=0	100% N=864
Overall ease of getting to the places you usually have to visit	3% N=28	20% N=169	39% N=336	38% N=325	0% N=1	100% N=860
Quality of overall natural environment in Honolulu	11% N=93	34% N=295	34% N=296	20% N=172	0% N=4	100% N=860
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	1% N=10	12% N=103	34% N=291	52% N=452	1% N=6	100% N=861
Health and wellness opportunities in Honolulu	9% N=82	34% N=292	34% N=290	21% N=180	2% N=17	100% N=861
Overall opportunities for education and enrichment	3% N=27	20% N=174	37% N=319	37% N=319	2% N=20	100% N=859
Overall economic health of Honolulu	1% N=6	11% N=97	32% N=275	55% N=470	2% N=13	100% N=861
Sense of community	5% N=47	27% N=234	38% N=330	28% N=241	1% N=6	100% N=859
Overall image or reputation of Honolulu	3% N=29	23% N=196	39% N=337	34% N=290	1% N=10	100% N=861

Table 40: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Honolulu to someone who asks	3% N=26	18% N=151	27% N=224	52% N=435	1% N=5	100% N=841
Remain in Honolulu for the next five years	35% N=289	25% N=204	17% N=139	19% N=156	5% N=40	100% N=828

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Table 41: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	23% N=191	34% N=284	13% N=110	16% N=133	14% N=119	0% N=0	100% N=837
In Honolulu's downtown/commercial area during the day	6% N=51	25% N=213	14% N=119	30% N=251	22% N=187	1% N=12	100% N=834

Table 42: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	0% N=4	5% N=39	26% N=216	68% N=562	0% N=4	100% N=825
Ease of public parking	0% N=3	3% N=22	22% N=183	74% N=609	1% N=4	100% N=821
Ease of travel by car in Honolulu	1% N=10	10% N=82	36% N=296	52% N=430	0% N=3	100% N=822
Ease of travel by public transportation in Honolulu	4% N=33	14% N=119	32% N=262	28% N=233	21% N=175	100% N=822
Ease of travel by bicycle in Honolulu	2% N=15	8% N=64	24% N=201	33% N=271	33% N=272	100% N=823
Ease of walking in Honolulu	4% N=34	28% N=232	35% N=288	27% N=226	5% N=42	100% N=822
Availability of paths and walking trails	3% N=22	20% N=165	33% N=273	32% N=264	12% N=97	100% N=821
Air quality	26% N=209	44% N=357	22% N=183	7% N=59	1% N=9	100% N=817
Cleanliness of Honolulu	1% N=7	15% N=122	41% N=335	43% N=356	0% N=1	100% N=821
Overall appearance of Honolulu	2% N=13	19% N=157	48% N=397	31% N=254	0% N=0	100% N=821
Public places where people want to spend time	2% N=20	19% N=158	41% N=337	36% N=298	1% N=8	100% N=821
Variety of housing options	1% N=7	4% N=33	16% N=134	77% N=627	2% N=19	100% N=820
Availability of affordable quality housing	0% N=2	1% N=10	6% N=51	90% N=739	2% N=20	100% N=821
Fitness opportunities (including exercise classes and paths or trails, etc.)	12% N=98	32% N=267	37% N=301	15% N=122	4% N=36	100% N=822
Recreational opportunities	14% N=111	35% N=287	34% N=280	15% N=120	3% N=24	100% N=822
Availability of affordable quality food	4% N=30	19% N=156	38% N=313	39% N=321	0% N=1	100% N=822
Availability of affordable quality health care	5% N=39	25% N=202	38% N=310	28% N=234	4% N=36	100% N=821
Availability of preventive health services	4% N=35	26% N=210	36% N=296	25% N=209	8% N=70	100% N=820
Availability of affordable quality mental health care	2% N=17	8% N=67	23% N=189	44% N=362	23% N=186	100% N=821

