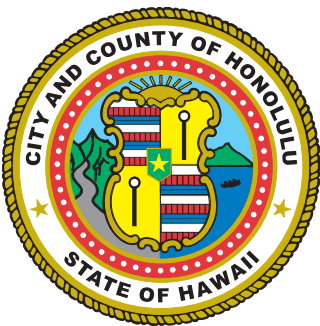


THE NCSTM

The National Community SurveyTM

**Honolulu, HI
2020**



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2020

City and County of Honolulu

Office of the City Auditor

February 2021

Honorable City Council
Honolulu, Hawai'i

National Community Survey of Honolulu Residents (2020)

This is the twelfth National Community Survey of Honolulu residents conducted for the City and County of Honolulu. 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, 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 four reports: Community Livability, Trends over Time, Technical Appendices, and Supplemental Online Results.

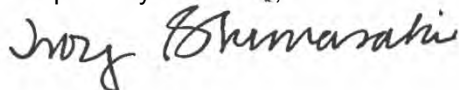
The results from this year's NCS indicate:

- Honolulu residents believe that the use of mail-in ballots for primary and general elections encourages voter participation and is reliable.
- Only a little more than half of Honolulu residents surveyed consider the city and county's response to the COVID-19 pandemic to be effective.
- Protecting Honolulu's water resources continues to be a high priority for Honolulu's residents.
- While Honolulu residents continue to like the neighborhood as a place to live, they remain concerned that residential growth is not well-planned.
- Honolulu residents strongly support effort to protect and prepare infrastructure for climate change threats.
- About two-thirds of Honolulu residents find the overall quality of life in Honolulu as excellent or good which is an improvement since the last report in 2019.

We solicit inputs and any suggestions for improving this report. The 2020 National Community Survey is posted on our website at <http://www.honolulu.gov/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

Office of the City Auditor
City and County of Honolulu
1001 Kamokila Boulevard, Suite 216
Kapolei, HI 96707
Phone: (808) 768-3134
Email: oca@honolulu.gov

Respectfully submitted,



Troy Shimasaki
Acting City Auditor

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Contents

1. Community Livability
2. Trends Over Time
3. Technical Appendices
4. Supplemental Online Survey Results

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1. Community Livability

THE NCS™

The National Community Survey™

Honolulu, HI

*Community Livability Report
2020*



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Washington, DC 20002
icma.org • 800-745-8780

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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 NCS™

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 considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement



The Community Livability Report provides the opinions of a representative sample of 454 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 18%. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

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Overview of Results

Quality of life and sense of community are on the rise.

About two-thirds of residents offered excellent or good ratings to the overall quality of life in Honolulu, a rating higher than reported in 2019. Further, ratings for Honolulu as a place to raise children and as a place to work also increased in 2020 compared to 2019 along with sense of community which was given its highest quality rating in 2020 since 2012. These aspects of community livability tend to be lower than the national comparisons, but an overtime upward trend was noted in 2020.

Residents appreciate local leadership and governance.

While governance ratings were generally lower than the national comparisons, five aspects received higher ratings in 2020 compared to 2019, one of which increased by 17% (overall customer service by Honolulu employees). Generally acting in the best interest of the community and the value of services for the taxes paid to Honolulu were among the increased ratings. Residents also reported higher levels of engagement with governance in 2020 compared to 2019 with increases for rate of watching (online or on television) a local public meeting and voting in their most recent local election.

Honolulu's economy continues to be area of concern, but some aspects are improving.

About 2 in 10 residents offered positive evaluations to Honolulu's overall economic health, similar to ratings given in 2019 but lower than those given in 2018 and much lower than the national average. Fewer residents in 2020 compared to 2019 felt the economy would have a positive impact on their income in the six months following the survey and as few as three percent of respondents offered positive evaluations to cost of living (both ratings lower than the national average). However, the overall quality of business and service establishments in Honolulu increased in 2020 along with Honolulu as a place to visit, the latter of which has generally been a strong rating for Honolulu overtime and higher than the national average.

Residents note improvements in open spaces and parks creating momentum for continued growth.

Over half of the aspects related to Natural Environment and Parks and Recreation increased in 2020 compared to 2019; one of which increased by nearly 30% (availability of paths and walking trails was given excellent or good ratings by 32% of respondents in 2019 and 61% in 2020) and two others by about 20% (air quality and fitness opportunities). Ratings within these facets tended to be a mix of similar to and lower than the national averages, posing an opportunity for further improvements.

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Facets of Livability

Ratings of importance were compared to ratings of quality to help guide City and County staff and officials with decisions on future resource allocation and strategic planning areas. When competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what facets are deemed most important to residents' quality of life, but which among the most important are perceived to be of relatively lower quality in your community. It is these facets of community livability – more important facets perceived as being of lower quality – to which attention needs to be paid first.

		QUALITY		
		LOWER	SIMILAR	HIGHER
IMPORTANCE	HIGHER	<ul style="list-style-type: none"> • Economy 	<ul style="list-style-type: none"> • Health and Wellness 	
	SIMILAR	<ul style="list-style-type: none"> • Mobility • Community Design • Utilities • Safety • Parks and Recreation • Education, Arts and Culture 	<ul style="list-style-type: none"> • Natural Environment 	
	LOWER		<ul style="list-style-type: none"> • Inclusivity and Engagement 	

FIGURE 1: QUALITY OF FACETS OF LIVABILITY- SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall economic health of Honolulu	↓↓	↔	18%
Overall quality of the transportation system in Honolulu	↓↓	↔	37%
Overall design or layout of Honolulu's residential and commercial areas	↓↓	↔	30%
Overall quality of the utility infrastructure in Honolulu	↓↓	*	33%
Overall feeling of safety in Honolulu	↓↓	↔	45%
Overall quality of natural environment in Honolulu	↔	↑	65%
Overall quality of parks and recreation opportunities	↓	*	57%
Overall health and wellness opportunities in Honolulu	↔	↑	64%
Overall opportunities for education, culture, and the arts	↓	↑	48%
Residents' connection and engagement with their community	↔	*	45%

FIGURE 2: IMPORTANCE OF FACETS OF LIVABILITY- SUMMARY

Percent essential or very important	Comparison to benchmark	2019 to 2020	2020 rating
Overall economic health of Honolulu	↑	↔	96%
Overall quality of the transportation system in Honolulu	↔	↔	83%
Overall design or layout of Honolulu's residential and commercial areas	↔	↓	74%
Overall quality of the utility infrastructure in Honolulu	↔	*	90%
Overall feeling of safety in Honolulu	↔	↔	93%
Overall quality of natural environment in Honolulu	↔	↔	85%
Overall quality of parks and recreation opportunities	↔	*	79%
Overall health and wellness opportunities in Honolulu	↑	↔	81%
Overall opportunities for education, culture, and the arts	↔	↔	77%
Residents' connection and engagement with their community	↓	↓	66%

Legend

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

Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

OVERALL QUALITY OF LIFE IN HONOLULU

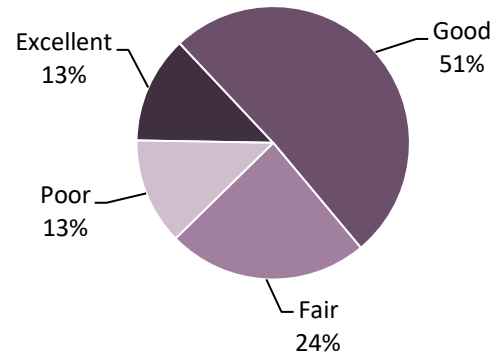


FIGURE 3: QUALITY OF LIFE IN HONOLULU

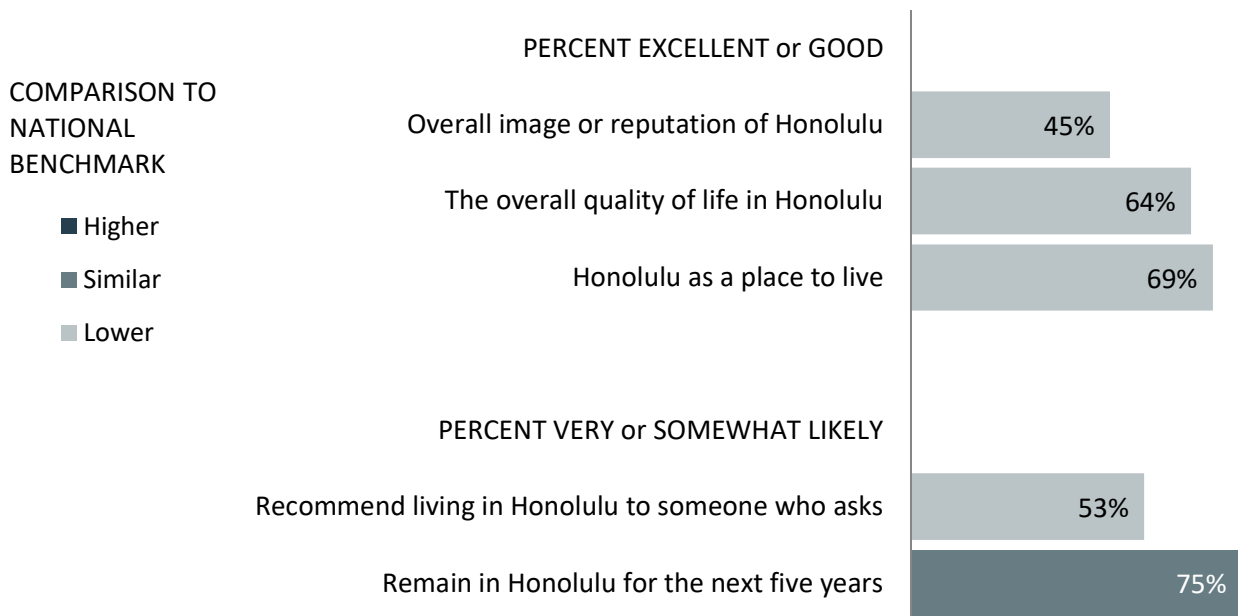


FIGURE 4: QUALITY OF LIFE IN HONOLULU - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall image or reputation of Honolulu	↓	↔	45%
The overall quality of life in Honolulu	↓	↑	64%
Honolulu as a place to live	↓	↔	69%

FIGURE 5: RECOMMEND HONOLULU - SUMMARY

Percent very or somewhat likely	Comparison to benchmark	2019 to 2020	2020 rating
Recommend living in Honolulu to someone who asks	↓↓	↔	53%
Remain in Honolulu for the next five years	↔	↔	75%

Legend

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

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Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

OVERALL CONFIDENCE IN HONOLULU GOVERNMENT

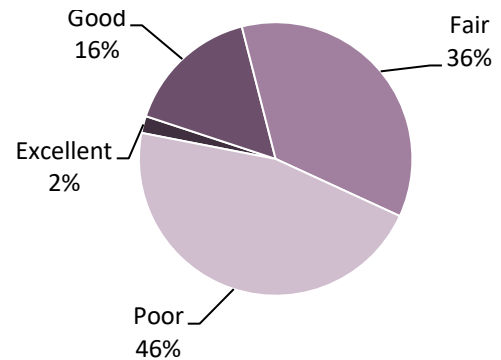


FIGURE 6: GOVERNMENT PERFORMANCE AND SERVICES

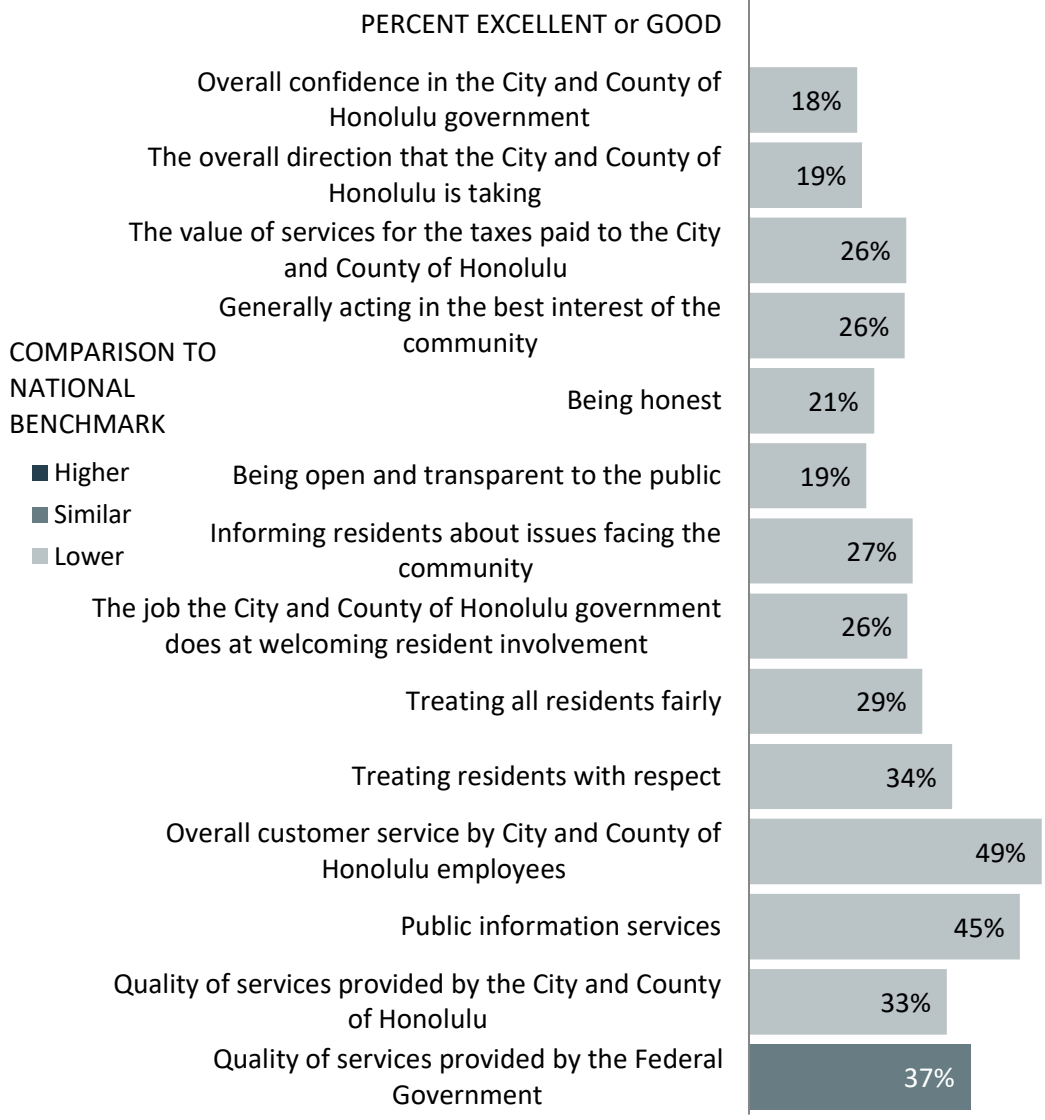


FIGURE 7: GOVERNMENT PERFORMANCE AND SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall confidence in the City and County of Honolulu government	↓↓	↔	18%
The overall direction that the City and County of Honolulu is taking	↓↓	↔	19%
The value of services for the taxes paid to the City and County of Honolulu	↓	↑	26%
Generally acting in the best interest of the community	↓↓	↑	26%
Being honest	↓↓	↔	21%
Being open and transparent to the public	↓↓	*	19%
Informing residents about issues facing the community	↓	*	27%
The job Honolulu government does at welcoming resident involvement	↓	↔	26%
Treating all residents fairly	↓	↑	29%
Treating residents with respect	↓↓	*	34%
Overall customer service by the City and County of Honolulu employees	↓	↑	49%
Public information services	↓	↑	45%
Quality of services provided by the City and County of Honolulu	↓↓	↔	33%
Quality of services provided by the Federal Government	↔	↔	37%

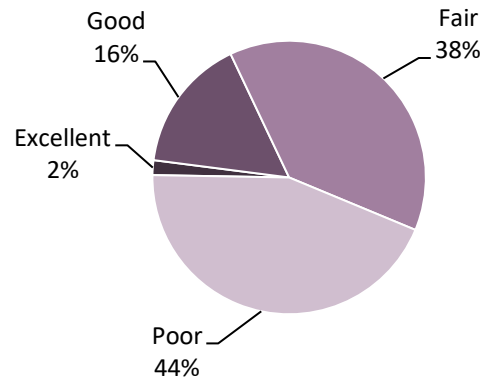
Legend

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

Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

OVERALL ECONOMIC HEALTH OF HONOLULU



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

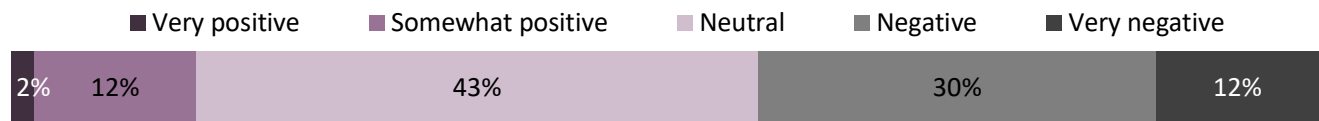


FIGURE 8: ECONOMIC HEALTH

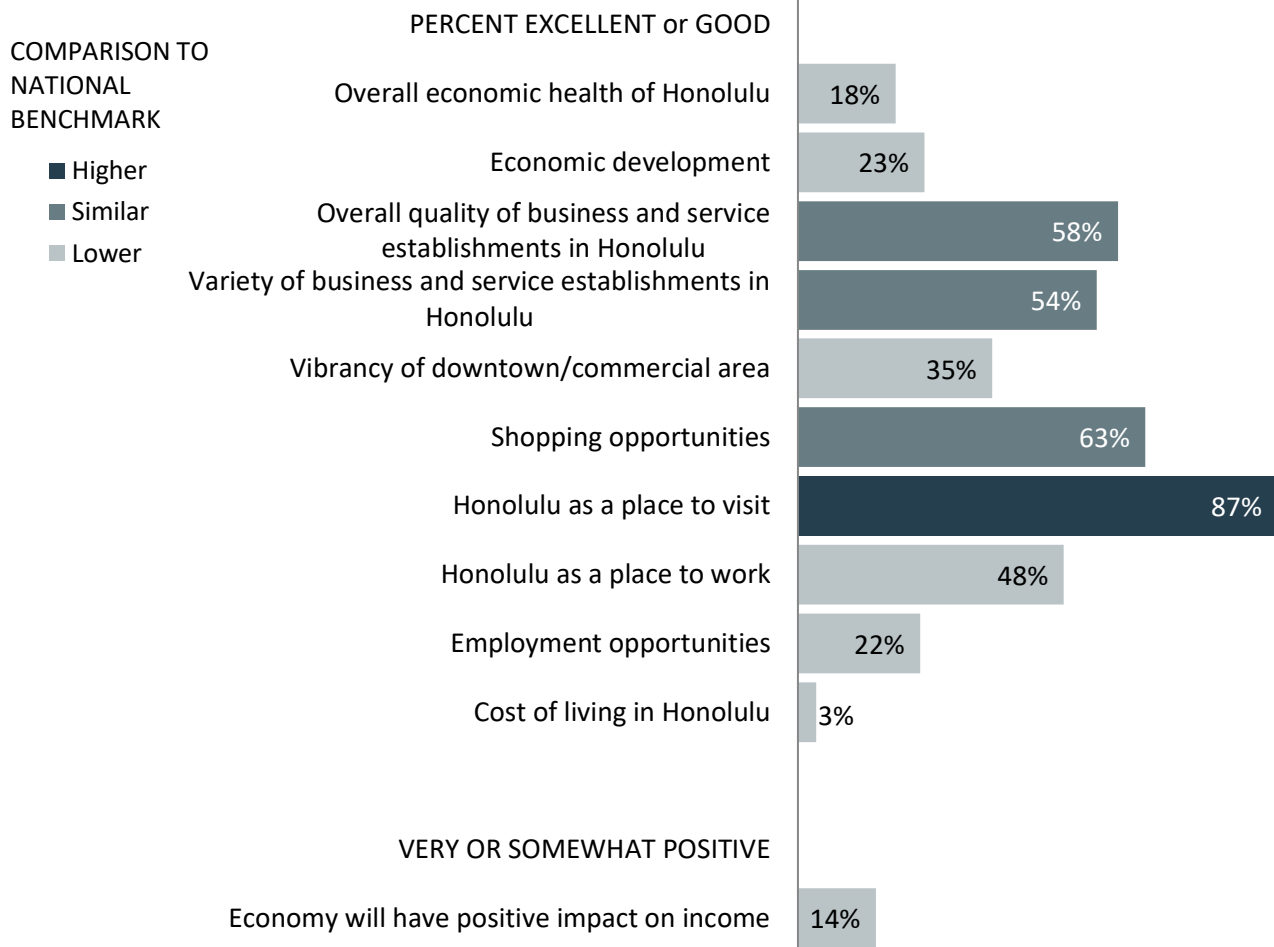


FIGURE 9: ECONOMIC HEALTH - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall economic health of Honolulu	↓↓	↔	18%
Economic development	↓↓	↔	23%
Overall quality of business and service establishments in Honolulu	↔	↑	58%
Variety of business and service establishments in Honolulu	↔	*	54%
Vibrancy of downtown/commercial area	↓	↔	35%
Shopping opportunities	↔	↔	63%
Honolulu as a place to visit	↑	↑	87%
Honolulu as a place to work	↓	↑	48%
Employment opportunities	↓	↔	22%
Cost of living in Honolulu	↓↓	↔	3%

FIGURE 10: ECONOMIC IMPACT - SUMMARY

Percent very or somewhat positive	Comparison to benchmark	2019 to 2020	2020 rating
Economy will have positive impact on income	↓	↓	14%

Legend

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

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work and play in the community.

OVERALL QUALITY OF THE TRANSPORTATION SYSTEM IN HONOLULU

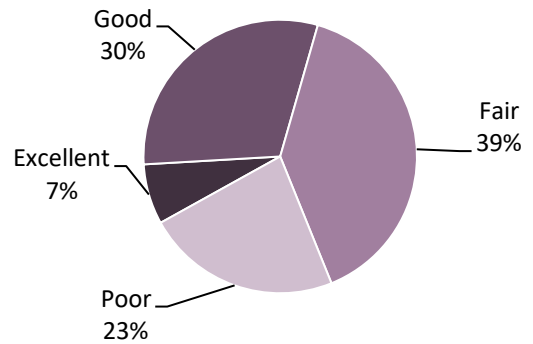


FIGURE 11: MOBILITY IN HONOLULU

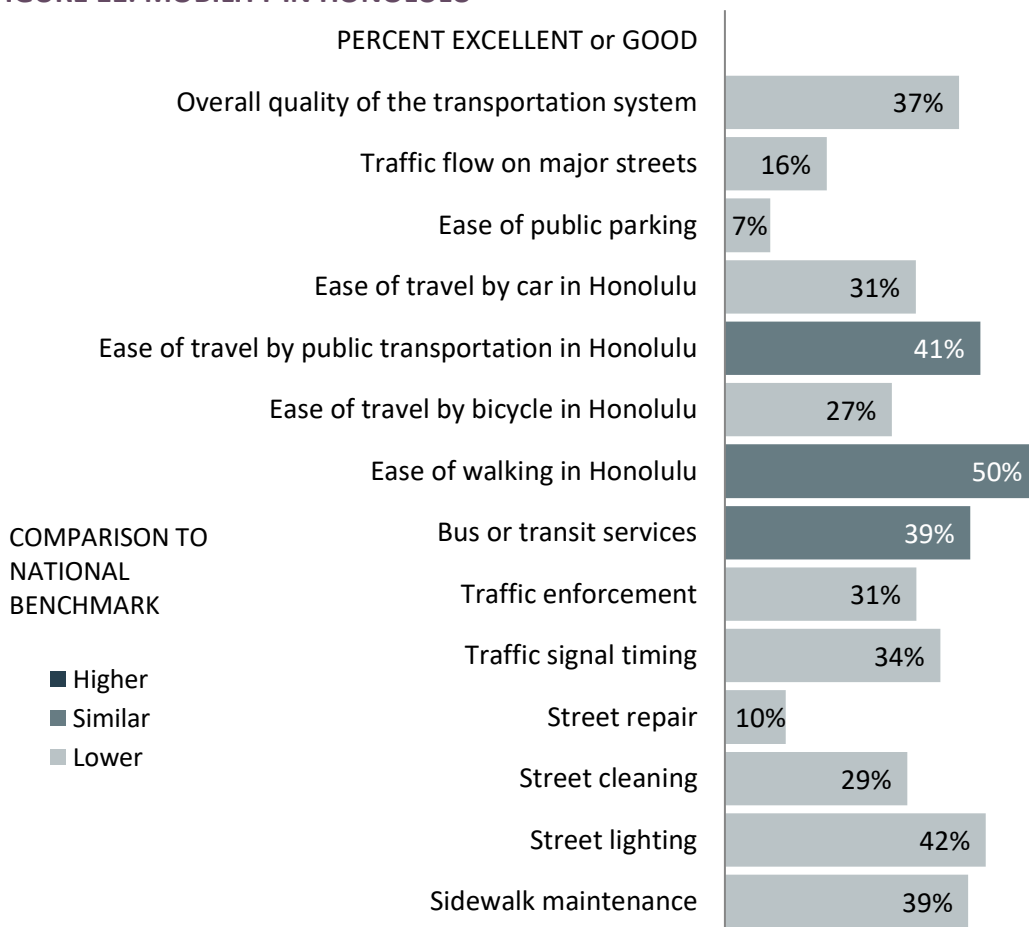


FIGURE 12: USE OF ALTERNATIVE TRANSPORTATION MODES

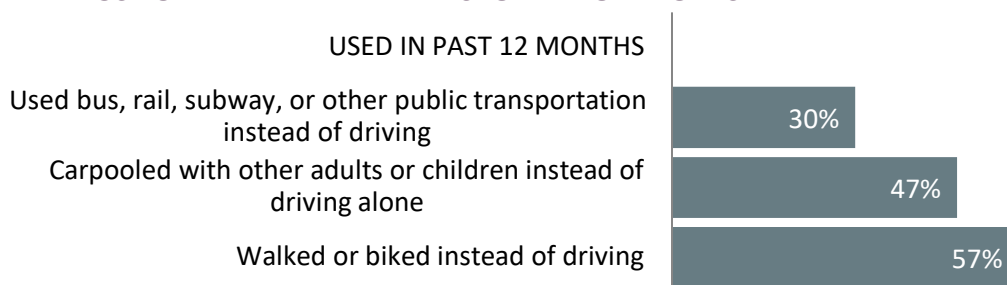


FIGURE 13: MOBILITY IN HONOLULU - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall quality of the transportation system in Honolulu	↓↓	↔	37%
Traffic flow on major streets	↓↓	↔	16%
Ease of travel by car in Honolulu	↓↓	↔	31%
Ease of travel by public transportation in Honolulu	↔	↑	41%
Ease of travel by bicycle in Honolulu	↓	↑	27%
Ease of walking in Honolulu	↔	↑	50%
Ease of public parking	↓↓	↔	7%
Bus or transit services	↔	↓	39%
Traffic enforcement	↓↓	↔	31%
Traffic signal timing	↓	↑	34%
Street repair	↓↓	↔	10%
Street cleaning	↓↓	↔	29%
Street lighting	↓	↔	42%
Sidewalk maintenance	↓	↑	39%

FIGURE 14: USE OF ALTERNATIVE TRANSPORTATION MODES - SUMMARY

Percent who did this in past 12 months	Comparison to benchmark	2019 to 2020	2020 rating
Used bus, rail, subway, or other public transportation instead of driving	↔	↔	30%
Carpooled with other adults or children instead of driving alone	↔	↔	47%
Walked or biked instead of driving	↔	↔	57%

Legend

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

Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

OVERALL DESIGN OR LAYOUT OF HONOLULU'S RESIDENTIAL AND COMMERCIAL AREAS

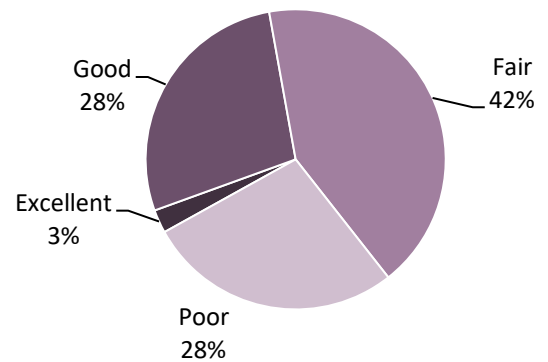


FIGURE 15: COMMUNITY DESIGN

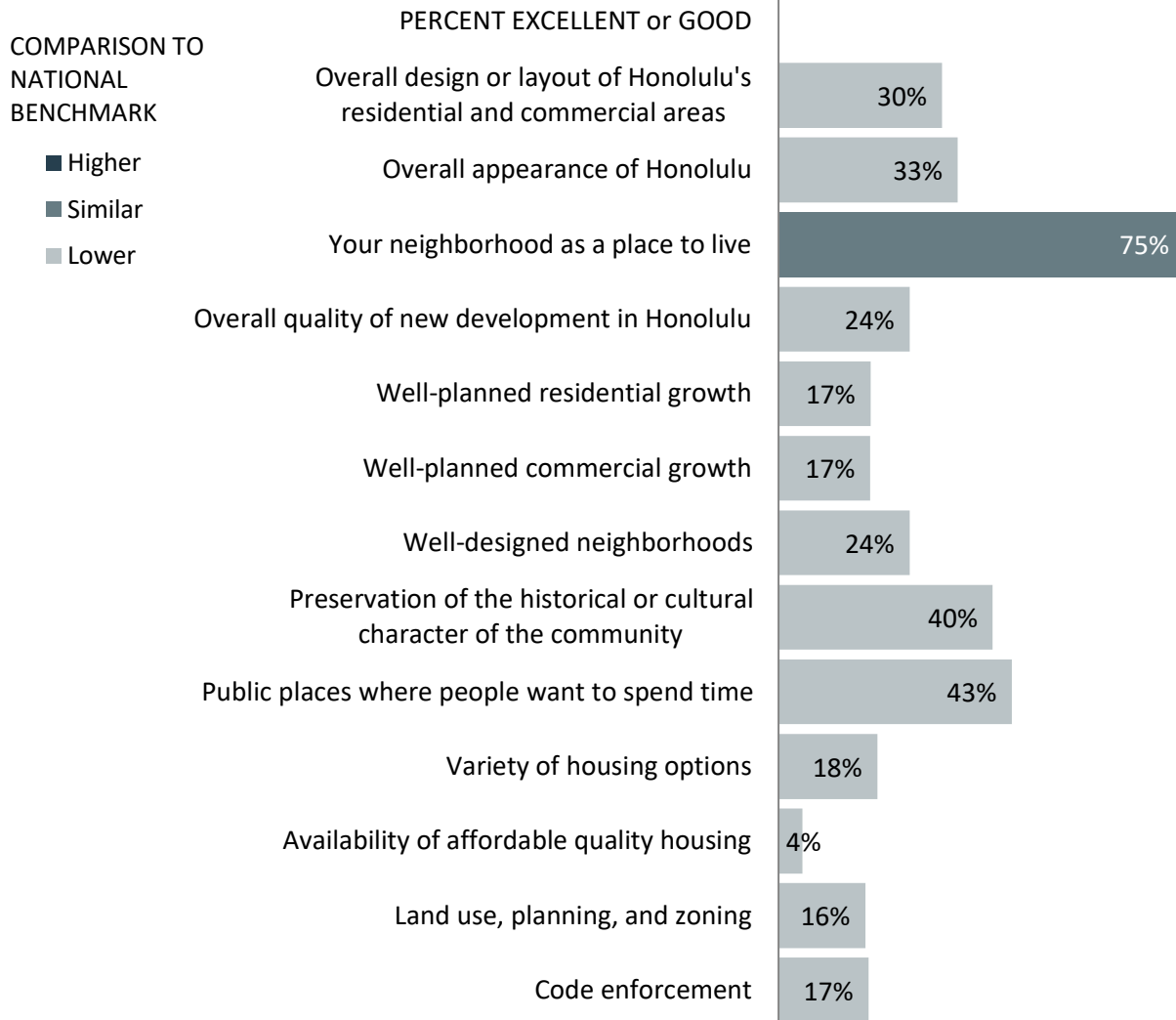


FIGURE 16: COMMUNITY DESIGN - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall design or layout of Honolulu's residential and commercial areas	↓↓	↔	30%
Overall appearance of Honolulu	↓↓	↔	33%
Your neighborhood as a place to live	↔	↔	75%
Overall quality of new development in Honolulu	↓	↓	24%
Well-planned residential growth	↓↓	*	17%
Well-planned commercial growth	↓↓	*	17%
Well-designed neighborhoods	↓↓	*	24%
Preservation of the historical or cultural character of the community	↓	*	40%
Public places where people want to spend time	↓	↑	43%
Variety of housing options	↓↓	↑	18%
Availability of affordable quality housing	↓↓	↔	4%
Land use, planning, and zoning	↓↓	↔	16%
Code enforcement	↓↓	↔	17%

Legend

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

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

OVERALL QUALITY OF THE UTILITY INFRASTRUCTURE IN HONOLULU

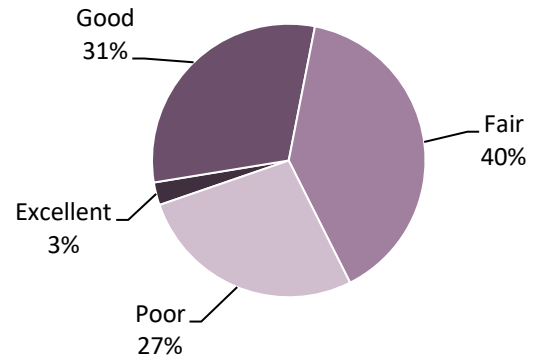


FIGURE 17: UTILITES

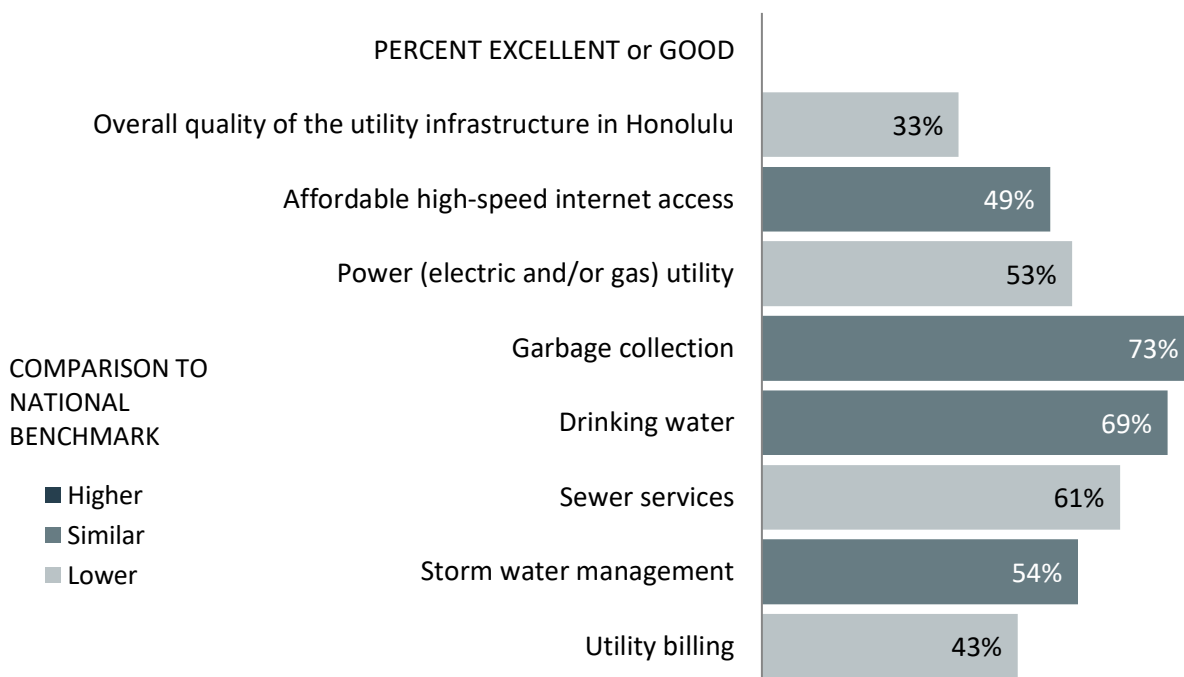


FIGURE 18: UTILITES - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall quality of the utility infrastructure in Honolulu	↓↓	*	33%
Affordable high-speed internet access	↔	*	49%
Power (electric and/or gas) utility	↓	↔	53%
Garbage collection	↔	↑	73%
Drinking water	↔	↔	69%
Sewer services	↓	↔	61%
Storm water management	↔	↑	54%
Utility billing	↓	↔	43%

Legend

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

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Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust Safety-related services is essential to residents' quality of life.

OVERALL FEELING OF SAFETY IN HONOLULU

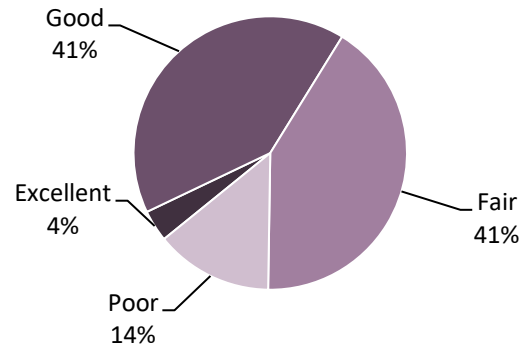


FIGURE 19: SAFETY IN HONOLULU

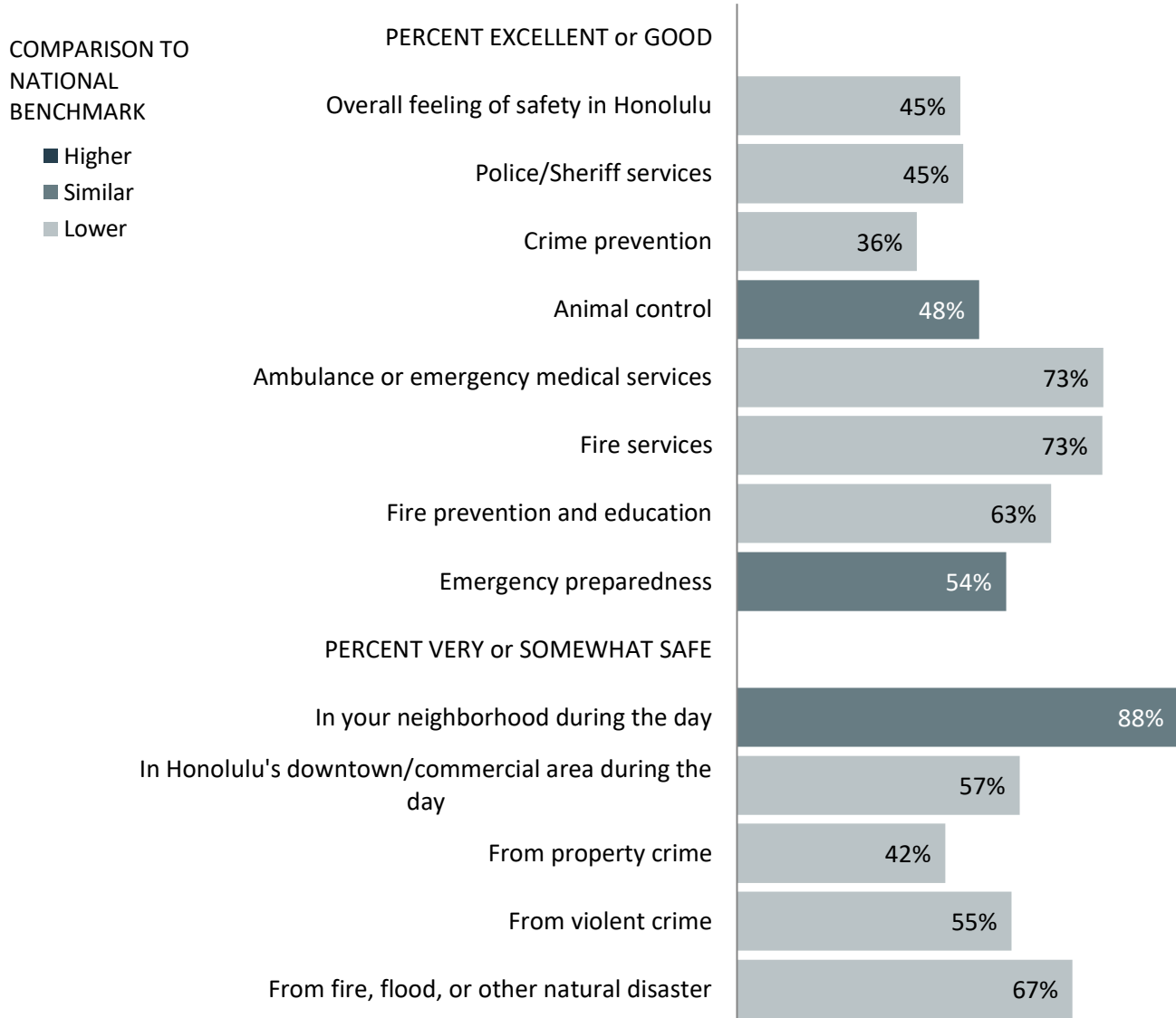


FIGURE 20: SAFETY-RELATED SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall feeling of safety in Honolulu	↓↓	↔	45%
Police/Sheriff services	↓↓	↔	45%
Crime prevention	↓↓	↑	36%
Animal control	↔	↑	48%
Ambulance or emergency medical services	↓	↔	73%
Fire services	↓	↓	73%
Fire prevention and education	↓	↔	63%
Emergency preparedness	↔	↑	54%