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Table 43: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total			
	%	N	%	N	%	N	%	N	%	N	%	N		
Availability of affordable quality child care/preschool	11%	N=88	35%	N=274	38%	N=301	49%	N=386	6%	N=44	31%	N=243	100%	N=795
Opportunities to attend cultural/arts/music activities	13%	N=104	34%	N=266	26%	N=207	6%	N=47	21%	N=167	100%	N=792	100%	N=792
Opportunities to participate in religious or spiritual events and activities	3%	N=21	18%	N=141	45%	N=355	29%	N=232	5%	N=42	100%	N=792	100%	N=792
Employment opportunities	20%	N=161	41%	N=321	32%	N=250	7%	N=52	1%	N=6	100%	N=790	100%	N=790
Shopping opportunities	0%	N=1	1%	N=11	8%	N=60	91%	N=717	0%	N=2	100%	N=792	100%	N=792
Cost of living in Honolulu	2%	N=16	29%	N=232	51%	N=403	17%	N=133	1%	N=8	100%	N=792	100%	N=792
Overall quality of business and service establishments in Honolulu	3%	N=21	20%	N=160	41%	N=321	32%	N=256	4%	N=34	100%	N=792	100%	N=792
Vibrant downtown/commercial area	2%	N=19	17%	N=137	36%	N=282	37%	N=292	8%	N=61	100%	N=792	100%	N=792
Overall quality of new development in Honolulu	9%	N=70	34%	N=271	40%	N=317	11%	N=85	6%	N=48	100%	N=792	100%	N=792
Opportunities to participate in social events and activities	17%	N=134	40%	N=316	24%	N=189	6%	N=47	13%	N=106	100%	N=792	100%	N=792
Opportunities to volunteer	9%	N=68	31%	N=242	33%	N=258	17%	N=134	11%	N=88	100%	N=790	100%	N=790
Opportunities to participate in community matters														
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=99	34%	N=268	31%	N=243	19%	N=149	4%	N=30	100%	N=789	100%	N=789
Neighborhoodness of residents in Honolulu	5%	N=39	32%	N=254	43%	N=335	17%	N=131	4%	N=29	100%	N=787	100%	N=787

Table 44: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	13%	N=101	87%	N=682	100%	N=783
Made efforts to make your home more energy efficient	20%	N=154	80%	N=629	100%	N=783
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	22%	N=173	78%	N=612	100%	N=785
Household member was a victim of a crime in Honolulu	65%	N=504	35%	N=276	100%	N=779
Reported a crime to the police in Honolulu	50%	N=389	50%	N=395	100%	N=784
Stocked supplies in preparation for an emergency	19%	N=152	81%	N=632	100%	N=784
Campaigned or advocated for an issue, cause or candidate	52%	N=408	48%	N=372	100%	N=780
Contacted the City (in-person, phone, email or web) for help or information	40%	N=314	60%	N=469	100%	N=783
Contacted City elected officials (in-person, phone, email or web) to express your opinion	55%	N=430	45%	N=353	100%	N=782

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Table 45: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used City recreation centers or their services	8%	N=60	14%	N=103	37%	N=279	42%	N=322	100%	N=764
Visited a neighborhood park or City and County park	17%	N=131	27%	N=204	40%	N=305	16%	N=124	100%	N=764
Participated in religious or spiritual activities in Honolulu	7%	N=57	15%	N=113	24%	N=183	54%	N=409	100%	N=763
Attended a City and County-sponsored event	1%	N=7	5%	N=39	41%	N=315	53%	N=402	100%	N=763
Used TheBus, TheHandi-Van or other public transportation instead of driving	13%	N=98	6%	N=48	16%	N=125	64%	N=492	100%	N=763
Carpooled with other adults or children instead of driving alone	22%	N=166	17%	N=128	19%	N=143	43%	N=324	100%	N=761
Walked or biked instead of driving	20%	N=154	16%	N=124	20%	N=150	44%	N=335	100%	N=762
Volunteered your time to some group/activity in Honolulu	9%	N=71	14%	N=106	34%	N=256	43%	N=328	100%	N=760
Participated in a club	9%	N=72	11%	N=87	21%	N=163	58%	N=438	100%	N=760
Talked to or visited with your immediate neighbors	36%	N=276	29%	N=223	24%	N=185	10%	N=77	100%	N=760
Done a favor for a neighbor	18%	N=139	24%	N=179	38%	N=289	20%	N=154	100%	N=760
Traveled by Biki-bike, Honolulu's bike-share program	2%	N=14	2%	N=13	7%	N=54	89%	N=680	100%	N=762

Table 46: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=15	6%	N=47	30%	N=222	62%	N=458	100%	N=742
Watched (online or on television) a local public meeting	5%	N=40	15%	N=109	36%	N=269	44%	N=323	100%	N=741