FIGURE 21: FEELINGS OF SAFETY- SUMMARY

Percent who feel very or somewhat safe	Comparison to benchmark	2019 to 2020	2020 rating
In your neighborhood during the day	↔	↔	88%
In Honolulu's downtown/commercial area during the day	↓↓	↔	57%
From property crime	↓↓	*	42%
From violent crime	↓↓	*	55%
From fire, flood, or other natural disaster	↓	*	67%

Legend

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

Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

OVERALL QUALITY OF NATURAL ENVIRONMENT IN HONOLULU

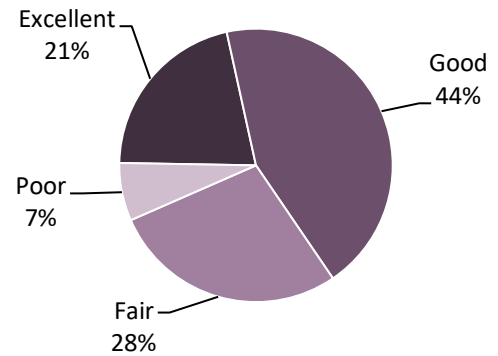


FIGURE 22: NATURAL ENVIRONMENT

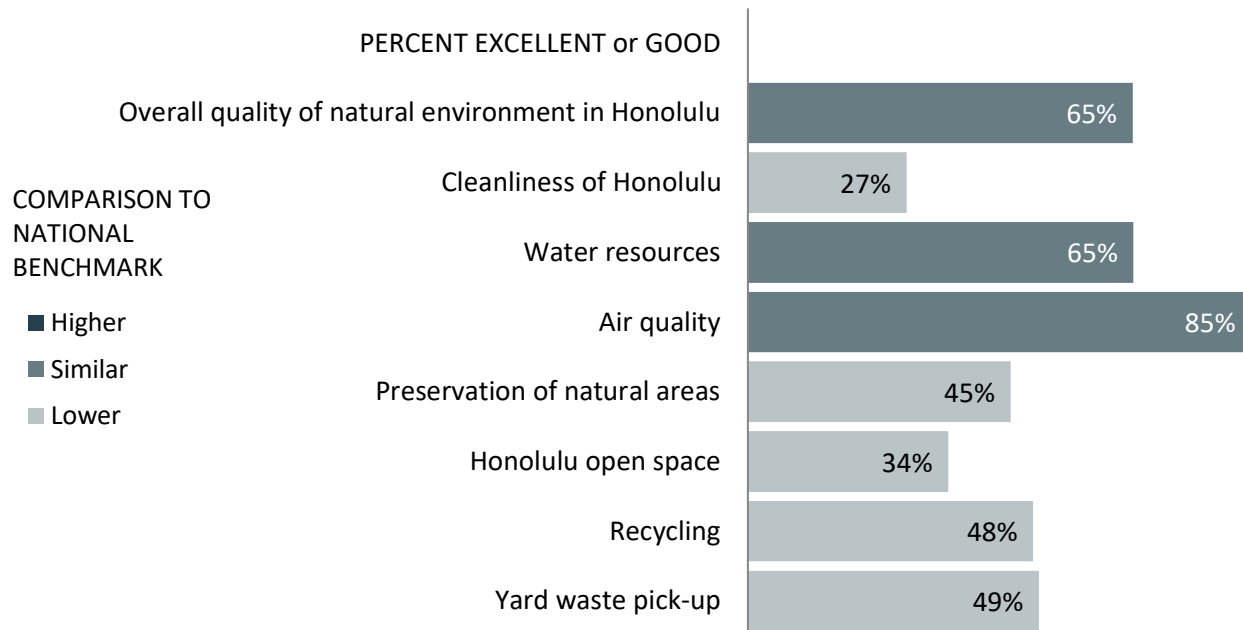


FIGURE 23: NATURAL ENVIRONMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall quality of natural environment in Honolulu	↔	↑	65%
Cleanliness of Honolulu	↓↓	↔	27%
Water resources	↔	*	65%
Air quality	↔	↑	85%
Preservation of natural areas	↓	↑	45%
Honolulu open space	↓	↑	34%
Recycling	↓↓	↔	48%
Yard waste pick-up	↓	↔	49%

Legend

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

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Parks and Recreation

*"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
- National Recreation and Park Association*

OVERALL QUALITY OF PARKS AND RECREATION OPPORTUNITIES IN HONOLULU

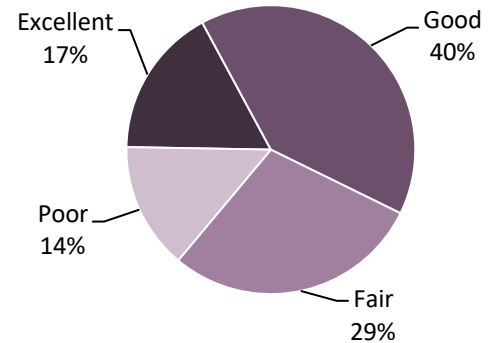


FIGURE 24: PARKS AND RECREATION



FIGURE 25: PARKS AND RECREATION - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall quality of parks and recreation opportunities	↓	*	57%
Availability of paths and walking trails	↔	↑	61%
City and County parks	↓↓	↑	48%
Recreational opportunities	↔	↑	66%
Recreation programs or classes	↓	↔	42%
Recreation centers or facilities	↓	↑	45%
Fitness opportunities	↔	↑	63%

Legend

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

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Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

HEALTH AND WELLNESS OPPORTUNITIES IN HONOLULU

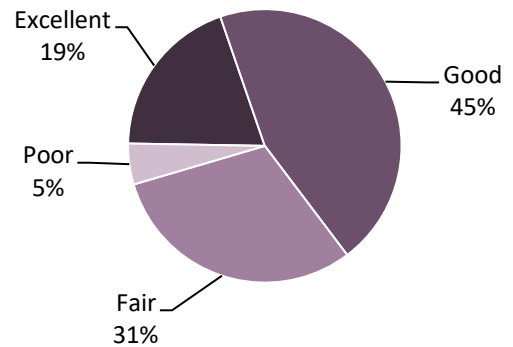


FIGURE 26: HEALTH AND WELLNESS

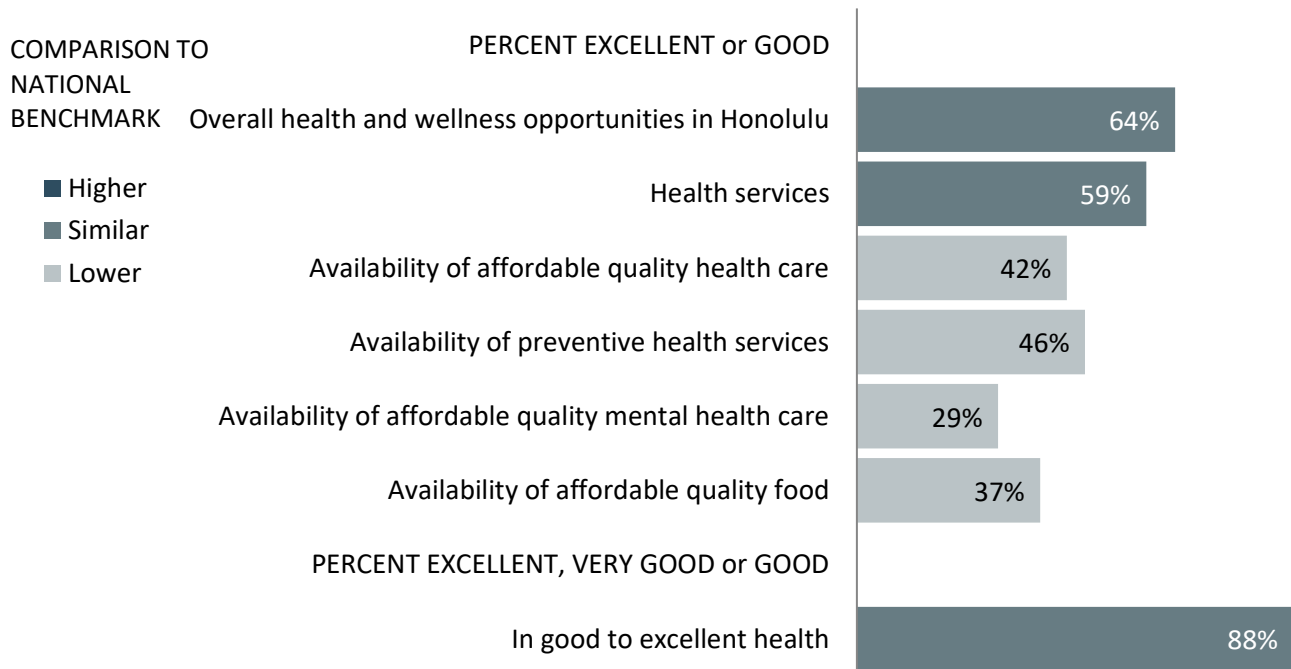


FIGURE 27: HEALTH AND WELLNESS - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall health and wellness opportunities in Honolulu	↔	↑	64%
Health services	↔	↑	59%
Availability of affordable quality health care	↓	↑	42%
Availability of preventive health services	↓	↑	46%
Availability of affordable quality mental health care	↓	↑	29%
Availability of affordable quality food	↓	↔	37%

FIGURE 28: PERSONAL HEALTH - SUMMARY

	Comparison to benchmark	2019 to 2020	2020 rating
In good to excellent health	↔	↔	88%

Legend

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

Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

OVERALL OPPORTUNITIES FOR EDUCATION, CULTURE, AND THE ARTS IN HONOLULU

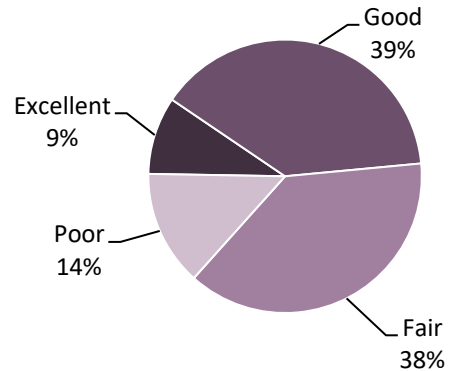


FIGURE 29: EDUCATION, ARTS AND CULTURE

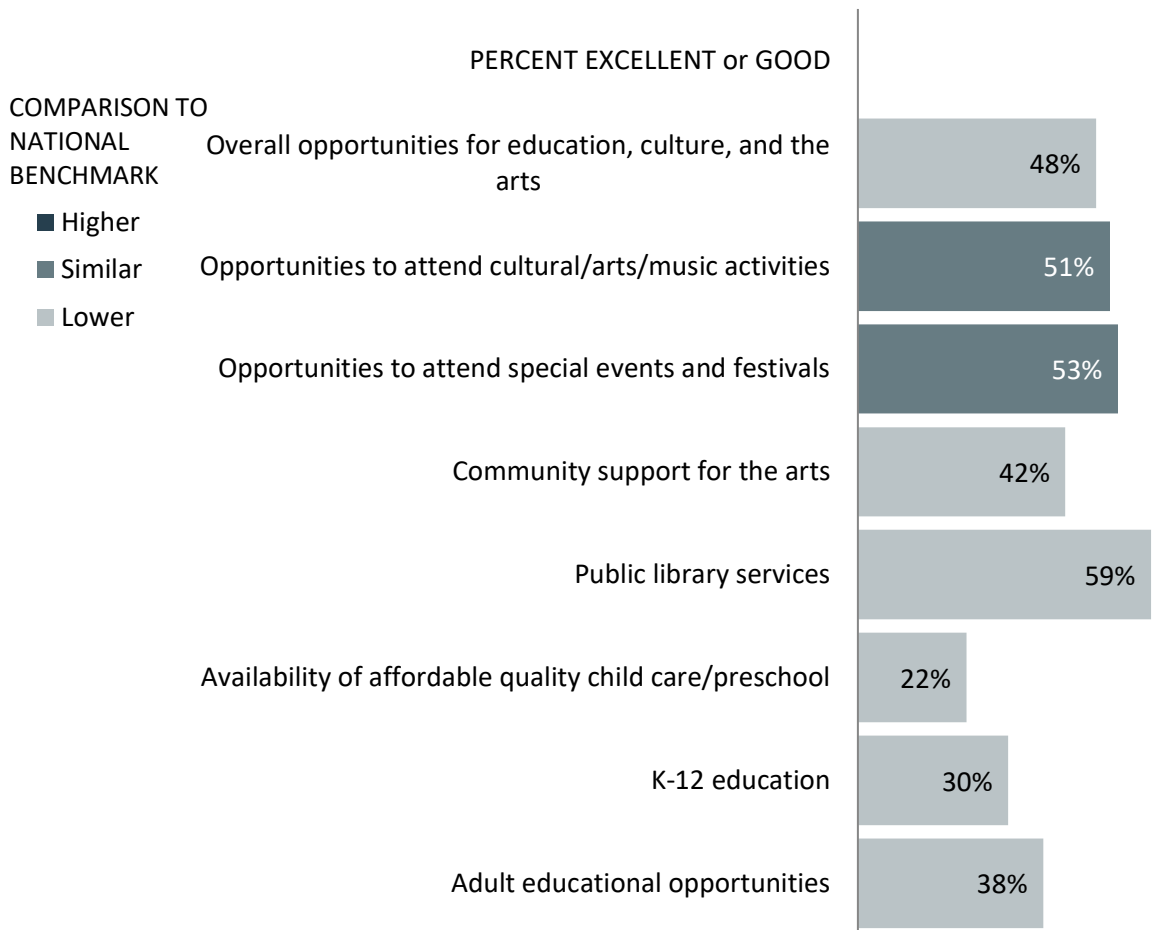


FIGURE 30: EDUCATION, ARTS AND CULTURE - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Overall opportunities for education, culture, and the arts	↓	↑	48%
Opportunities to attend cultural/arts/music activities	↔	↔	51%
Opportunities to attend special events and festivals	↔	↑	53%
Community support for the arts	↓	*	42%
Public library services	↓	*	59%
Availability of affordable quality child care/preschool	↓↓	↔	22%
K-12 education	↓↓	*	30%
Adult educational opportunities	↓	*	38%

Legend

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

Inclusivity and Engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

RESIDENTS' CONNECTION AND ENGAGEMENT WITH THEIR COMMUNITY

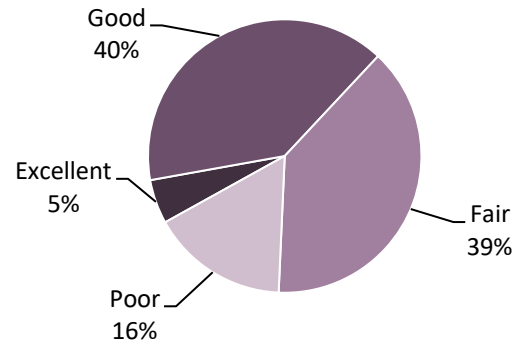


FIGURE 31: INCLUSIVITY AND ENGAGEMENT

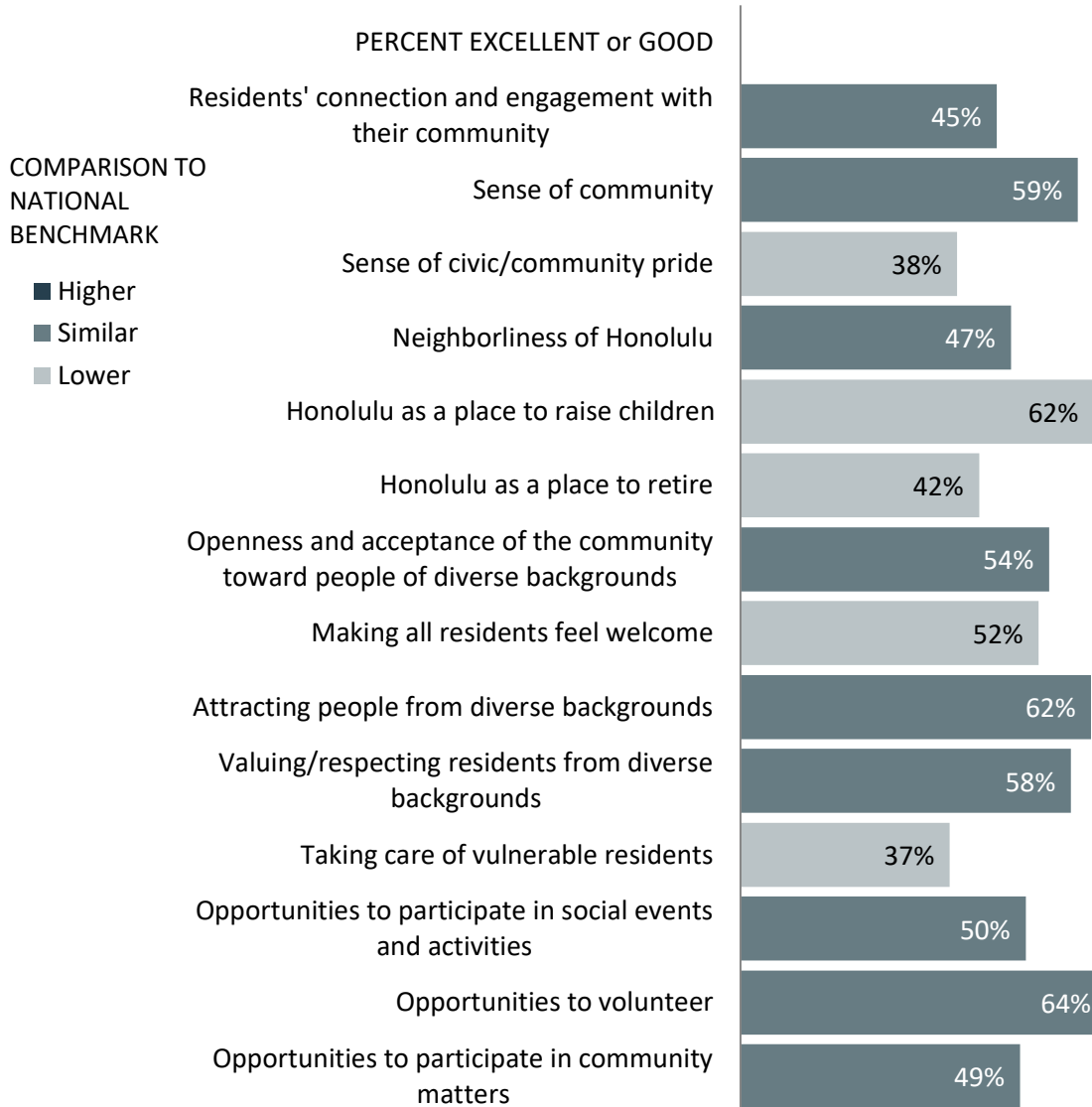


FIGURE 32: INCLUSIVITY AND ENGAGEMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	2019 to 2020	2020 rating
Residents' connection and engagement with their community	↔	*	45%
Sense of community	↔	↑	59%
Sense of civic/community pride	↓	*	38%
Neighborliness of Honolulu	↔	↔	47%
Honolulu as a place to raise children	↓	↑	62%
Honolulu as a place to retire	↓	↔	42%
Openness and acceptance of the community toward people of diverse backgrounds	↔	↔	54%
Making all residents feel welcome	↓	*	52%
Attracting people from diverse backgrounds	↔	*	62%
Valuing/respecting residents from diverse backgrounds	↔	*	58%
Taking care of vulnerable residents	↓	*	37%
Opportunities to participate in social events and activities	↔	↔	50%
Opportunities to volunteer	↔	↔	64%
Opportunities to participate in community matters	↔	↔	49%