Table 47: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	6%	N=42	24%	N=168	36%	N=254	31%	N=221	4%	N=26	100%	N=710
Fire services	34%	N=240	41%	N=292	11%	N=79	1%	N=9	12%	N=88	100%	N=709
Ambulance or emergency medical services	23%	N=166	42%	N=297	15%	N=103	3%	N=21	17%	N=119	100%	N=707
Crime prevention	1%	N=9	7%	N=47	21%	N=150	65%	N=458	6%	N=43	100%	N=707
Fire prevention and education	13%	N=91	39%	N=275	21%	N=151	9%	N=64	17%	N=123	100%	N=705
Traffic enforcement	2%	N=17	17%	N=117	33%	N=236	42%	N=295	6%	N=41	100%	N=705
Street repair	0%	N=3	3%	N=21	16%	N=111	80%	N=565	1%	N=6	100%	N=706
Street cleaning	2%	N=13	12%	N=88	33%	N=233	46%	N=326	6%	N=45	100%	N=704
Street lighting	7%	N=50	31%	N=216	35%	N=248	26%	N=187	1%	N=6	100%	N=706
Sidewalk maintenance	1%	N=5	12%	N=83	31%	N=221	53%	N=376	3%	N=20	100%	N=705
Traffic signal timing	1%	N=9	16%	N=111	38%	N=268	43%	N=302	2%	N=17	100%	N=706
Bus or transit services	10%	N=67	26%	N=182	23%	N=162	11%	N=80	30%	N=212	100%	N=705

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N		
Garbage collection	18%	N=127	41%	N=289	25%	N=177	10%	N=73	6%	N=41	100%	N=707
Recycling	11%	N=78	29%	N=204	31%	N=218	22%	N=153	7%	N=52	100%	N=706
Yard waste pick-up	13%	N=89	29%	N=205	21%	N=146	14%	N=99	24%	N=167	100%	N=705
Storm drainage	3%	N=22	24%	N=169	30%	N=212	25%	N=178	18%	N=125	100%	N=706
Drinking water	24%	N=170	45%	N=317	20%	N=140	7%	N=51	3%	N=24	100%	N=702
Sewer services	9%	N=66	35%	N=244	27%	N=189	13%	N=92	16%	N=111	100%	N=703
Power (electric and/or gas) utility	10%	N=67	37%	N=257	30%	N=208	21%	N=150	3%	N=21	100%	N=704
Utility billing	4%	N=31	19%	N=132	30%	N=209	40%	N=281	7%	N=47	100%	N=701
City and County parks	4%	N=25	23%	N=161	37%	N=261	31%	N=220	6%	N=41	100%	N=707
Recreation programs or classes	4%	N=29	19%	N=135	24%	N=170	13%	N=91	40%	N=280	100%	N=706
Recreation centers or facilities	3%	N=21	19%	N=131	31%	N=220	20%	N=144	27%	N=189	100%	N=705
Land use, planning and zoning	1%	N=6	4%	N=30	22%	N=153	54%	N=377	19%	N=137	100%	N=703
Code enforcement (weeds, abandoned buildings, etc.)	0%	N=3	2%	N=17	24%	N=168	58%	N=413	15%	N=106	100%	N=706
Animal control	2%	N=14	14%	N=95	35%	N=244	28%	N=193	22%	N=154	100%	N=700
Economic development	1%	N=7	8%	N=56	32%	N=222	48%	N=335	12%	N=84	100%	N=702
Health services	4%	N=25	28%	N=195	36%	N=253	19%	N=133	14%	N=97	100%	N=703
Public information services	3%	N=23	23%	N=159	36%	N=253	24%	N=171	14%	N=96	100%	N=703
Cable television	6%	N=45	28%	N=194	31%	N=215	19%	N=133	17%	N=117	100%	N=705
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=57	34%	N=239	34%	N=240	17%	N=123	6%	N=45	100%	N=704
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=19	16%	N=110	33%	N=232	35%	N=247	14%	N=95	100%	N=704
Honolulu open space	2%	N=17	14%	N=100	33%	N=235	39%	N=272	11%	N=79	100%	N=702
Overall customer service by City and County employees (police, receptionists, planners, etc.)	3%	N=23	22%	N=157	33%	N=232	33%	N=234	8%	N=58	100%	N=704
Satellite City Halls	5%	N=37	29%	N=201	32%	N=230	25%	N=179	8%	N=59	100%	N=706
Neighborhood Boards	3%	N=18	17%	N=122	27%	N=191	18%	N=127	35%	N=248	100%	N=706

Table 48: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N		
The City and County of Honolulu	1%	N=6	15%	N=102	35%	N=241	47%	N=320	2%	N=14	100%	N=684
The Federal Government	4%	N=30	25%	N=171	42%	N=284	22%	N=150	7%	N=48	100%	N=683
The State of Hawaii	1%	N=5	15%	N=105	30%	N=201	52%	N=352	2%	N=16	100%	N=678