Legend

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

FIGURE 33: RESIDENTS' PARTICIPATION LEVELS

COMPARISON TO NATIONAL BENCHMARK

- Higher
- Similar
- Lower

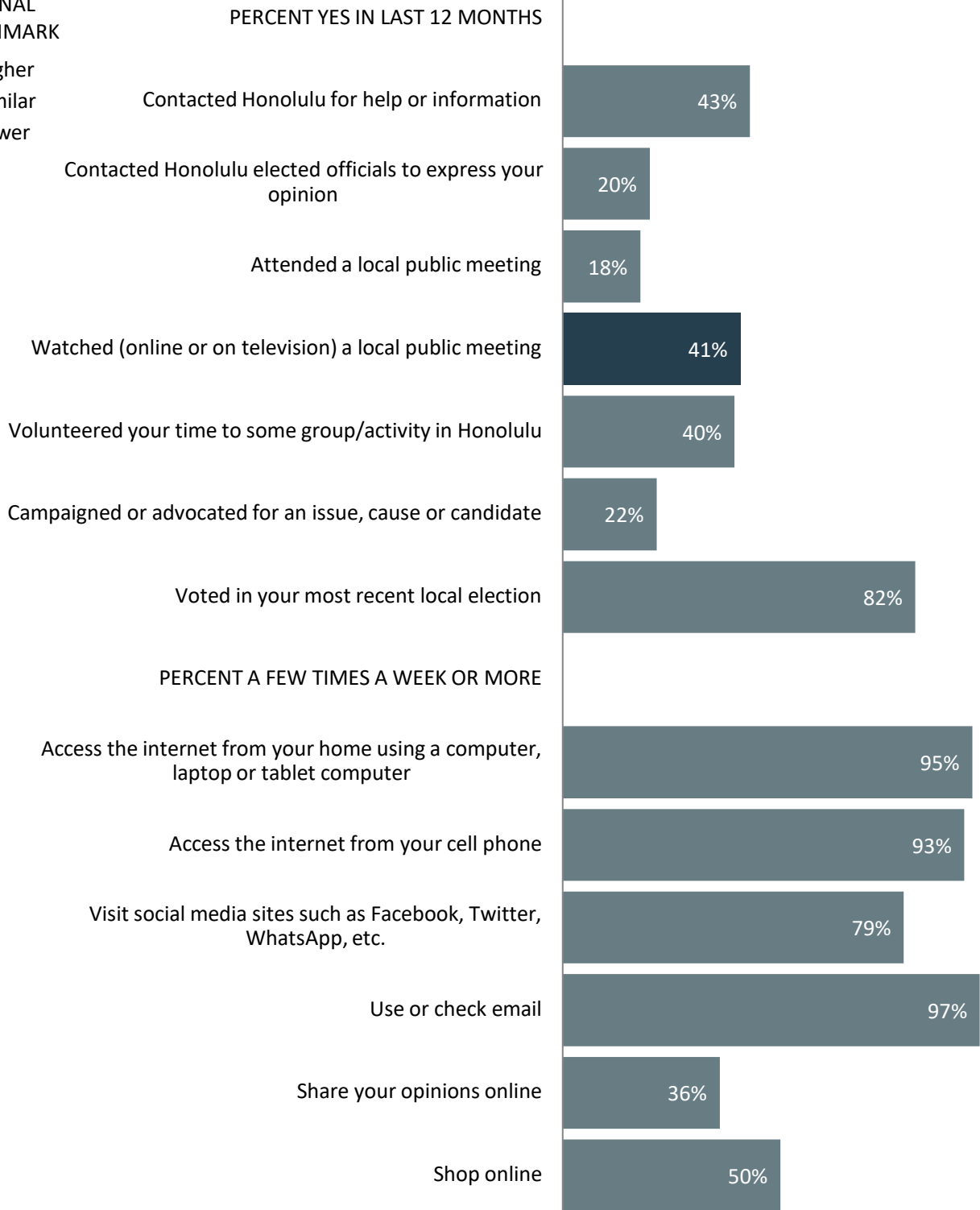


FIGURE 34: RESIDENTS’ PARTICIPATION IN LAST 12 MONTHS- SUMMARY

Percent who had done each in last 12 months	Comparison to benchmark	2019 to 2020	2020 rating
Contacted Honolulu for help or information	↔	↔	43%
Contacted Honolulu elected officials to express your opinion	↔	↔	20%
Attended a local public meeting	↔	↔	18%
Watched (online or on television) a local public meeting	↑	↑	41%
Volunteered your time to some group/activity in Honolulu	↔	↔	40%
Campaigned or advocated for an issue, cause or candidate	↔	↔	22%
Voted in your most recent local election	↔	↑	82%

FIGURE 35: RESIDENTS’ GENERAL USE OF TECHNOLOGY- SUMMARY

Percent who report doing each at least a few times a week	Comparison to benchmark	2019 to 2020	2020 rating
Access the internet from your home using a computer, laptop or tablet computer	↔	*	95%
Access the internet from your cell phone	↔	*	93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	↔	*	79%
Use or check email	↔	*	97%
Share your opinions online	↔	*	36%
Shop online	↔	*	50%

Legend

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

Special Topics

FIGURE 36: FUNDING PRIORITIES

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

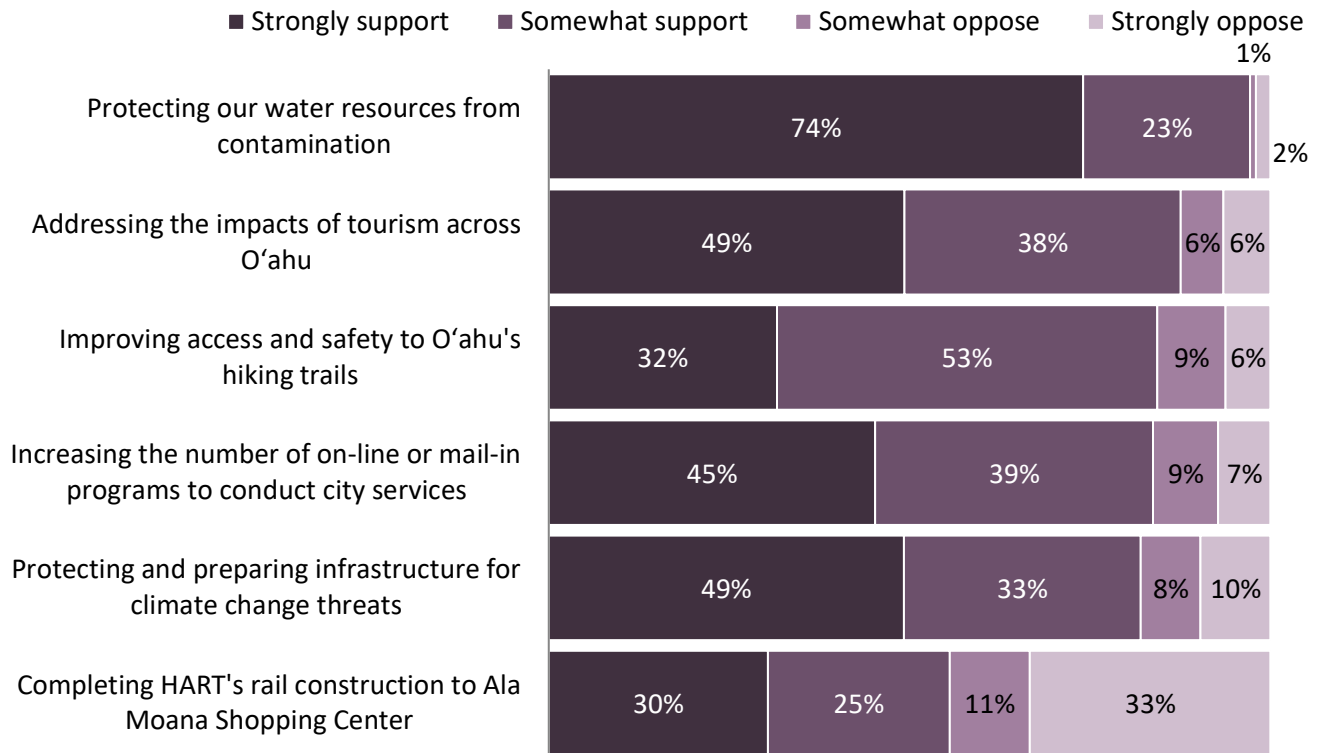
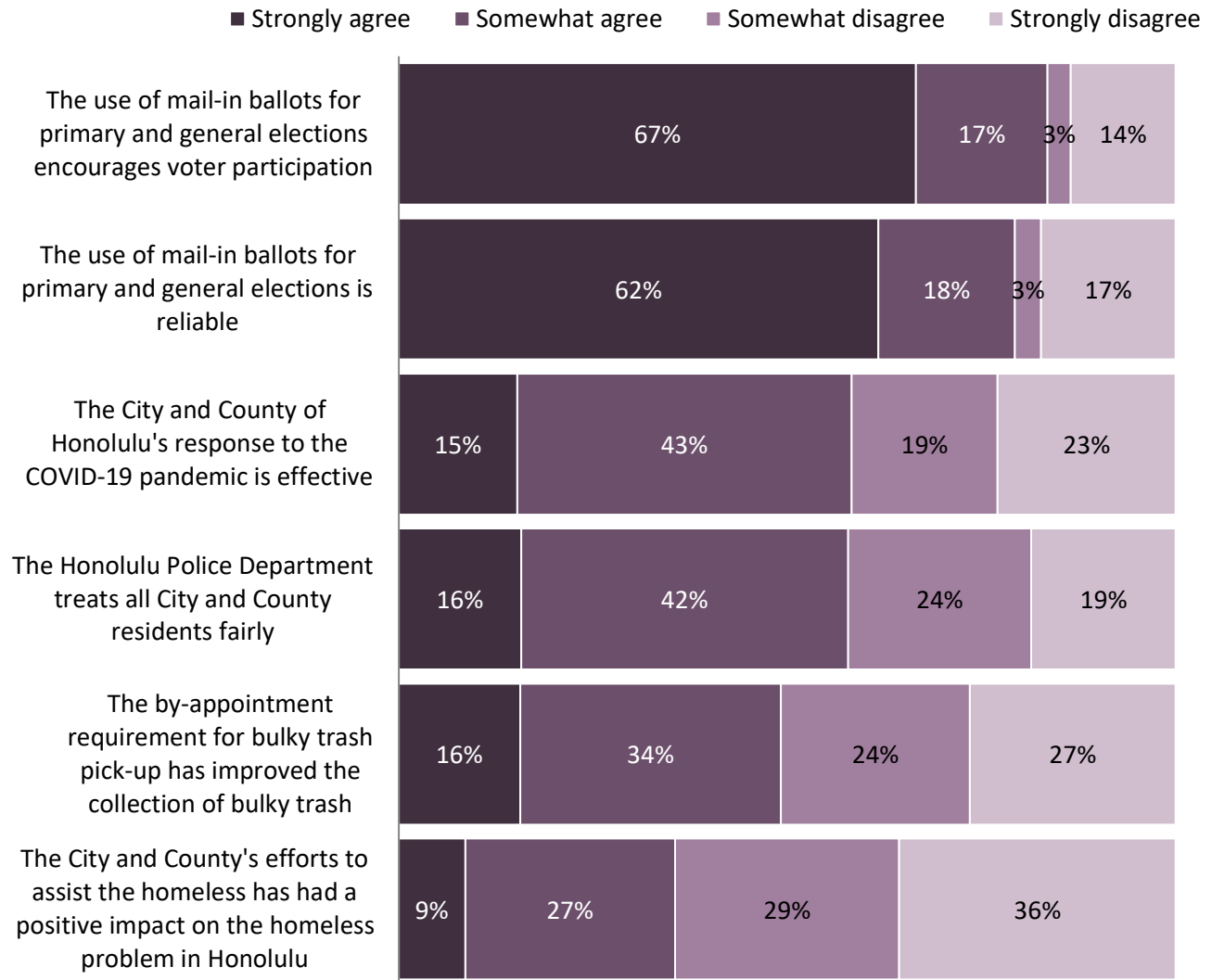


FIGURE 37: RESIDENT LEVELS OF AGREEMENT

Please indicate how much you agree or disagree with each of the following:



2. Trends Over Time

THE NCS™

The National Community Survey™

Honolulu, HI

Trends Over Time

2020



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About Trends Over Time

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 considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

This report discusses trends over time, comparing the 2020 ratings for the City and County of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, and 2019. Additional reports and technical appendices are available under separate cover.



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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.

Understanding the Tables

Trend data for Honolulu represent important comparison data and should be examined for improvements or declines¹. 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 2019 and 2020 surveys, otherwise the comparisons between 2019 and 2020 are noted as being "similar." Additionally, the benchmark comparisons for the current survey results are presented for reference.

Overall, ratings in Honolulu for 2020 generally remained stable. Of the 115 items for which comparisons were available, 68 items were rated similarly in 2019 and 2020, six items showed a decrease in ratings and 41 showed an increase in ratings. Notable trends over time included the following:

- Not only did the quality of life in Honolulu increase in 2020 compared to 2019, but Honolulu as a place to raise children and the sense of community in Honolulu also increased in 2020.
- Five aspects of local governance and leadership increased in 2020 compared to 2019 including the overall customer service by Honolulu employees and treating all residents fairly among others.
- The ease of travel by public transportation in Honolulu increased in 2020 compared to 2019, but the quality of bus or transit services decreased in 2020.
- Ratings for Honolulu as a place to visit and as a place to work increased in 2020 compared to 2019 and the overall quality of business and service establishments in Honolulu was among the largest increases from 2019 to 2020 (33% excellent or good in 2019 to 58% in 2020).
- While the overall quality of new development in Honolulu decreased in 2020 compared to 2019, the variety of housing options and public places where people want to spend time increased in 2020.

¹ In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

The National Community Survey™ - Trends Over Time

Table 1: Quality of Life

Quality of Life Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good, very/somewhat likely)	NA	65%	66%	65%	59%	62%	49%	58%	53%	49%	44%	45%	Similar	Lower
Overall image or reputation of Honolulu	77%	75%	70%	74%	71%	68%	62%	64%	64%	59%	54%	64%	Higher	Lower
The overall quality of life in Honolulu	77%	84%	80%	81%	76%	77%	67%	73%	63%	68%	65%	69%	Similar	Lower
Honolulu as a place to live	NA	81%	73%	77%	68%	66%	58%	64%	62%	52%	55%	53%	Similar	Much lower
Recommend living in Honolulu to someone who asks	NA	88%	80%	85%	77%	81%	78%	79%	78%	77%	74%	75%	Similar	Similar
Remain in Honolulu for the next five years	NA													

Table 2: Governance

Governance Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)														
Overall confidence in the City and County of Honolulu government	NA	NA	NA	NA	23%	30%	22%	29%	24%	25%	17%	18%	Similar	Much lower
The overall direction that Honolulu is taking	76%	29%	32%	30%	25%	35%	21%	26%	26%	23%	14%	19%	Similar	Much lower
The value of services for the taxes paid to the City and County of Honolulu	68%	33%	35%	33%	24%	29%	17%	25%	22%	26%	16%	26%	Higher	Lower
Generally acting in the best interest of the community	NA	NA	NA	NA	25%	29%	23%	34%	25%	28%	17%	26%	Higher	Much lower
Being honest	NA	NA	NA	NA	24%	30%	21%	23%	22%	25%	19%	21%	Similar	Much lower
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	19%	NA	Much lower
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	27%	NA	Lower
The job the City and County of Honolulu government does at welcoming resident involvement	81%	33%	37%	35%	30%	31%	24%	32%	25%	25%	20%	26%	Similar	Lower
Treating all residents fairly	NA	NA	NA	NA	22%	34%	23%	29%	25%	27%	21%	29%	Higher	Lower
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	34%	NA	Much lower
Overall customer service by the City and County of Honolulu employees	67%	65%	60%	63%	37%	43%	35%	42%	39%	40%	31%	49%	Higher	Lower
Public information services	62%	41%	47%	42%	40%	48%	36%	42%	37%	44%	36%	45%	Higher	Lower
Quality of services provided by the City and County of Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	40%	39%	30%	33%	Similar	Much lower
Quality of services provided by the Federal Government	NA	48%	48%	54%	36%	47%	38%	45%	37%	40%	30%	37%	Similar	Similar

The National Community Survey™ - Trends Over Time

Table 3: Economy

Economy Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good, very/somewhat positive)														
Overall economic health of Honolulu	NA	NA	NA	NA	32%	33%	30%	33%	27%	37%	20%	18%	Similar	Much lower
Economic development	49%	24%	27%	30%	22%	34%	24%	25%	26%	30%	19%	23%	Similar	Much lower
Overall quality of business and service establishments in Honolulu	NA	43%	51%	57%	42%	45%	33%	43%	40%	37%	33%	58%	Higher	Similar
Variety of business and service establishments in Honolulu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	54%	NA	Similar
Vibrancy of downtown/commercial area	NA	NA	NA	NA	32%	34%	32%	39%	26%	31%	29%	35%	Similar	Lower
Shopping opportunities	NA	70%	72%	74%	64%	73%	67%	74%	72%	69%	66%	63%	Similar	Similar
Honolulu as a place to visit	NA	NA	NA	NA	84%	85%	81%	85%	80%	75%	78%	87%	Higher	Higher
Honolulu as a place to work	NA	53%	53%	57%	51%	49%	39%	46%	49%	46%	41%	48%	Higher	Lower
Employment opportunities	NA	22%	26%	34%	24%	28%	22%	32%	34%	33%	23%	22%	Similar	Lower
Cost of living in Honolulu	NA	NA	NA	NA	6%	7%	3%	8%	5%	3%	3%	3%	Similar	Much lower
Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	24%	17%	19%	21%	23%	14%	Lower	Lower

Table 4: Mobility

Mobility Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good, yes in the last 12 months)														
Overall quality of the transportation system in Honolulu	NA	NA	NA	NA	42%	44%	38%	40%	40%	47%	40%	37%	Similar	Much lower
Traffic flow on major streets	13%	10%	12%	11%	10%	13%	8%	12%	12%	12%	13%	16%	Similar	Much lower
Ease of travel by car in Honolulu	NA	25%	23%	20%	15%	18%	17%	17%	18%	21%	24%	31%	Similar	Much lower
Ease of travel by public transportation in Honolulu	NA	NA	NA	NA	42%	38%	33%	32%	33%	33%	28%	41%	Higher	Similar
Ease of travel by bicycle in Honolulu	NA	22%	21%	21%	18%	20%	20%	28%	24%	28%	16%	27%	Higher	Lower
Ease of walking in Honolulu	NA	47%	51%	52%	45%	52%	39%	50%	47%	46%	37%	50%	Higher	Similar
Ease of public parking	NA	NA	NA	NA	7%	11%	9%	12%	9%	8%	11%	7%	Similar	Much lower
Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	62%	58%	39%	Lower	Similar
Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	33%	31%	26%	31%	Similar	Much lower
Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	27%	22%	34%	Higher	Lower
Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	12%	9%	10%	Similar	Much lower
Street cleaning	NA	27%	30%	27%	20%	29%	22%	24%	19%	23%	23%	29%	Similar	Much lower
Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	32%	37%	42%	Similar	Lower
Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	19%	20%	39%	Higher	Lower
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	42%	42%	39%	40%	39%	35%	28%	30%	Similar	Similar
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	52%	52%	52%	51%	49%	54%	52%	47%	Similar	Similar
Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	62%	61%	58%	61%	60%	57%	Similar	Similar

Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit." Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

The National Community Survey™ - Trends Over Time

Table 5: Community Design

Community Design Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)	NA	NA	NA	NA	34%	37%	27%	32%	29%	31%	27%	30%	Similar	Much lower
Overall design or layout of Honolulu's residential and commercial areas	NA	52%	53%	54%	50%	46%	42%	47%	36%	36%	33%	33%	Similar	Much lower
Overall appearance of Honolulu	82%	78%	70%	76%	74%	80%	71%	75%	72%	71%	73%	75%	Similar	Similar
Your neighborhood as a place to live														
Overall quality of new development in Honolulu	NA	39%	39%	40%	29%	37%	38%	40%	35%	34%	33%	24%	Lower	Lower
Well-planned residential growth	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	17%	NA	Much lower
Well-planned commercial growth	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	17%	NA	Much lower
Well-designed neighborhoods	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	24%	NA	Much lower
Preservation of the historical or cultural character of the community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	40%	NA	Lower
Public places where people want to spend time	NA	NA	NA	NA	44%	48%	35%	40%	34%	33%	33%	43%	Higher	Lower
Variety of housing options	NA	24%	25%	24%	19%	20%	13%	15%	11%	14%	10%	18%	Higher	Much lower
Availability of affordable quality housing	NA	6%	9%	9%	9%	8%	9%	8%	5%	8%	5%	4%	Similar	Much lower
Land use, planning, and zoning	36%	21%	29%	24%	16%	16%	19%	20%	19%	15%	19%	16%	Similar	Much lower
Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	19%	13%	13%	17%	Similar	Much lower

Table 6: Utilities

Utilities Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	33%	NA	Much lower
Overall quality of the utility infrastructure in Honolulu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	49%	NA	Similar
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	53%	Similar	Lower
Power (electric and/or gas) utility	83%	73%	76%	73%	72%	72%	72%	70%	68%	69%	66%	73%	Higher	Similar
Garbage collection	84%	75%	74%	72%	74%	75%	67%	74%	69%	75%	68%	69%	Similar	Similar
Drinking water	48%	57%	59%	59%	57%	58%	50%	54%	56%	57%	54%	61%	Similar	Lower
Sewer services	46%	51%	50%	47%	45%	53%	36%	46%	40%	39%	36%	54%	Higher	Similar
Storm water management	NA	NA	NA	NA	37%	39%	36%	39%	45%	46%	38%	43%	Similar	Lower
Utility billing	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

The National Community Survey™ - Trends Over Time

Table 7: Safety

Safety Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good, very/somewhat safe)														
Overall feeling of safety in Honolulu	NA	NA	NA	NA	64%	66%	63%	61%	60%	52%	46%	45%	Similar	Much lower
Police/Sheriff services	74%	64%	63%	64%	53%	52%	56%	51%	58%	58%	51%	45%	Similar	Much lower
Crime prevention	50%	44%	42%	42%	37%	42%	35%	34%	34%	39%	27%	36%	Higher	Much lower
Animal control	NA	40%	37%	39%	28%	33%	28%	28%	30%	31%	25%	48%	Higher	Similar
Ambulance or emergency medical services	84%	90%	86%	86%	85%	85%	77%	81%	80%	88%	80%	73%	Similar	Lower
Fire services	92%	91%	89%	89%	85%	86%	85%	84%	84%	88%	82%	73%	Lower	Lower
Fire prevention and education	74%	67%	70%	72%	68%	66%	59%	60%	51%	63%	60%	63%	Similar	Lower
Emergency preparedness	NA	57%	67%	60%	58%	73%	64%	64%	48%	51%	43%	54%	Higher	Similar
In your neighborhood during the day	NA	89%	87%	92%	93%	88%	85%	93%	89%	87%	83%	88%	Similar	Similar
In Honolulu's downtown/commercial area during the day	NA	71%	66%	68%	71%	66%	65%	67%	60%	59%	53%	57%	Similar	Much lower
From property crime	NA	33%	35%	35%	NA	NA	NA	NA	NA	NA	NA	42%	NA	Much lower
From violent crime	NA	55%	52%	55%	NA	NA	NA	NA	NA	NA	NA	55%	NA	Much lower
From fire, flood, or other natural disaster	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	NA	Lower

Table 8: Natural Environment

Natural Environment Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)														
Overall quality of natural environment in Honolulu	NA	67%	67%	71%	65%	67%	64%	62%	64%	62%	54%	65%	Higher	Similar
Cleanliness of Honolulu	NA	40%	41%	40%	43%	33%	36%	34%	31%	33%	24%	27%	Similar	Much lower
Water resources	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	65%	NA	Similar
Air quality	NA	75%	70%	72%	69%	68%	69%	66%	67%	70%	65%	85%	Higher	Similar
Preservation of natural areas	NA	39%	49%	39%	31%	48%	30%	42%	35%	34%	32%	45%	Higher	Lower
Honolulu open space	NA	NA	NA	NA	26%	38%	25%	28%	24%	32%	23%	34%	Higher	Lower
Recycling	NA	70%	63%	63%	63%	66%	58%	54%	54%	56%	45%	48%	Similar	Much lower
Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	66%	53%	49%	Similar	Lower

Table 9: Parks and Recreation

Parks and Recreation Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)														
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	57%	NA	Lower
Availability of paths and walking trails	NA	31%	37%	36%	37%	42%	33%	39%	36%	37%	32%	61%	Higher	Similar
City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	42%	42%	40%	48%	Higher	Much lower
Recreational opportunities	NA	71%	69%	73%	57%	60%	57%	58%	55%	57%	54%	66%	Higher	Similar
Recreation programs or classes	70%	54%	56%	56%	44%	52%	47%	47%	45%	44%	44%	42%	Similar	Lower
Recreation centers or facilities	NA	45%	52%	50%	40%	46%	40%	41%	39%	34%	35%	45%	Higher	Lower
Fitness opportunities	NA	NA	NA	NA	45%	53%	48%	53%	51%	51%	42%	63%	Higher	Similar

The National Community Survey™ - Trends Over Time

Table 10: Health and Wellness

Health and Wellness items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good, excellent/very good)														
Overall health and wellness opportunities in Honolulu	NA	NA	NA	NA	66%	68%	60%	60%	65%	62%	54%	64%	Higher	Similar
Health services	NA	NA	NA	NA	49%	55%	40%	41%	42%	45%	37%	59%	Higher	Similar
Availability of affordable quality health care	NA	33%	34%	37%	44%	49%	37%	35%	36%	43%	34%	42%	Higher	Lower
Availability of preventive health services	NA	40%	41%	47%	46%	53%	36%	40%	39%	43%	34%	46%	Higher	Lower
Availability of affordable quality mental health care	NA	NA	NA	NA	30%	34%	22%	25%	19%	32%	20%	29%	Higher	Lower
Availability of affordable quality food	NA	48%	40%	43%	40%	41%	31%	35%	37%	41%	34%	37%	Similar	Lower
In very good to excellent health	NA	NA	NA	NA	87%	89%	90%	93%	88%	90%	89%	88%	Similar	Similar

Table 11: Education, Arts, and Culture

Education, Arts, and Culture Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating positively (e.g., excellent/good)	NA	NA	NA	NA	44%	41%	40%	45%	41%	45%	36%	48%	Higher	Lower
Overall opportunities for education, culture, and the arts	NA	70%	71%	69%	51%	62%	46%	50%	48%	51%	53%	51%	Similar	Similar
Opportunities to attend special cultural/arts/music activities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	31%	53%	Higher	Similar
Opportunities to attend special events and festivals	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	42%	NA	Lower
Community support for the arts	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	59%	NA	Lower
Public library services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower
Availability of affordable quality child care/preschool	NA	14%	15%	14%	23%	24%	16%	19%	14%	16%	16%	22%	Similar	Much lower
K-12 education	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	NA	Much lower
Adult educational opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	38%	NA	Lower

Table 12: Inclusivity and Engagement

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	45%	NA	Similar
Sense of community	NA	54%	50%	61%	51%	52%	47%	46%	51%	51%	43%	59%	Higher	Similar
Sense of civic/community pride	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	38%	NA	Lower
Neighborliness of Honolulu	NA	NA	NA	NA	53%	52%	49%	48%	52%	48%	49%	47%	Similar	Similar
Honolulu as a place to raise children	71%	66%	60%	63%	63%	58%	58%	58%	59%	52%	53%	62%	Higher	Lower
Honolulu as a place to retire	68%	63%	53%	63%	52%	52%	46%	47%	39%	39%	39%	42%	Similar	Lower
Openness and acceptance of the community toward people of diverse backgrounds														
Making all residents feel welcome	NA	62%	63%	67%	57%	60%	55%	59%	64%	60%	56%	54%	Similar	Similar
Attracting people from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	52%	NA	Lower
Valuing/respecting residents from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	NA	Similar
Taking care of vulnerable residents	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	58%	NA	Similar
Opportunities to participate in social events and activities	NA	59%	60%	65%	50%	58%	51%	55%	51%	52%	50%	50%	Similar	Similar
Opportunities to volunteer	NA	73%	70%	75%	66%	66%	63%	64%	60%	63%	66%	64%	Similar	Similar
Opportunities to participate in community matters	NA	56%	58%	58%	56%	59%	50%	54%	53%	54%	52%	49%	Similar	Similar

Table 13: Participation

Participation Items	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent having done each in last 12 months, or having done each a few times a week or more	NA	47%	40%	44%	43%	37%	38%	37%	41%	41%	42%	43%	Similar	Similar
Contacted Honolulu for help or information	NA	NA	40%	44%	43%	37%	38%	37%	41%	41%	42%	43%	Similar	Similar
Contacted Honolulu elected officials to express your opinion	NA	NA	NA	NA	25%	21%	24%	22%	20%	27%	17%	20%	Similar	Similar
Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	16%	11%	21%	13%	18%	Similar	Similar
Watched (online or on television) a local public meeting	NA	59%	47%	56%	43%	44%	39%	38%	37%	45%	30%	41%	Higher	Higher
Volunteered your time to some group/activity in Honolulu	NA	48%	50%	53%	42%	47%	49%	47%	43%	53%	46%	40%	Similar	Similar
Campaigned or advocated for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	27%	26%	29%	22%	22%	Similar	Similar
Voted in your most recent local election	NA	65%	63%	69%	NA	NA	NA	NA	NA	NA	NA	82%	Higher	Similar
Access the internet from your home using a computer, laptop or tablet computer	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	95%	NA	Similar
Access the internet from your cell phone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	93%	NA	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	NA	Similar
Use or check email	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	97%	NA	Similar
Share your opinions online	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	36%	NA	Similar
Shop online	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	NA	Similar

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Table 14: Focus Areas

Focus Areas	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 rating compared to 2019	Comparison to benchmark
Percent rating each as "essential" or "very important"														
Overall economic health of Honolulu	NA	NA	NA	NA	NA	91%	88%	92%	91%	90%	NA	96%	Similar	Higher
Overall quality of the transportation system in Honolulu	NA	NA	NA	NA	NA	89%	88%	85%	84%	87%	NA	83%	Similar	Similar
Overall design or layout of Honolulu's residential and commercial areas	NA	NA	NA	NA	NA	80%	80%	78%	82%	83%	NA	74%	Lower	Similar
Overall quality of the utility infrastructure in Honolulu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	NA	Similar
Overall feeling of safety in Honolulu	NA	NA	NA	NA	NA	88%	90%	92%	94%	95%	NA	93%	Similar	Similar
Overall quality of natural environment in Honolulu	NA	NA	NA	NA	NA	88%	86%	88%	85%	85%	NA	85%	Similar	Similar
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	NA	Similar
Overall health and wellness opportunities in Honolulu	NA	NA	NA	NA	NA	81%	81%	79%	86%	81%	NA	81%	Similar	Higher
Overall opportunities for education, culture, and the arts	NA	NA	NA	NA	NA	88%	87%	85%	87%	83%	NA	77%	Similar	Similar
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	73%	74%	71%	74%	78%	NA	66%	Lower	Lower

Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit." Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

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3. Technical Appendices

THE NCS™

The National Community Survey™

Honolulu, HI

Technical Appendices
2020



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Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Honolulu.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Honolulu as a place to live	19%	N=85	50%	N=225	20%	N=88	12%	N=54	100%	N=452
Your neighborhood as a place to live	31%	N=138	44%	N=199	19%	N=84	6%	N=28	100%	N=449
Honolulu as a place to raise children	15%	N=64	47%	N=203	26%	N=113	12%	N=50	100%	N=430
Honolulu as a place to work	7%	N=33	41%	N=179	36%	N=157	16%	N=70	100%	N=438
Honolulu as a place to visit	42%	N=187	45%	N=200	11%	N=49	2%	N=10	100%	N=446
Honolulu as a place to retire	10%	N=43	32%	N=136	28%	N=118	30%	N=130	100%	N=427
The overall quality of life in Honolulu	13%	N=58	51%	N=229	24%	N=107	13%	N=57	100%	N=451
Sense of community	16%	N=72	43%	N=193	28%	N=125	13%	N=57	100%	N=447

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Honolulu.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Honolulu as a place to live	19%	N=85	50%	N=225	19%	N=88	12%	N=54	1%	N=2	100%	N=454
Your neighborhood as a place to live	31%	N=138	44%	N=199	19%	N=84	6%	N=28	0%	N=1	100%	N=450
Honolulu as a place to raise children	14%	N=64	45%	N=203	25%	N=113	11%	N=50	4%	N=18	100%	N=448
Honolulu as a place to work	7%	N=33	40%	N=179	35%	N=157	16%	N=70	2%	N=9	100%	N=447
Honolulu as a place to visit	41%	N=187	44%	N=200	11%	N=49	2%	N=10	2%	N=7	100%	N=453
Honolulu as a place to retire	10%	N=43	30%	N=136	26%	N=118	29%	N=130	5%	N=24	100%	N=452
The overall quality of life in Honolulu	13%	N=58	51%	N=229	24%	N=107	13%	N=57	0%	N=0	100%	N=451
Sense of community	16%	N=72	43%	N=193	28%	N=125	13%	N=57	1%	N=4	100%	N=451

Table 3: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Honolulu	2%	N=8	16%	N=70	38%	N=170	44%	N=195	100%	N=443
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	7%	N=32	31%	N=137	39%	N=177	23%	N=103	100%	N=449
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	3%	N=11	28%	N=122	42%	N=185	28%	N=122	100%	N=440
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	3%	N=12	31%	N=135	39%	N=173	27%	N=119	100%	N=438
Overall feeling of safety in Honolulu	4%	N=17	41%	N=185	41%	N=186	14%	N=63	100%	N=450
Overall quality of natural environment in Honolulu	21%	N=95	44%	N=197	28%	N=125	7%	N=31	100%	N=448
Overall quality of parks and recreation opportunities	17%	N=75	40%	N=180	29%	N=129	14%	N=63	100%	N=448
Overall health and wellness opportunities in Honolulu	19%	N=87	45%	N=202	31%	N=137	5%	N=22	100%	N=448
Overall opportunities for education, culture, and the arts	9%	N=41	39%	N=173	38%	N=168	14%	N=60	100%	N=443
Residents' connection and engagement with their community	5%	N=22	40%	N=170	39%	N=165	16%	N=69	100%	N=427

Table 4: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Honolulu	2%	N=8	16%	N=70	38%	N=170	43%	N=195	2%	N=10	100%	N=453
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	7%	N=32	30%	N=137	39%	N=177	23%	N=103	0%	N=1	100%	N=450
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	2%	N=11	27%	N=122	41%	N=185	27%	N=122	2%	N=7	100%	N=447
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	3%	N=12	30%	N=135	38%	N=173	26%	N=119	3%	N=16	100%	N=453
Overall feeling of safety in Honolulu	4%	N=17	41%	N=185	41%	N=186	14%	N=63	0%	N=1	100%	N=451
Overall quality of natural environment in Honolulu	21%	N=95	44%	N=197	28%	N=125	7%	N=31	1%	N=4	100%	N=451
Overall quality of parks and recreation opportunities	17%	N=75	40%	N=180	28%	N=129	14%	N=63	1%	N=5	100%	N=452
Overall health and wellness opportunities in Honolulu	19%	N=87	45%	N=202	30%	N=137	5%	N=22	1%	N=5	100%	N=453

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Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall opportunities for education, culture, and the arts	9%	N=41	38%	N=173	37%	N=168	13%	N=60	2%	N=9	100%	N=452
Residents' connection and engagement with their community	5%	N=22	38%	N=170	37%	N=165	16%	N=69	4%	N=19	100%	N=446

Table 5: Question 3 without "don't know" responses

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	12%	N=52	41%	N=183	24%	N=104	24%	N=104	100%	N=443
Remain in Honolulu for the next five years	46%	N=204	29%	N=129	12%	N=54	12%	N=55	100%	N=443

Table 6: Question 3 with "don't know" responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Honolulu to someone who asks	12%	N=52	40%	N=183	23%	N=104	23%	N=104	2%	N=8	100%	N=451
Remain in Honolulu for the next five years	45%	N=204	28%	N=129	12%	N=54	12%	N=55	2%	N=10	100%	N=452

3

Table 7: Question 4 without "don't know" responses

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	44%	N=199	44%	N=202	6%	N=28	4%	N=20	1%	N=5	100%	N=453
In Honolulu's downtown/commercial area during the day	14%	N=61	43%	N=188	16%	N=70	19%	N=86	8%	N=36	100%	N=442
From property crime	9%	N=39	33%	N=148	17%	N=76	28%	N=125	13%	N=59	100%	N=446
From violent crime	11%	N=49	44%	N=195	21%	N=94	15%	N=68	9%	N=38	100%	N=444
From fire, flood, or other natural disaster	19%	N=86	48%	N=213	19%	N=86	11%	N=51	2%	N=9	100%	N=445

Table 8: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	44%	N=199	44%	N=202	6%	N=28	4%	N=20	1%	N=5	0%	N=0	100%	N=453
In Honolulu's downtown/commercial area during the day	14%	N=61	42%	N=188	15%	N=70	19%	N=86	8%	N=36	2%	N=10	100%	N=452

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
From property crime	9%	N=39	33%	N=148	17%	N=76	28%	N=125	13%	N=59	1%	N=7	100%	N=453
From violent crime	11%	N=49	43%	N=195	21%	N=94	15%	N=68	8%	N=38	2%	N=7	100%	N=452
From fire, flood, or other natural disaster	19%	N=86	47%	N=213	19%	N=86	11%	N=51	2%	N=9	1%	N=6	100%	N=451

Table 9: Question 5 without "don't know" responses

Please rate the job you feel the Honolulu community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=41	43%	N=190	34%	N=150	13%	N=59	100%	N=440
Attracting people from diverse backgrounds	18%	N=79	44%	N=193	29%	N=129	9%	N=40	100%	N=441
Valuing/respecting residents from diverse backgrounds	15%	N=65	44%	N=193	27%	N=121	15%	N=65	100%	N=444
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=24	31%	N=139	31%	N=136	32%	N=142	100%	N=441

Table 10: Question 5 with "don't know" responses

Please rate the job you feel the Honolulu community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=41	42%	N=190	33%	N=150	13%	N=59	3%	N=13	100%	N=454
Attracting people from diverse backgrounds	17%	N=79	43%	N=193	29%	N=129	9%	N=40	3%	N=12	100%	N=453
Valuing/respecting residents from diverse backgrounds	14%	N=65	43%	N=193	27%	N=121	14%	N=65	1%	N=7	100%	N=451
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=24	31%	N=139	30%	N=136	31%	N=142	3%	N=13	100%	N=453

Table 11: Question 6 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Honolulu	6%	N=27	52%	N=233	34%	N=151	8%	N=38	100%	N=449
Variety of business and service establishments in Honolulu	11%	N=48	43%	N=195	36%	N=163	10%	N=43	100%	N=448
Vibrancy of downtown/commercial area	6%	N=25	29%	N=127	40%	N=174	25%	N=108	100%	N=434
Employment opportunities	2%	N=9	20%	N=85	48%	N=202	30%	N=128	100%	N=424
Shopping opportunities	18%	N=83	44%	N=200	33%	N=148	4%	N=18	100%	N=450
Cost of living in Honolulu	1%	N=3	3%	N=12	20%	N=88	77%	N=338	100%	N=441
Overall image or reputation of Honolulu	5%	N=21	40%	N=181	42%	N=190	12%	N=56	100%	N=447

Table 12: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Honolulu	6%	N=27	51%	N=233	33%	N=151	8%	N=38	1%	N=5	100%	N=454
Variety of business and service establishments in Honolulu	11%	N=48	43%	N=195	36%	N=163	9%	N=43	1%	N=5	100%	N=453
Vibrancy of downtown/commercial area	6%	N=25	28%	N=127	39%	N=174	24%	N=108	4%	N=16	100%	N=450
Employment opportunities	2%	N=9	19%	N=85	45%	N=202	28%	N=128	6%	N=29	100%	N=453
Shopping opportunities	18%	N=83	44%	N=200	33%	N=148	4%	N=18	1%	N=3	100%	N=453
Cost of living in Honolulu	1%	N=3	3%	N=12	20%	N=88	75%	N=338	2%	N=9	100%	N=449
Overall image or reputation of Honolulu	5%	N=21	40%	N=181	42%	N=190	12%	N=56	1%	N=6	100%	N=453