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Table 49: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to the City and County of Honolulu	1%	N=8	9%	N=60	24%	N=163	64%	N=433	2%	N=14	100%	N=679
The overall direction that the City and County of Honolulu is taking	1%	N=4	6%	N=40	18%	N=119	73%	N=499	3%	N=17	100%	N=680
The job the City and County of Honolulu government does at welcoming citizen involvement	1%	N=7	7%	N=50	25%	N=172	54%	N=370	12%	N=80	100%	N=680
Overall confidence in the City and County of Honolulu government	1%	N=4	5%	N=34	18%	N=123	75%	N=508	2%	N=11	100%	N=680
Generally acting in the best interest of the community	2%	N=11	7%	N=45	19%	N=128	71%	N=483	2%	N=13	100%	N=680
Being honest	1%	N=9	5%	N=36	17%	N=113	73%	N=497	3%	N=23	100%	N=678
Treating all residents fairly	1%	N=7	8%	N=56	19%	N=132	66%	N=449	5%	N=36	100%	N=680

Table 50: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Honolulu	76%	N=510	19%	N=130	3%	N=22	1%	N=6	100%	N=667
Overall ease of getting to the places you usually have to visit	40%	N=265	45%	N=298	15%	N=99	1%	N=4	100%	N=667
Quality of overall natural environment in Honolulu	47%	N=315	36%	N=241	15%	N=101	2%	N=10	100%	N=667
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	36%	N=241	37%	N=246	23%	N=153	3%	N=22	100%	N=662
Health and wellness opportunities in Honolulu	34%	N=224	37%	N=246	26%	N=173	3%	N=22	100%	N=665
Overall opportunities for education and enrichment	44%	N=292	37%	N=247	17%	N=114	2%	N=14	100%	N=667
Overall economic health of Honolulu	57%	N=379	32%	N=210	11%	N=71	1%	N=7	100%	N=667
Sense of community	38%	N=256	39%	N=262	20%	N=131	3%	N=18	100%	N=667

Table 51: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Protecting our water resources from contamination	69%	N=456	22%	N=146	3%	N=17	4%	N=27	2%	N=12	100%	N=659
Protecting and preparing infrastructure for climate change threats	42%	N=279	32%	N=208	10%	N=67	14%	N=90	2%	N=15	100%	N=658
Establishing resiliency and sustainability programs through dedicated funding resources	36%	N=238	32%	N=211	11%	N=72	11%	N=71	10%	N=64	100%	N=657
Increasing Honolulu Police Department staffing	57%	N=376	25%	N=165	8%	N=53	6%	N=36	4%	N=28	100%	N=659
Addressing the impacts of tourism across Oahu	48%	N=318	32%	N=209	9%	N=61	6%	N=41	4%	N=29	100%	N=658
Providing 24/7, real-time traffic incident information to assist drivers and reduce traffic congestion	48%	N=318	36%	N=238	7%	N=46	6%	N=41	2%	N=15	100%	N=658

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Table 52: Question 15

Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Individual preparedness for natural disasters and other large scale threats	12%	N=78	25%	N=164	34%	N=221	25%	N=165	3%	N=23	100%	N=650
The City's bulky item trash program	7%	N=47	19%	N=125	32%	N=209	38%	N=244	3%	N=22	100%	N=648
Shoreline erosion and loss of beaches	3%	N=22	12%	N=80	32%	N=205	51%	N=329	2%	N=13	100%	N=649
Lack of parking due to large residential structures in my neighborhood (e.g., monster houses)	8%	N=54	11%	N=72	20%	N=129	57%	N=367	4%	N=27	100%	N=649

Table 53: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The impacts of HART's rail construction along Dillingham Boulevard with residents and businesses	49%	N=318	23%	N=151	16%	N=106	7%	N=45	4%	N=26	100%	N=646
Strengthening ethics, transparency and accountability in City government	75%	N=489	18%	N=115	5%	N=33	1%	N=5	1%	N=6	100%	N=648
The impact of the homeless population on the community	78%	N=507	18%	N=114	3%	N=22	1%	N=3	0%	N=2	100%	N=648
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	60%	N=386	24%	N=159	10%	N=65	4%	N=24	2%	N=13	100%	N=648

Table 54: Question 17

In the last 12 months, how often, if ever, have you or your family experienced the following?	Never		Once		Two or more times		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
As a pedestrian, experienced a "near miss" crossing the street due to drivers' disregard of walk signals, stop signs, red lights or speeding	20%	N=128	21%	N=136	55%	N=358	4%	N=27	100%	N=650
As a pedestrian, experienced a "near miss" due to bicyclists on sidewalks, paths or crossing the street	36%	N=233	17%	N=113	41%	N=264	6%	N=39	100%	N=649
Did not have enough money to provide food, medicine or housing	59%	N=382	12%	N=78	26%	N=172	3%	N=17	100%	N=649
Health concerns due to excessive heat conditions	53%	N=345	14%	N=94	27%	N=175	5%	N=35	100%	N=650

Table 55: Question 18

What impact, if any, do you think the Honolulu Rail Transit project will have on each of the following once rail service begins:	Will improve		Might improve		Will not impact		Will be worse		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Commute times	12%	N=79	27%	N=174	39%	N=249	18%	N=115	5%	N=30	100%	N=646
Public transit commute times	13%	N=84	34%	N=217	32%	N=207	16%	N=104	5%	N=34	100%	N=645
New housing opportunities for existing residents	7%	N=48	21%	N=134	31%	N=200	31%	N=199	10%	N=62	100%	N=643
New opportunities for existing local businesses	10%	N=66	30%	N=195	22%	N=142	27%	N=175	10%	N=64	100%	N=642

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Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	6%	N=36	4%	N=23	14%	N=90	31%	N=197	47%	N=300	100%	N=645
Recycle at home	0%	N=3	4%	N=26	24%	N=152	46%	N=298	26%	N=165	100%	N=644
Purchase goods or services from a business located in Honolulu	4%	N=27	20%	N=128	42%	N=271	24%	N=152	10%	N=66	100%	N=645
Eat at least 5 portions of fruits and vegetables a day	2%	N=15	16%	N=101	38%	N=247	29%	N=189	14%	N=92	100%	N=644
Participate in moderate or vigorous physical activity	2%	N=10	5%	N=32	14%	N=91	29%	N=189	50%	N=322	100%	N=645
Read or watch local news (via television, paper, computer, etc.)	6%	N=38	4%	N=23	6%	N=40	14%	N=93	70%	N=450	100%	N=643
Vote in local elections												

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	13%	N=81
Very good	40%	N=257
Good	37%	N=241
Fair	9%	N=60
Poor	1%	N=8
Total	100%	N=647

Table 58: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=25
Somewhat positive	13%	N=81
Neutral	45%	N=290
Somewhat negative	27%	N=175
Very negative	11%	N=71
Total	100%	N=643

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=439
Working part time for pay	11%	N=74
Unemployed, looking for paid work	4%	N=26
Unemployed, not looking for paid work	3%	N=17
Fully retired	14%	N=88
Total	100%	N=644

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Table 60: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	68%	N=426
Yes, from home	9%	N=56
No	23%	N=141
Total	100%	N=622

Table 61: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	4%	N=27
2 to 5 years	8%	N=53
6 to 10 years	6%	N=41
11 to 20 years	14%	N=91
More than 20 years	67%	N=434
Total	100%	N=646

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=321
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=275
Other	4%	N=24
Total	100%	N=620

Table 63: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=247
Owned	59%	N=357
Total	100%	N=604

Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=23
\$300 to \$599 per month	5%	N=32
\$600 to \$999 per month	7%	N=42
\$1,000 to \$1,499 per month	16%	N=101
\$1,500 to \$2,499 per month	30%	N=189
\$2,500 or more per month	39%	N=245
Total	100%	N=632

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Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=396
Yes	35%	N=216
Total	100%	N=612

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=408
Yes	33%	N=205
Total	100%	N=612

Table 67: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=36
\$25,000 to \$49,999	19%	N=120
\$50,000 to \$99,999	35%	N=220
\$100,000 to \$149,999	23%	N=142
\$150,000 or more	18%	N=113
Total	100%	N=631

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=598
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=41
Total	100%	N=639

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=21
Black or African American	2%	N=15
White	39%	N=242
Other	8%	N=51
Native Hawaiian or other Pacific Islander	22%	N=140
Asian	55%	N=344

Total may exceed 100% as respondents could select more than one option.

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Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=37
25 to 34 years	22%	N=141
35 to 44 years	22%	N=138
45 to 54 years	17%	N=111
55 to 64 years	19%	N=122
65 to 74 years	11%	N=74
75 years or older	3%	N=21
Total	100%	N=643

Table 71: Question D16

What is your sex?	Percent	Number
Female	51%	N=246
Male	49%	N=234
Total	100%	N=480

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	81%	N=390
Land line	4%	N=20
Both	15%	N=74
Total	100%	N=484

Table 73: Question D18

Do you live on Oahu?	Percent	Number
Yes, I am a full-time resident of Oahu	98%	N=880
Yes, I am a part-time resident of Oahu	1%	N=13
No, I am not an Oahu resident	1%	N=7
Total	100%	N=900