Table 13: Question 7 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=3	15%	N=69	37%	N=166	47%	N=210	100%	N=449
Ease of public parking	0%	N=1	7%	N=32	34%	N=153	59%	N=262	100%	N=447
Ease of travel by car in Honolulu	5%	N=20	26%	N=118	44%	N=198	25%	N=114	100%	N=450
Ease of travel by public transportation in Honolulu	7%	N=26	34%	N=122	39%	N=141	20%	N=73	100%	N=361
Ease of travel by bicycle in Honolulu	4%	N=12	23%	N=76	45%	N=149	28%	N=94	100%	N=332
Ease of walking in Honolulu	9%	N=36	41%	N=175	43%	N=179	7%	N=31	100%	N=421
Well-planned residential growth	3%	N=11	14%	N=58	38%	N=154	45%	N=182	100%	N=404
Well-planned commercial growth	3%	N=12	14%	N=53	43%	N=165	40%	N=155	100%	N=385
Well-designed neighborhoods	3%	N=11	22%	N=93	48%	N=203	28%	N=118	100%	N=424
Preservation of the historical or cultural character of the community	8%	N=33	32%	N=132	43%	N=179	17%	N=70	100%	N=414
Public places where people want to spend time	9%	N=41	34%	N=151	37%	N=165	20%	N=87	100%	N=443
Variety of housing options	1%	N=4	17%	N=74	34%	N=147	47%	N=202	100%	N=427
Availability of affordable quality housing	1%	N=3	4%	N=16	18%	N=77	78%	N=333	100%	N=429
Overall quality of new development in Honolulu	5%	N=20	19%	N=77	44%	N=179	31%	N=126	100%	N=402
Overall appearance of Honolulu	4%	N=20	29%	N=128	50%	N=225	16%	N=73	100%	N=446

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Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cleanliness of Honolulu	3%	N=12	24%	N=107	46%	N=204	27%	N=119	100%	N=442
Water resources (beaches, lakes, ponds, riverways, etc.)	20%	N=88	46%	N=204	29%	N=128	6%	N=28	100%	N=448
Air quality	39%	N=175	46%	N=207	13%	N=58	2%	N=8	100%	N=449
Availability of paths and walking trails	21%	N=87	40%	N=168	31%	N=133	8%	N=34	100%	N=422
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=95	41%	N=179	29%	N=127	8%	N=33	100%	N=433
Recreational opportunities	25%	N=110	41%	N=177	27%	N=118	7%	N=29	100%	N=433
Availability of affordable quality food	9%	N=37	29%	N=126	37%	N=160	26%	N=114	100%	N=438
Availability of affordable quality health care	10%	N=44	32%	N=136	37%	N=157	20%	N=84	100%	N=421
Availability of preventive health services	11%	N=46	35%	N=140	35%	N=139	19%	N=77	100%	N=402
Availability of affordable quality mental health care	7%	N=26	21%	N=79	34%	N=124	38%	N=139	100%	N=367
Opportunities to attend cultural/arts/music activities	9%	N=40	41%	N=176	37%	N=159	12%	N=50	100%	N=425
Community support for the arts	7%	N=29	34%	N=139	42%	N=169	16%	N=66	100%	N=402
Availability of affordable quality childcare/preschool	2%	N=8	20%	N=62	30%	N=96	48%	N=154	100%	N=320
K-12 education	4%	N=14	27%	N=98	38%	N=139	32%	N=118	100%	N=370
Adult educational opportunities	4%	N=14	33%	N=111	46%	N=153	17%	N=57	100%	N=336
Sense of civic/community pride	5%	N=23	33%	N=136	45%	N=186	17%	N=71	100%	N=416
Neighborliness of residents in Honolulu	9%	N=39	38%	N=166	40%	N=173	13%	N=55	100%	N=433
Opportunities to participate in social events and activities	8%	N=34	42%	N=177	41%	N=172	9%	N=40	100%	N=422
Opportunities to attend special events and festivals	12%	N=50	41%	N=174	38%	N=160	9%	N=40	100%	N=424
Opportunities to volunteer	16%	N=65	48%	N=191	32%	N=126	4%	N=15	100%	N=398
Opportunities to participate in community matters	10%	N=40	39%	N=154	41%	N=164	9%	N=37	100%	N=395
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=66	39%	N=163	29%	N=124	17%	N=71	100%	N=424

Table 14: Question 7 with "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=3	15%	N=69	37%	N=166	46%	N=210	1%	N=3	100%	N=452
Ease of public parking	0%	N=1	7%	N=32	34%	N=153	58%	N=262	1%	N=5	100%	N=452
Ease of travel by car in Honolulu	5%	N=20	26%	N=118	44%	N=198	25%	N=114	0%	N=1	100%	N=451
Ease of travel by public transportation in Honolulu	6%	N=26	27%	N=122	31%	N=141	16%	N=73	19%	N=87	100%	N=447
Ease of travel by bicycle in Honolulu	3%	N=12	17%	N=76	33%	N=149	21%	N=94	26%	N=117	100%	N=448
Ease of walking in Honolulu	8%	N=36	39%	N=175	40%	N=179	7%	N=31	5%	N=24	100%	N=444
Well-planned residential growth	2%	N=11	13%	N=58	34%	N=154	41%	N=182	10%	N=43	100%	N=447
Well-planned commercial growth	3%	N=12	12%	N=53	37%	N=165	34%	N=155	14%	N=65	100%	N=451
Well-designed neighborhoods	2%	N=11	21%	N=93	45%	N=203	26%	N=118	5%	N=25	100%	N=449
Preservation of the historical or cultural character of the community	7%	N=33	29%	N=132	40%	N=179	16%	N=70	8%	N=37	100%	N=451
Public places where people want to spend time	9%	N=41	33%	N=151	36%	N=165	19%	N=87	2%	N=8	100%	N=452
Variety of housing options	1%	N=4	17%	N=74	33%	N=147	45%	N=202	4%	N=18	100%	N=445
Availability of affordable quality housing	1%	N=3	4%	N=16	17%	N=77	74%	N=333	4%	N=19	100%	N=448
Overall quality of new development in Honolulu	5%	N=20	17%	N=77	40%	N=179	28%	N=126	10%	N=47	100%	N=450
Overall appearance of Honolulu	4%	N=20	28%	N=128	50%	N=225	16%	N=73	1%	N=6	100%	N=452
Cleanliness of Honolulu	3%	N=12	24%	N=107	46%	N=204	27%	N=119	1%	N=5	100%	N=447
Water resources (beaches, lakes, ponds, riverways, etc.)	19%	N=88	45%	N=204	28%	N=128	6%	N=28	1%	N=4	100%	N=451
Air quality	39%	N=175	46%	N=207	13%	N=58	2%	N=8	0%	N=1	100%	N=450
Availability of paths and walking trails	19%	N=87	37%	N=168	29%	N=133	7%	N=34	6%	N=29	100%	N=450
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=95	40%	N=179	28%	N=127	7%	N=33	4%	N=19	100%	N=452
Recreational opportunities	24%	N=110	39%	N=177	26%	N=118	6%	N=29	4%	N=17	100%	N=450
Availability of affordable quality food	8%	N=37	28%	N=126	36%	N=160	25%	N=114	2%	N=11	100%	N=449
Availability of affordable quality health care	10%	N=44	30%	N=136	35%	N=157	19%	N=84	7%	N=29	100%	N=450

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Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of preventive health services	10%	N=46	31%	N=140	31%	N=139	17%	N=77	10%	N=43	100%	N=446
Availability of affordable quality mental health care	6%	N=26	17%	N=79	27%	N=124	31%	N=139	19%	N=84	100%	N=451
Opportunities to attend cultural/arts/music activities	9%	N=40	39%	N=176	35%	N=159	11%	N=50	5%	N=22	100%	N=447
Community support for the arts	6%	N=29	31%	N=139	38%	N=169	15%	N=66	11%	N=48	100%	N=450
Availability of affordable quality childcare/preschool	2%	N=8	14%	N=62	22%	N=96	35%	N=154	28%	N=122	100%	N=442
K-12 education	3%	N=14	22%	N=98	31%	N=139	27%	N=118	17%	N=75	100%	N=444
Adult educational opportunities	3%	N=14	25%	N=111	34%	N=153	13%	N=57	25%	N=109	100%	N=445
Sense of civic/community pride	5%	N=23	30%	N=136	41%	N=186	16%	N=71	7%	N=33	100%	N=449
Neighborhoodness of residents in Honolulu	9%	N=39	37%	N=166	39%	N=173	12%	N=55	3%	N=14	100%	N=447
Opportunities to participate in social events and activities	8%	N=34	40%	N=177	38%	N=172	9%	N=40	6%	N=26	100%	N=448
Opportunities to attend special events and festivals	11%	N=50	39%	N=174	36%	N=160	9%	N=40	6%	N=25	100%	N=450
Opportunities to volunteer	14%	N=65	42%	N=191	28%	N=126	3%	N=15	12%	N=52	100%	N=450
Opportunities to participate in community matters	9%	N=40	34%	N=154	36%	N=164	8%	N=37	12%	N=55	100%	N=450
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=66	37%	N=163	28%	N=124	16%	N=71	4%	N=20	100%	N=443

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City and County of Honolulu (in-person, phone, email or web) for help or information	57%	N=253	43%	N=193	100%	N=445
Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	80%	N=355	20%	N=89	100%	N=444
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	82%	N=366	18%	N=80	100%	N=446
Watched (online or on television) a local public meeting	59%	N=263	41%	N=184	100%	N=447
Volunteered your time to some group/activity in Honolulu	60%	N=269	40%	N=177	100%	N=446
Campaigned or advocated for a local issue, cause or candidate	78%	N=348	22%	N=97	100%	N=445
Voted in your most recent local election	18%	N=81	82%	N=365	100%	N=447
Used bus, rail, subway, or other public transportation instead of driving	70%	N=314	30%	N=133	100%	N=447

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Please indicate whether or not you have done each of the following in the last 12 months.		No		Yes		Total	
Carpooled with other adults or children instead of driving alone		54%	N=237	46%	N=206	100%	N=442
Walked or biked instead of driving		44%	N=195	56%	N=253	100%	N=447

Table 16: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Honolulu.		Excellent		Good		Fair		Poor		Total	
Public information services		4%	N=16	41%	N=159	40%	N=157	14%	N=56	100%	N=387
Economic development		2%	N=6	22%	N=83	40%	N=155	36%	N=140	100%	N=384
Traffic enforcement		2%	N=6	29%	N=118	43%	N=175	26%	N=107	100%	N=406
Traffic signal timing		4%	N=19	30%	N=129	42%	N=178	24%	N=103	100%	N=428
Street repair		1%	N=2	9%	N=40	26%	N=114	64%	N=279	100%	N=435
Street cleaning		3%	N=12	26%	N=111	41%	N=172	30%	N=126	100%	N=421
Street lighting		5%	N=19	37%	N=159	41%	N=172	18%	N=75	100%	N=425
Sidewalk maintenance		2%	N=8	23%	N=94	44%	N=185	31%	N=131	100%	N=418
Bus or transit services		11%	N=36	46%	N=152	34%	N=112	10%	N=33	100%	N=333
Land use, planning, and zoning		2%	N=5	16%	N=52	44%	N=143	38%	N=124	100%	N=323
Code enforcement (weeds, abandoned buildings, etc.)		1%	N=5	8%	N=31	36%	N=132	55%	N=204	100%	N=371
Affordable high-speed internet access		6%	N=24	30%	N=123	38%	N=156	26%	N=103	100%	N=406
Garbage collection		22%	N=92	46%	N=198	26%	N=111	6%	N=25	100%	N=426
Drinking water		30%	N=131	46%	N=199	17%	N=75	6%	N=27	100%	N=433
Sewer services		14%	N=57	51%	N=204	26%	N=103	9%	N=36	100%	N=400
Storm water management (storm drainage, dams, levees, etc.)		12%	N=47	38%	N=146	34%	N=129	16%	N=60	100%	N=382
Power (electric and/or gas) utility		12%	N=52	44%	N=187	29%	N=124	15%	N=66	100%	N=429
Utility billing		9%	N=40	33%	N=140	33%	N=142	25%	N=105	100%	N=426
Police/Sheriff services		9%	N=35	42%	N=165	36%	N=143	14%	N=55	100%	N=398
Crime prevention		4%	N=16	32%	N=129	38%	N=152	26%	N=106	100%	N=403
Animal control		8%	N=30	29%	N=104	44%	N=157	19%	N=68	100%	N=359
Ambulance or emergency medical services		20%	N=74	51%	N=188	27%	N=100	2%	N=9	100%	N=371

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Please rate the quality of each of the following services in Honolulu.		Excellent	Good	Fair	Poor	Total
Fire services		28% N=100	54% N=195	17% N=60	2% N=6	100% N=361
Fire prevention and education		16% N=52	46% N=153	32% N=107	7% N=22	100% N=334
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		15% N=62	45% N=180	31% N=122	9% N=34	100% N=398
Preservation of natural areas (open space, farmlands, and greenbelts)		11% N=42	34% N=125	34% N=124	21% N=75	100% N=366
Honolulu open space		8% N=31	23% N=85	43% N=162	25% N=94	100% N=372
Recycling		11% N=46	33% N=136	29% N=118	27% N=110	100% N=411
Yard waste pick-up		14% N=46	39% N=133	35% N=117	12% N=42	100% N=337
City and County parks		10% N=44	38% N=164	37% N=159	15% N=66	100% N=434
Recreation programs or classes		8% N=26	35% N=107	44% N=133	12% N=36	100% N=302
Recreation centers or facilities		8% N=25	32% N=104	44% N=145	16% N=51	100% N=325
Health services		11% N=42	45% N=168	31% N=117	13% N=48	100% N=375
Public library services		18% N=63	46% N=160	28% N=96	8% N=28	100% N=346
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)		10% N=38	38% N=148	35% N=136	17% N=66	100% N=388

Table 17: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Honolulu.		Excellent	Good	Fair	Poor	Don't know	Total
Public information services		4% N=16	36% N=159	35% N=157	13% N=56	12% N=55	100% N=443
Economic development		1% N=6	19% N=83	35% N=155	32% N=140	13% N=57	100% N=441
Traffic enforcement		1% N=6	27% N=118	40% N=175	24% N=107	8% N=34	100% N=440
Traffic signal timing		4% N=19	29% N=129	40% N=178	23% N=103	3% N=13	100% N=441
Street repair		1% N=2	9% N=40	26% N=114	63% N=279	2% N=9	100% N=444
Street cleaning		3% N=12	25% N=111	39% N=172	28% N=126	5% N=23	100% N=444
Street lighting		4% N=19	36% N=159	39% N=172	17% N=75	4% N=18	100% N=443
Sidewalk maintenance		2% N=8	21% N=94	42% N=185	30% N=131	6% N=25	100% N=443
Bus or transit services		8% N=36	34% N=152	25% N=112	7% N=33	25% N=109	100% N=442
Land use, planning, and zoning		1% N=5	12% N=52	32% N=143	28% N=124	27% N=117	100% N=440

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Please rate the quality of each of the following services in Honolulu.	Excellent		Good		Fair		Poor		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=5	7%	N=31	30%	N=132	46%	N=204	16%	N=73	100% N=444
Affordable high-speed internet access	5%	N=24	28%	N=123	35%	N=156	24%	N=103	8%	N=34	100% N=440
Garbage collection	21%	N=92	45%	N=198	25%	N=111	6%	N=25	4%	N=16	100% N=442
Drinking water	30%	N=131	45%	N=199	17%	N=75	6%	N=27	2%	N=9	100% N=443
Sewer services	13%	N=57	46%	N=204	23%	N=103	8%	N=36	9%	N=40	100% N=439
Storm water management (storm drainage, dams, levees, etc.)	11%	N=47	33%	N=146	29%	N=129	14%	N=60	14%	N=61	100% N=443
Power (electric and/or gas) utility	12%	N=52	42%	N=187	28%	N=124	15%	N=66	3%	N=15	100% N=444
Utility billing	9%	N=40	32%	N=140	32%	N=142	24%	N=105	4%	N=17	100% N=443
Police/Sheriff services	8%	N=35	37%	N=165	32%	N=143	12%	N=55	10%	N=44	100% N=443
Crime prevention	4%	N=16	29%	N=129	34%	N=152	24%	N=106	9%	N=39	100% N=442
Animal control	7%	N=30	23%	N=104	36%	N=157	15%	N=68	19%	N=83	100% N=442
Ambulance or emergency medical services	17%	N=74	42%	N=188	23%	N=100	2%	N=9	16%	N=72	100% N=443
Fire services	23%	N=100	44%	N=195	14%	N=60	1%	N=6	18%	N=81	100% N=442
Fire prevention and education	12%	N=52	35%	N=153	24%	N=107	5%	N=22	24%	N=104	100% N=438
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=62	41%	N=180	28%	N=122	8%	N=34	10%	N=44	100% N=442
Preservation of natural areas (open space, farmlands, and greenbelts)	10%	N=42	29%	N=125	29%	N=124	17%	N=75	16%	N=69	100% N=435
Honolulu open space	7%	N=31	19%	N=85	37%	N=162	21%	N=94	15%	N=66	100% N=438
Recycling	10%	N=46	31%	N=136	27%	N=118	25%	N=110	7%	N=29	100% N=440
Yard waste pick-up	11%	N=46	31%	N=133	27%	N=117	10%	N=42	23%	N=98	100% N=435
City and County parks	10%	N=44	37%	N=164	36%	N=159	15%	N=66	2%	N=9	100% N=443
Recreation programs or classes	6%	N=26	24%	N=107	30%	N=133	8%	N=36	31%	N=138	100% N=439
Recreation centers or facilities	6%	N=25	24%	N=104	33%	N=145	12%	N=51	26%	N=115	100% N=441
Health services	10%	N=42	39%	N=168	27%	N=117	11%	N=48	13%	N=58	100% N=433
Public library services	15%	N=63	37%	N=160	22%	N=96	6%	N=28	20%	N=85	100% N=431
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	9%	N=38	34%	N=148	31%	N=136	15%	N=66	11%	N=46	100% N=433

Table 18: Question 10 without "don't know" responses

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	2%	N=10	24%	N=98	38%	N=158	35%	N=146	100%	N=412
The overall direction that the City and County of Honolulu is taking	2%	N=7	17%	N=72	41%	N=170	40%	N=168	100%	N=416
The job Honolulu government does at welcoming resident involvement	3%	N=10	24%	N=86	40%	N=145	34%	N=123	100%	N=363
Overall confidence in the City and County of Honolulu government	2%	N=8	16%	N=67	36%	N=149	46%	N=192	100%	N=416
Generally acting in the best interest of the community	2%	N=8	24%	N=96	34%	N=138	39%	N=159	100%	N=401
Being honest	3%	N=12	18%	N=71	37%	N=144	42%	N=167	100%	N=394
Being open and transparent to the public	2%	N=9	17%	N=70	34%	N=139	46%	N=188	100%	N=406
Informing residents about issues facing the community	3%	N=14	24%	N=99	42%	N=174	31%	N=129	100%	N=415
Treating all residents fairly	4%	N=14	25%	N=99	36%	N=142	35%	N=140	100%	N=395
Treating residents with respect	3%	N=13	30%	N=119	41%	N=161	26%	N=101	100%	N=395

Table 19: Question 10 with "don't know" responses

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	2%	N=10	22%	N=98	36%	N=158	33%	N=146	7%	N=29	100%	N=441
The overall direction that the City and County of Honolulu is taking	2%	N=7	16%	N=72	38%	N=170	38%	N=168	5%	N=24	100%	N=441
The job the City and County of Honolulu government does at welcoming resident involvement	2%	N=10	20%	N=86	33%	N=145	28%	N=123	17%	N=75	100%	N=439
Overall confidence in the City and County of Honolulu government	2%	N=8	15%	N=67	34%	N=149	44%	N=192	5%	N=22	100%	N=438
Generally acting in the best interest of the community	2%	N=8	22%	N=96	32%	N=138	36%	N=159	8%	N=33	100%	N=435
Being honest	3%	N=12	16%	N=71	33%	N=144	38%	N=167	9%	N=40	100%	N=433
Being open and transparent to the public	2%	N=9	16%	N=70	32%	N=139	43%	N=188	8%	N=33	100%	N=439
Informing residents about issues facing the community	3%	N=14	23%	N=99	40%	N=174	29%	N=129	5%	N=22	100%	N=437
Treating all residents fairly	3%	N=14	23%	N=99	32%	N=142	32%	N=140	10%	N=46	100%	N=441
Treating residents with respect	3%	N=13	27%	N=119	37%	N=161	23%	N=101	9%	N=40	100%	N=435

Table 20: Question 11 without "don't know" responses

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	3%	N=13	30%	N=121	41%	N=170	26%	N=106	100%	N=410
The Federal Government	6%	N=22	31%	N=123	42%	N=167	21%	N=84	100%	N=395

Table 21: Question 11 with "don't know" responses

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	%	N
The City and County of Honolulu	3%	N=13	28%	N=121	39%	N=170	24%	N=106	6%	N=27	100%	N=437
The Federal Government	5%	N=22	28%	N=123	38%	N=167	19%	N=84	10%	N=42	100%	N=437

Table 22: Question 12

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 economic health of Honolulu	64%	N=284	32%	N=141	4%	N=15	0%	N=0	100%	N=441
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	37%	N=163	46%	N=202	17%	N=73	1%	N=3	100%	N=440
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	32%	N=142	42%	N=183	25%	N=108	2%	N=8	100%	N=441
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	54%	N=232	36%	N=157	10%	N=42	0%	N=0	100%	N=432
Overall feeling of safety in Honolulu	61%	N=263	33%	N=140	7%	N=28	0%	N=0	100%	N=432
Overall quality of natural environment in Honolulu	42%	N=181	43%	N=187	15%	N=64	0%	N=2	100%	N=434
Overall quality of parks and recreation opportunities	29%	N=126	50%	N=218	20%	N=87	1%	N=5	100%	N=436
Overall health and wellness opportunities in Honolulu	40%	N=172	41%	N=178	18%	N=77	1%	N=3	100%	N=430
Overall opportunities for education, culture and the arts	36%	N=158	40%	N=175	21%	N=89	3%	N=11	100%	N=433
Residents' connection and engagement with their community	20%	N=89	46%	N=199	29%	N=125	5%	N=22	100%	N=435

Table 23: Question 13 without "don't know" responses

Please indicate to what extent you would 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	
	%	N	%	N	%	N	%	N	%	N
Completing HART's rail construction to Ala Moana Shopping Center	30%	N=123	25%	N=102	11%	N=45	33%	N=135	100%	N=405
Protecting and preparing infrastructure for climate change threats	49%	N=209	33%	N=139	8%	N=35	10%	N=41	100%	N=424
Addressing the impacts of tourism across O'ahu	49%	N=209	38%	N=162	6%	N=25	6%	N=27	100%	N=424
Increasing the number of on-line or mail-in programs to conduct city services	45%	N=190	39%	N=162	9%	N=38	7%	N=30	100%	N=421
Improving access and safety to O'ahu's hiking trails	32%	N=132	53%	N=220	9%	N=40	6%	N=26	100%	N=417
Protecting our water resources from contamination	74%	N=323	23%	N=101	1%	N=4	2%	N=9	100%	N=436

Table 24: Question 13 with "don't know" responses

Please indicate to what extent you would 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
Completing HART's rail construction to Ala Moana Shopping Center	28%	N=123	23%	N=102	10%	N=45	31%	N=135	7%	N=31	100%	N=436
Protecting and preparing infrastructure for climate change threats	48%	N=209	32%	N=139	8%	N=35	9%	N=41	2%	N=9	100%	N=433
Addressing the impacts of tourism across O'ahu	48%	N=209	37%	N=162	6%	N=25	6%	N=27	2%	N=10	100%	N=434
Increasing the number of on-line or mail-in programs to conduct city services	44%	N=190	37%	N=162	9%	N=38	7%	N=30	3%	N=14	100%	N=435
Improving access and safety to O'ahu's hiking trails	30%	N=132	51%	N=220	9%	N=40	6%	N=26	4%	N=16	100%	N=433
Protecting our water resources from contamination	74%	N=323	23%	N=101	1%	N=4	2%	N=9	0%	N=1	100%	N=436

Table 25: Question 14 without "don't know" responses

Please indicate how much you agree or disagree with each of the following:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
The City and County of Honolulu's response to the COVID-19 pandemic is effective	15%	N=66	43%	N=187	19%	N=82	23%	N=99	100%	N=434
The use of mail-in ballots for primary and general elections is reliable	62%	N=264	18%	N=75	3%	N=14	17%	N=74	100%	N=427
The use of mail-in ballots for primary and general elections encourages voter participation	67%	N=286	17%	N=73	3%	N=13	14%	N=58	100%	N=429
The City and County's efforts to assist the homeless has had a positive impact on the homeless problem in Honolulu	9%	N=33	27%	N=105	29%	N=113	36%	N=139	100%	N=391
The Honolulu Police Department treats all City and County residents fairly	16%	N=64	42%	N=171	24%	N=96	19%	N=76	100%	N=408
The by-appointment requirement for bulky trash pick-up has improved the collection of bulky trash	16%	N=49	34%	N=106	24%	N=76	27%	N=83	100%	N=315

Table 26: Question 14 with "don't know" responses

Please indicate how much you agree or disagree with each of the following:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City and County of Honolulu's response to the COVID-19 pandemic is effective	15%	N=66	42%	N=187	18%	N=82	23%	N=99	2%	N=8	100%	N=441
The use of mail-in ballots for primary and general elections is reliable	60%	N=264	17%	N=75	3%	N=14	17%	N=74	3%	N=14	100%	N=441
The use of mail-in ballots for primary and general elections encourages voter participation	64%	N=286	16%	N=73	3%	N=13	13%	N=58	3%	N=14	100%	N=443
The City and County's efforts to assist the homeless has had a positive impact on the homeless problem in Honolulu	8%	N=33	25%	N=105	26%	N=113	33%	N=139	8%	N=36	100%	N=427
The Honolulu Police Department treats all City and County residents fairly	15%	N=64	39%	N=171	22%	N=96	17%	N=76	8%	N=33	100%	N=441
The by-appointment requirement for bulky trash pick-up has improved the collection of bulky trash	11%	N=49	24%	N=106	17%	N=76	19%	N=83	29%	N=126	100%	N=441

Table 27: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	84%	N=372	6%	N=29	4%	N=18	1%	N=5	4%	N=17	100%	N=441
Access the internet from your cell phone	85%	N=373	4%	N=17	4%	N=18	1%	N=4	6%	N=27	100%	N=438
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	59%	N=259	13%	N=58	7%	N=29	2%	N=9	19%	N=82	100%	N=437
Use or check email	80%	N=353	15%	N=67	2%	N=7	1%	N=4	2%	N=10	100%	N=441
Share your opinions online	17%	N=73	3%	N=13	17%	N=74	16%	N=70	48%	N=208	100%	N=437
Shop online	15%	N=65	6%	N=27	30%	N=131	30%	N=130	20%	N=88	100%	N=440

Table 28: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	84%	N=372	6%	N=29	4%	N=18	1%	N=5	4%	N=17	1%	N=2	100%	N=444
Access the internet from your cell phone	85%	N=373	4%	N=17	4%	N=18	1%	N=4	6%	N=27	1%	N=2	100%	N=441
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	59%	N=259	13%	N=58	7%	N=29	2%	N=9	19%	N=82	1%	N=4	100%	N=441
Use or check email	80%	N=353	15%	N=67	2%	N=7	1%	N=4	2%	N=10	0%	N=1	100%	N=442
Share your opinions online	16%	N=73	3%	N=13	17%	N=74	16%	N=70	47%	N=208	1%	N=6	100%	N=443
Shop online	15%	N=65	6%	N=27	30%	N=131	29%	N=130	20%	N=88	0%	N=2	100%	N=442

Table 29: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=89
Very good	40%	N=179
Good	28%	N=125
Fair	9%	N=40
Poor	3%	N=11
Total	100%	N=445

Table 30: 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	2%	N=8
Somewhat positive	12%	N=55
Neutral	43%	N=191
Somewhat negative	30%	N=135
Very negative	12%	N=55
Total	100%	N=443

Table 31: Question D4

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	4%	N=19
2 to 5 years	8%	N=36
6 to 10 years	14%	N=61
11 to 20 years	14%	N=62
More than 20 years	60%	N=267
Total	100%	N=443

Table 32: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	47%	N=211
Building with two or more homes (duplex, townhome, apartment or condominium)	51%	N=230
Mobile home	0%	N=1
Other	2%	N=9
Total	100%	N=451

Table 33: Question D6

Do you rent or own your home?	Percent	Number
Rent	44%	N=199
Own	56%	N=253
Total	100%	N=452

Table 34: Question D7

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 \$500 per month	3%	N=14
\$500 to \$999 per month	7%	N=29
\$1,000 to \$1,499 per month	18%	N=78
\$1,500 to \$1,999 per month	19%	N=82
\$2,000 to \$2,499 per month	17%	N=75
\$2,500 to \$2,999 per month	14%	N=63
\$3,000 to \$3,499 per month	9%	N=39
\$3,500 or more per month	13%	N=58
Total	100%	N=438

Table 35: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=275
Yes	38%	N=168
Total	100%	N=443

Table 36: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=288
Yes	35%	N=157
Total	100%	N=445

Table 37: Question D10

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=43
\$25,000 to \$49,999	20%	N=86
\$50,000 to \$74,999	14%	N=60
\$75,000 to \$99,999	22%	N=96
\$100,000 to \$149,999	21%	N=90
\$150,000 or more	14%	N=59
Total	100%	N=435

Table 38: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=407
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=33
Total	100%	N=440

Table 39: Question D12

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	4%	N=16
Asian, Asian Indian or Pacific Islander	69%	N=305
Black or African American	6%	N=25
White	35%	N=156
Other	10%	N=43

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

Table 40: Question D13

In which category is your age?		
	Percent	Number
18 to 24 years	5%	N=22
25 to 34 years	26%	N=116
35 to 44 years	13%	N=60
45 to 54 years	19%	N=88
55 to 64 years	15%	N=69
65 to 74 years	13%	N=58
75 years or older	9%	N=39
Total	100%	N=451

Table 41: Question D14

What is your gender?		
	Percent	Number
Female	51%	N=229
Male	49%	N=220
Identify in another way	0%	N=2
Total	100%	N=451

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 and a subset of similar 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%

National Benchmark Comparisons

Table 42: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall image or reputation of Honolulu	45%	305	354	14%ile	Lower
The overall quality of life in Honolulu	64%	392	441	11%ile	Lower
Honolulu as a place to live	69%	352	384	9%ile	Lower
Recommend living in Honolulu to someone who asks	53%	290	296	2%ile	Much lower
Remain in Honolulu for the next five years	75%	254	289	12%ile	Similar

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Table 43: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall confidence in the City and County of Honolulu government	18%	282	283	1%ile	Much lower
The overall direction that the City and County of Honolulu is taking	19%	326	327	1%ile	Much lower
The value of services for the taxes paid to the City and County of Honolulu	26%	385	392	2%ile	Lower
Generally acting in the best interest of the community	26%	282	286	2%ile	Much lower
Being honest	21%	274	277	1%ile	Much lower
Being open and transparent to the public	19%	44	47	1%ile	Much lower
Informing residents about issues facing the community	27%	50	52	1%ile	Lower
The job the City and County of Honolulu government does at welcoming resident involvement	26%	320	329	3%ile	Lower
Treating all residents fairly	29%	270	281	4%ile	Lower
Treating residents with respect	34%	44	47	1%ile	Much lower
Overall customer service by the City and County of Honolulu employees	49%	370	381	3%ile	Lower
Public information services	45%	281	292	4%ile	Lower
Quality of services provided by the City and County of Honolulu	33%	399	403	1%ile	Much lower
Quality of services provided by the Federal Government	37%	164	264	38%ile	Similar

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Table 44: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall economic health of Honolulu	278	281	1%ile	Much lower	278
Economic development	278	291	5%ile	Much lower	278
Overall quality of business and service establishments in Honolulu	216	285	24%ile	Similar	216
Variety of business and service establishments in Honolulu	33	46	24%ile	Similar	33
Vibrancy of downtown/commercial area	191	262	27%ile	Lower	191
Shopping opportunities	111	302	64%ile	Similar	111
Honolulu as a place to visit	51	299	83%ile	Higher	51
Honolulu as a place to work	298	364	18%ile	Lower	298
Employment opportunities	268	316	15%ile	Lower	268
Cost of living in Honolulu	277	279	1%ile	Much lower	277
Economy will have positive impact on income	262	270	3%ile	Lower	262

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Table 45: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of the transportation system in Honolulu	37%	277	286	3%ile	Much lower
Traffic flow on major streets	16%	327	339	4%ile	Much lower
Ease of travel by car in Honolulu	31%	305	315	3%ile	Much lower
Ease of travel by public transportation in Honolulu	41%	102	251	60%ile	Similar
Ease of travel by bicycle in Honolulu	27%	284	315	10%ile	Lower
Ease of walking in Honolulu	50%	236	316	26%ile	Similar
Ease of public parking	7%	244	248	1%ile	Much lower
Bus or transit services	39%	167	246	32%ile	Similar
Traffic enforcement	31%	358	363	2%ile	Much lower
Traffic signal timing	34%	253	275	9%ile	Lower
Street repair	10%	355	358	1%ile	Much lower
Street cleaning	29%	303	316	4%ile	Much lower
Street lighting	42%	304	336	10%ile	Lower
Sidewalk maintenance	39%	257	315	19%ile	Lower
Used bus, rail, subway, or other public transportation instead of driving	30%	72	231	69%ile	Similar
Carpooled with other adults or children instead of driving alone	47%	79	263	70%ile	Similar
Walked or biked instead of driving	57%	136	271	50%ile	Similar

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Table 46: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall design or layout of Honolulu's residential and commercial areas	30%	273	276	1%ile	Much lower
Overall appearance of Honolulu	33%	336	347	4%ile	Much lower
Your neighborhood as a place to live	75%	248	316	22%ile	Similar
Overall quality of new development in Honolulu	24%	286	301	5%ile	Lower
Well-planned residential growth	17%	47	50	1%ile	Much lower
Well-planned commercial growth	17%	46	50	3%ile	Much lower
Well-designed neighborhoods	24%	48	51	1%ile	Much lower
Preservation of the historical or cultural character of the community	40%	39	45	8%ile	Lower
Public places where people want to spend time	43%	242	271	11%ile	Lower
Variety of housing options	18%	280	289	3%ile	Much lower
Availability of affordable quality housing	4%	309	313	1%ile	Much lower
Land use, planning, and zoning	16%	302	306	1%ile	Much lower
Code enforcement	17%	364	373	3%ile	Much lower

Table 47: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of the utility infrastructure in Honolulu	33%	44	47	1%ile	Much lower
Affordable high-speed internet access	49%	27	44	35%ile	Similar
Power (electric and/or gas) utility	53%	198	200	2%ile	Lower
Garbage collection	73%	296	342	14%ile	Similar
Drinking water	69%	171	309	45%ile	Similar
Sewer services	61%	282	311	10%ile	Lower
Storm water management	54%	261	336	23%ile	Similar
Utility billing	43%	241	245	2%ile	Lower

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Table 48: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall feeling of safety in Honolulu	45%	340	362	7%ile	Much lower
Police/Sheriff services	45%	423	429	2%ile	Much lower
Crime prevention	36%	346	359	4%ile	Much lower
Animal control	48%	262	327	20%ile	Similar
Ambulance or emergency medical services	73%	317	330	4%ile	Lower
Fire services	73%	356	369	4%ile	Lower
Fire prevention and education	63%	254	292	14%ile	Lower
Emergency preparedness	54%	216	288	25%ile	Similar
In your neighborhood during the day	88%	311	355	12%ile	Similar
In Honolulu's downtown/commercial area during the day	57%	321	329	2%ile	Much lower
From property crime	42%	56	61	2%ile	Much lower
From violent crime	55%	56	61	2%ile	Much lower
From fire, flood, or other natural disaster	67%	42	47	5%ile	Lower

Table 49: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of natural environment in Honolulu	65%	226	287	21%ile	Similar
Cleanliness of Honolulu	27%	308	312	2%ile	Much lower
Water resources	65%	20	43	51%ile	Similar
Air quality	85%	75	260	72%ile	Similar
Preservation of natural areas	45%	236	265	11%ile	Lower
Honolulu open space	34%	248	255	3%ile	Lower
Recycling	48%	329	347	6%ile	Much lower
Yard waste pick-up	49%	258	276	7%ile	Lower

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Table 50: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of parks and recreation opportunities	57%	42	47	7%ile	Lower
Availability of paths and walking trails	61%	182	317	43%ile	Similar
City and County parks	48%	312	319	3%ile	Much lower
Recreational opportunities	66%	148	301	51%ile	Similar
Recreation programs or classes	42%	298	320	7%ile	Lower
Recreation centers or facilities	45%	257	288	11%ile	Lower
Fitness opportunities	63%	173	267	35%ile	Similar

Table 51: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall health and wellness opportunities in Honolulu	64%	175	279	38%ile	Similar
Health services	59%	176	240	27%ile	Similar
Availability of affordable quality health care	42%	234	274	14%ile	Lower
Availability of preventive health services	46%	213	256	17%ile	Lower
Availability of affordable quality mental health care	29%	211	251	16%ile	Lower
Availability of affordable quality food	37%	249	261	4%ile	Lower
In very good to excellent health	88%	178	266	33%ile	Similar

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Table 52: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall opportunities for education, culture, and the arts	48%	236	278	15%ile	Lower
Opportunities to attend cultural/arts/music activities	51%	203	300	33%ile	Similar
Opportunities to attend special events and festivals	53%	244	294	17%ile	Similar
Community support for the arts	42%	36	47	19%ile	Lower
Public library services	59%	319	329	3%ile	Lower
Availability of affordable quality child care/preschool	22%	263	272	3%ile	Much lower
K-12 education	30%	266	277	4%ile	Much lower
Adult educational opportunities	38%	224	259	14%ile	Lower

Table 53: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Residents' connection and engagement with their community	45%	36	47	19%ile	Similar
Sense of community	59%	205	312	35%ile	Similar
Sense of civic/community pride	38%	42	47	5%ile	Lower
Neighborliness of Honolulu	47%	238	272	12%ile	Similar
Honolulu as a place to raise children	62%	323	381	16%ile	Lower
Honolulu as a place to retire	42%	342	365	7%ile	Lower
Openness and acceptance of the community toward people of diverse backgrounds	54%	230	305	25%ile	Similar
Making all residents feel welcome	52%	43	47	3%ile	Lower
Attracting people from diverse backgrounds	62%	17	47	62%ile	Similar
Valuing/respecting residents from diverse backgrounds	58%	36	47	19%ile	Similar
Taking care of vulnerable residents	37%	43	47	3%ile	Lower
Opportunities to participate in social events and activities	50%	218	276	21%ile	Similar
Opportunities to volunteer	64%	172	279	39%ile	Similar
Opportunities to participate in community matters	49%	242	285	15%ile	Similar

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Table 54: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Contacted Honolulu for help or information	43%	188	339	45%ile	Similar
Contacted Honolulu elected officials to express your opinion	20%	76	270	72%ile	Similar
Attended a local public meeting	18%	181	276	35%ile	Similar
Watched (online or on television) a local public meeting	41%	10	247	96%ile	Higher
Volunteered your time to some group/activity in Honolulu	40%	112	278	60%ile	Similar
Campaigned or advocated for an issue, cause or candidate	22%	128	259	51%ile	Similar
Voted in your most recent local election	82%	11	47	76%ile	Similar
Access the internet from your home using a computer, laptop or tablet computer	95%	21	47	52%ile	Similar
Access the internet from your cell phone	93%	18	47	59%ile	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	79%	24	47	45%ile	Similar
Use or check email	97%	19	47	56%ile	Similar
Share your opinions online	36%	5	47	89%ile	Similar
Shop online	50%	24	47	45%ile	Similar

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Table 55: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall economic health of Honolulu	96%	1	260	100%ile	Higher
Overall quality of the transportation system in Honolulu	83%	72	260	72%ile	Similar
Overall design or layout of Honolulu's residential and commercial areas	74%	143	260	45%ile	Similar
Overall quality of the utility infrastructure in Honolulu	90%	4	47	91%ile	Similar
Overall feeling of safety in Honolulu	93%	53	260	80%ile	Similar
Overall quality of natural environment in Honolulu	85%	62	260	76%ile	Similar
Overall quality of parks and recreation opportunities	79%	31	47	30%ile	Similar
Overall health and wellness opportunities in Honolulu	81%	27	259	90%ile	Higher
Overall opportunities for education, culture, and the arts	77%	135	260	48%ile	Similar
Residents' connection and engagement with their community	66%	252	260	2%ile	Lower

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	Cartersville city, GA.....	20,235
Airway Heights city, WA.....	8,017	Cary town, NC.....	159,715
Albemarle County, VA.....	105,105	Castle Rock town, CO.....	57,274
Albert Lea city, MN.....	17,716	Cedar Hill city, TX.....	48,149
Alexandria city, VA.....	154,710	Cedar Park city, TX.....	70,010
Allegan County, MI.....	114,145	Cedar Rapids city, IA.....	130,330
American Canyon city, CA.....	20,341	Celina city, TX.....	7,910
Ankeny city, IA.....	56,237	Centennial city, CO.....	108,448
Ann Arbor city, MI.....	119,303	Chandler city, TX.....	2,896
Apache Junction city, AZ.....	38,452	Chanhassen city, MN.....	25,108
Arapahoe County, CO.....	626,612	Chapel Hill town, NC.....	59,234
Arlington city, TX.....	388,225	Chardon city, OH.....	5,166
Arvada city, CO.....	115,320	Charles County, MD.....	156,021
Asheville city, NC.....	89,318	Charlotte County, FL.....	173,236
Ashland city, OR.....	20,733	Charlottesville city, VA.....	46,487
Ashland town, MA.....	17,478	Chattanooga city, TN.....	176,291
Ashland town, VA.....	7,554	Chautauqua town, NY.....	4,362
Aspen city, CO.....	7,097	Chesterfield County, VA.....	335,594
Athens-Clarke County, GA.....	122,292	Clayton city, MO.....	16,214
Auburn city, AL.....	61,462	Clearwater city, FL.....	112,794
Aurora city, CO.....	357,323	Clinton city, SC.....	8,538
Austin city, TX.....	916,906	Clive city, IA.....	17,134
Avon town, CO.....	6,503	Clovis city, CA.....	104,411
Avon town, IN.....	16,479	College Park city, MD.....	32,186
Avondale city, AZ.....	81,590	College Station city, TX.....	107,445
Azusa city, CA.....	49,029	Colleyville city, TX.....	25,557
Bainbridge Island city, WA.....	23,689	Collinsville city, IL.....	24,767
Baltimore city, MD.....	619,796	Columbia city, MO.....	118,620
Baltimore County, MD.....	828,637	Commerce City city, CO.....	52,905
Basehor city, KS.....	5,401	Conshohocken borough, PA.....	7,985
Batavia city, IL.....	26,499	Coolidge city, AZ.....	12,221
Battle Creek city, MI.....	51,505	Coon Rapids city, MN.....	62,342
Bay Village city, OH.....	15,426	Coral Springs city, FL.....	130,110
Baytown city, TX.....	76,205	Coronado city, CA.....	24,053
Beaumont city, CA.....	43,641	Corvallis city, OR.....	56,224
Bellingham city, WA.....	85,388	Cottonwood Heights city, UT.....	34,214
Bend city, OR.....	87,167	Coventry Lake CDP, CT.....	2,932
Bethlehem township, PA.....	23,800	Cupertino city, CA.....	60,687
Bettendorf city, IA.....	35,293	Dacono city, CO.....	4,929
Billings city, MT.....	109,082	Dakota County, MN.....	414,655
Bloomington city, IN.....	83,636	Dallas city, OR.....	15,413
Bloomington city, MN.....	85,417	Dallas city, TX.....	1,300,122
Boise City city, ID.....	220,859	Danvers town, MA.....	27,527
Bonner Springs city, KS.....	7,644	Danville city, KY.....	16,657
Boulder city, CO.....	106,271	Darien city, IL.....	22,206
Bowling Green city, KY.....	64,302	Davidson town, NC.....	12,325
Bozeman city, MT.....	43,132	Dayton city, OH.....	140,939
Brookline CDP, MA.....	59,246	Dayton town, WY.....	815
Brooklyn Center city, MN.....	30,885	Dearborn city, MI.....	95,295
Brooklyn city, OH.....	10,891	Decatur city, GA.....	22,022
Broomfield city, CO.....	64,283	DeLand city, FL.....	30,315
Brownsburg town, IN.....	24,625	Delaware city, OH.....	38,193
Buffalo Grove village, IL.....	41,551	Denison city, TX.....	23,342
Burlingame city, CA.....	30,401	Denton city, TX.....	131,097
Cabarrus County, NC.....	196,716	Denver city, CO.....	678,467
Cambridge city, MA.....	110,893	Des Moines city, IA.....	214,778
Canandaigua city, NY.....	10,402	Des Peres city, MO.....	8,536
Cannon Beach city, OR.....	1,517	Destin city, FL.....	13,421
Cañon City city, CO.....	16,298	Dothan city, AL.....	67,784
Cape Coral city, FL.....	173,679	Dover city, NH.....	30,901
Carlsbad city, CA.....	113,147	Dublin city, CA.....	57,022

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Dublin city, OH.....	44,442	Hastings city, MN.....	22,620
Duluth city, MN.....	86,066	Henderson city, NV.....	284,817
Durham city, NC.....	257,232	High Point city, NC.....	109,849
Durham County, NC.....	300,865	Highland Park city, IL.....	29,796
Dyer town, IN.....	16,077	Highlands Ranch CDP, CO.....	105,264
Eagan city, MN.....	66,102	Homer Glen village, IL.....	24,403
Eagle Mountain city, UT.....	27,773	Hopkinton town, MA.....	16,720
Eau Claire city, WI.....	67,945	Hoquiam city, WA.....	8,416
Eden Prairie city, MN.....	63,660	Horry County, SC.....	310,186
Eden town, VT.....	1,254	Hudson town, CO.....	1,709
Edgewater city, CO.....	5,299	Huntley village, IL.....	26,265
Edina city, MN.....	50,603	Huntsville city, TX.....	40,727
Edmond city, OK.....	89,769	Hutchinson city, MN.....	13,836
Edmonds city, WA.....	41,309	Hutto city, TX.....	22,644
El Cerrito city, CA.....	24,982	Hyattsville city, MD.....	18,225
El Paso de Robles (Paso Robles) city, CA.....	31,409	Independence city, IA.....	6,013
Elgin city, IL.....	112,628	Independence city, MO.....	117,369
Elk Grove city, CA.....	166,228	Indio city, CA.....	86,867
Elmhurst city, IL.....	46,139	Iowa City city, IA.....	73,415
Englewood city, CO.....	33,155	Issaquah city, WA.....	35,629
Erie town, CO.....	22,019	Jackson city, MO.....	14,690
Escambia County, FL.....	309,924	Jackson County, MI.....	158,989
Estes Park town, CO.....	6,248	Jefferson Parish, LA.....	437,038
Euclid city, OH.....	47,698	Jerome city, ID.....	11,306
Farmers Branch city, TX.....	33,808	Johnson City city, TN.....	65,598
Farmersville city, TX.....	3,440	Johnston city, IA.....	20,172
Farmington Hills city, MI.....	81,235	Jupiter town, FL.....	62,373
Fate city, TX.....	10,339	Kalamazoo city, MI.....	75,833
Fayetteville city, GA.....	17,069	Kansas City city, KS.....	151,042
Fayetteville city, NC.....	210,324	Kansas City city, MO.....	476,974
Ferguson township, PA.....	18,837	Kent city, WA.....	126,561
Fernandina Beach city, FL.....	11,957	Kerrville city, TX.....	22,931
Flower Mound town, TX.....	71,575	Key West city, FL.....	25,316
Forest Grove city, OR.....	23,554	King City city, CA.....	13,721
Fort Collins city, CO.....	159,150	Kingman city, AZ.....	28,855
Franklin city, TN.....	72,990	Kirkland city, WA.....	86,772
Frederick town, CO.....	11,397	Kirkwood city, MO.....	27,659
Fremont city, CA.....	230,964	La Mesa city, CA.....	59,479
Frisco town, CO.....	2,977	La Plata town, MD.....	9,160
Fruita city, CO.....	13,039	La Vista city, NE.....	17,062
Gahanna city, OH.....	34,691	Lake Forest city, IL.....	18,931
Gaithersburg city, MD.....	67,417	Lake in the Hills village, IL.....	28,908
Galveston city, TX.....	49,706	Lake Zurich village, IL.....	19,983
Gardner city, KS.....	21,059	Lakeville city, MN.....	61,056
Germantown city, TN.....	39,230	Lakewood city, CO.....	151,411
Gilbert town, AZ.....	232,176	Lakewood city, WA.....	59,102
Gillette city, WY.....	31,783	Lancaster County, SC.....	86,544
Glen Ellyn village, IL.....	27,983	Laramie city, WY.....	32,104
Glendora city, CA.....	51,891	Larimer County, CO.....	330,976
Glenview village, IL.....	47,066	Las Cruces city, NM.....	101,014
Golden city, CO.....	20,365	Las Vegas city, NM.....	13,445
Golden Valley city, MN.....	21,208	Las Vegas city, NV.....	621,662
Goodyear city, AZ.....	74,953	Lawrence city, KS.....	93,954
Grafton village, WI.....	11,576	Lawrenceville city, GA.....	29,287
Grand Rapids city, MI.....	195,355	Lehi city, UT.....	58,351
Grand Traverse County, MI.....	91,222	Lenexa city, KS.....	52,030
Greeley city, CO.....	100,760	Lewisville city, TX.....	103,638
Greenville city, NC.....	90,347	Libertyville village, IL.....	20,504
Greer city, SC.....	28,587	Lincolnwood village, IL.....	12,637
Gunnison County, CO.....	16,215	Lindsborg city, KS.....	3,313
Haltom City city, TX.....	44,059	Little Chute village, WI.....	11,006
Hamilton city, OH.....	62,216	Littleton city, CO.....	45,848
Hamilton town, MA.....	7,991	Livermore city, CA.....	88,232
Hampton city, VA.....	136,255	Lombard village, IL.....	43,776
Hanover County, VA.....	103,218	Lone Tree city, CO.....	13,430
Harrisburg city, SD.....	5,429	Long Grove village, IL.....	7,980

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Longmont city, CO.....	91,730	Newport city, RI.....	24,745
Lonsdale city, MN.....	3,850	Newport News city, VA.....	180,775
Los Alamos County, NM.....	18,031	Newton city, IA.....	15,085
Los Altos Hills town, CA.....	8,490	Niles village, IL.....	29,823
Loudoun County, VA.....	374,558	Noblesville city, IN.....	59,807
Louisville city, CO.....	20,319	Norcross city, GA.....	16,474
Lower Merion township, PA.....	58,500	Norfolk city, NE.....	24,352
Lynchburg city, VA.....	79,237	North Mankato city, MN.....	13,583
Lynnwood city, WA.....	37,242	North Port city, FL.....	62,542
Manassas city, VA.....	41,379	North Yarmouth town, ME.....	3,714
Manhattan Beach city, CA.....	35,698	Northglenn city, CO.....	38,473
Manhattan city, KS.....	55,427	Novato city, CA.....	55,378
Mankato city, MN.....	41,241	Novi city, MI.....	58,835
Maple Grove city, MN.....	68,362	Oak Park village, IL.....	52,229
Maplewood city, MN.....	40,127	Oakdale city, MN.....	27,972
Maricopa County, AZ.....	4,155,501	O'Fallon city, IL.....	29,095
Marin County, CA.....	260,814	Oklahoma City city, OK.....	629,191
Marion city, IA.....	38,014	Olmsted County, MN.....	151,685
Mariposa County, CA.....	17,658	Orland Park village, IL.....	59,161
Marshalltown city, IA.....	27,440	Orleans Parish, LA.....	388,182
Marshfield city, WI.....	18,326	Oshkosh city, WI.....	66,649
Martinez city, CA.....	37,902	Oswego village, IL.....	33,759
Marysville city, WA.....	66,178	Overland Park city, KS.....	186,147
Maui County, HI.....	164,094	Paducah city, KY.....	24,879
McKinney city, TX.....	164,760	Palm Beach Gardens city, FL.....	53,119
McMinnville city, OR.....	33,211	Palm Coast city, FL.....	82,356
Mecklenburg County, NC.....	1,034,290	Palo Alto city, CA.....	67,082
Menlo Park city, CA.....	33,661	Palos Verdes Estates city, CA.....	13,591
Menomonee Falls village, WI.....	36,411	Panama City Beach city, FL.....	12,461
Mercer Island city, WA.....	24,768	Papillion city, NE.....	19,478
Meridian charter township, MI.....	41,903	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
Mesquite city, TX.....	144,118	Pasco city, WA.....	70,607
Miami city, FL.....	443,007	Pasco County, FL.....	498,136
Middleton city, WI.....	18,951	Payette city, ID.....	7,366
Middletown town, RI.....	16,100	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	Philadelphia city, PA.....	1,569,657
Minnetrissa city, MN.....	7,187	Pinehurst village, NC.....	15,580
Missoula County, MT.....	114,231	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	Port Orange city, FL.....	60,315
Moorpark city, CA.....	36,060	Port St. Lucie city, FL.....	178,778
Moraga town, CA.....	17,231	Portage city, MI.....	48,072
Morristown city, TN.....	29,446	Portland city, OR.....	630,331
Morrisville town, NC.....	23,873	Powell city, OH.....	12,658
Morro Bay city, CA.....	10,568	Powhatan County, VA.....	28,364
Moscow city, ID.....	24,833	Prairie Village city, KS.....	21,932
Mountlake Terrace city, WA.....	20,922	Pueblo city, CO.....	109,122
Murphy city, TX.....	20,361	Purcellville town, VA.....	9,217
Naperville city, IL.....	146,431	Queen Creek town, AZ.....	33,298
Napoleon city, OH.....	8,646	Raleigh city, NC.....	449,477
Needham CDP, MA.....	30,429	Ramsey city, MN.....	25,853
Nevada City city, CA.....	3,112	Raymore city, MO.....	20,358
Nevada County, CA.....	98,838	Redmond city, OR.....	28,492
New Braunfels city, TX.....	70,317	Redmond city, WA.....	60,712
New Brighton city, MN.....	22,440	Redwood City city, CA.....	84,368
New Concord village, OH.....	2,561	Reno city, NV.....	239,732
New Hope city, MN.....	20,909	Richfield city, MN.....	35,993

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Richland city, WA.....	53,991	Sugar Land city, TX.....	86,886
Richmond city, CA.....	108,853	Suisun City city, CA.....	29,280
Richmond Heights city, MO.....	8,466	Summit County, UT.....	39,731
Rio Rancho city, NM.....	93,317	Sunnyvale city, CA.....	151,565
River Falls city, WI.....	15,256	Surprise city, AZ.....	129,534
Riverside city, CA.....	321,570	Suwanee city, GA.....	18,655
Roanoke city, VA.....	99,572	Tacoma city, WA.....	207,280
Roanoke County, VA.....	93,419	Takoma Park city, MD.....	17,643
Rochester city, NY.....	209,463	Tempe city, AZ.....	178,339
Rock Hill city, SC.....	70,764	Temple city, TX.....	71,795
Rockville city, MD.....	66,420	Texarkana city, TX.....	37,222
Roeland Park city, KS.....	6,810	The Woodlands CDP, TX.....	109,608
Rohnert Park city, CA.....	42,305	Thousand Oaks city, CA.....	128,909
Rolla city, MO.....	20,013	Tigard city, OR.....	51,355
Rosemount city, MN.....	23,474	Tinley Park village, IL.....	57,107
Rosenberg city, TX.....	35,867	Tracy city, CA.....	87,613
Roseville city, MN.....	35,624	Trinidad CCD, CO.....	10,819
Round Rock city, TX.....	116,369	Tualatin city, OR.....	27,135
Royal Palm Beach village, FL.....	37,665	Tulsa city, OK.....	401,352
Sacramento city, CA.....	489,650	Tustin city, CA.....	80,007
Sahuarita town, AZ.....	28,257	Twin Falls city, ID.....	47,340
Sammamish city, WA.....	62,877	Unalaska city, AK.....	4,809
San Carlos city, CA.....	29,954	University Heights city, OH.....	13,201
San Diego city, CA.....	1,390,966	University Park city, TX.....	24,692
San Francisco city, CA.....	864,263	Urbandale city, IA.....	42,222
San Jose city, CA.....	1,023,031	Vail town, CO.....	5,425
San Marcos city, TX.....	59,935	Vernon Hills village, IL.....	26,084
Sangamon County, IL.....	198,134	Victoria city, MN.....	8,679
Santa Fe city, NM.....	82,980	Vienna town, VA.....	16,474
Santa Fe County, NM.....	147,514	Virginia Beach city, VA.....	450,057
Savage city, MN.....	30,011	Walnut Creek city, CA.....	68,516
Schaumburg village, IL.....	74,427	Warrensburg city, MO.....	19,890
Schertz city, TX.....	38,199	Washington County, MN.....	250,979
Scott County, MN.....	141,463	Washoe County, NV.....	445,551
Scottsdale city, AZ.....	239,283	Wauwaukee village, WI.....	13,284
Sedona city, AZ.....	10,246	Wauwatosa city, WI.....	47,687
Sevierville city, TN.....	16,387	Wentzville city, MO.....	35,768
Shakopee city, MN.....	40,024	West Carrollton city, OH.....	12,963
Shawnee city, KS.....	64,840	West Chester township, OH.....	62,804
Shawnee city, OK.....	30,974	West Des Moines city, IA.....	62,999
Shoreline city, WA.....	55,431	Western Springs village, IL.....	13,187
Shoreview city, MN.....	26,432	Westerville city, OH.....	38,604
Shorewood village, IL.....	16,809	Westlake town, TX.....	1,006
Sierra Vista city, AZ.....	43,585	Westminster city, CO.....	111,895
Silverton city, OR.....	9,757	Westminster city, MD.....	18,557
Sioux Falls city, SD.....	170,401	Wheat Ridge city, CO.....	31,162
Skokie village, IL.....	64,773	White House city, TN.....	11,107
Snoqualmie city, WA.....	12,944	Wichita city, KS.....	389,054
Snowmass Village town, CO.....	2,827	Williamsburg city, VA.....	14,817
Somerset town, MA.....	18,257	Willowbrook village, IL.....	8,598
South Bend city, IN.....	101,928	Wilmington city, NC.....	115,261
South Jordan city, UT.....	65,523	Wilsonville city, OR.....	22,789
South Portland city, ME.....	25,431	Windsor town, CO.....	23,386
Southlake city, TX.....	30,090	Windsor town, CT.....	29,037
Spearfish city, SD.....	11,300	Winter Garden city, FL.....	40,799
Springville city, UT.....	32,319	Woodbury city, MN.....	67,648
St. Augustine city, FL.....	13,952	Woodinville city, WA.....	11,675
St. Charles city, IL.....	32,730	Wyandotte County, KS.....	163,227
St. Cloud city, MN.....	67,093	Wyoming city, MI.....	75,124
St. Croix County, WI.....	87,142	Yakima city, WA.....	93,182
St. Joseph city, MO.....	76,819	York County, VA.....	67,196
St. Louis County, MN.....	200,294	Yorktown town, IN.....	11,200
St. Lucie County, FL.....	298,763	Yorkville city, IL.....	18,691
State College borough, PA.....	42,224	Yountville city, CA.....	2,978
Steamboat Springs city, CO.....	12,520		

Populations over 300,000 Benchmark Comparisons

Table 56: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall image or reputation of Honolulu	45%	17	22	27%ile	Similar
The overall quality of life in Honolulu	64%	25	27	11%ile	Similar
Honolulu as a place to live	69%	28	29	7%ile	Similar
Recommend living in Honolulu to someone who asks	53%	16	16	6%ile	Much lower
Remain in Honolulu for the next five years	75%	16	16	6%ile	Similar

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Table 57: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall confidence in the City and County of Honolulu government	18%	15	14	1%ile	Lower
The overall direction that the City and County of Honolulu is taking	19%	22	21	1%ile	Much lower
The value of services for the taxes paid to the City and County of Honolulu	26%	24	24	5%ile	Lower
Generally acting in the best interest of the community	26%	17	16	1%ile	Lower
Being honest	21%	16	15	1%ile	Lower
Being open and transparent to the public	19%	NA	NA	NA	NA
Informing residents about issues facing the community	27%	NA	NA	NA	NA
The job the City and County of Honolulu government does at welcoming resident involvement	26%	19	19	6%ile	Lower
Treating all residents fairly	29%	15	15	7%ile	Lower
Treating residents with respect	34%	NA	NA	NA	NA
Overall customer service by the City and County of Honolulu employees	49%	23	26	12%ile	Lower
Public information services	45%	16	16	6%ile	Similar
Quality of services provided by the City and County of Honolulu	33%	29	29	4%ile	Lower
Quality of services provided by the Federal Government	37%	6	12	54%ile	Similar

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Table 58: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall economic health of Honolulu	18%	15	14	1%ile	Much lower
Economic development	23%	19	18	1%ile	Much lower
Overall quality of business and service establishments in Honolulu	58%	13	13	8%ile	Similar
Variety of business and service establishments in Honolulu	54%	NA	NA	NA	NA
Vibrancy of downtown/commercial area	35%	13	13	8%ile	Lower
Shopping opportunities	63%	13	15	19%ile	Similar
Honolulu as a place to visit	87%	2	16	89%ile	Higher
Honolulu as a place to work	48%	26	26	4%ile	Lower
Employment opportunities	22%	18	18	6%ile	Lower
Cost of living in Honolulu	3%	15	14	1%ile	Much lower
Economy will have positive impact on income	14%	14	13	1%ile	Lower

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Table 59: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of the transportation system in Honolulu	37%	14	15	13%ile	Lower
Traffic flow on major streets	16%	16	18	16%ile	Lower
Ease of travel by car in Honolulu	31%	16	17	12%ile	Lower
Ease of travel by public transportation in Honolulu	41%	4	14	74%ile	Similar
Ease of travel by bicycle in Honolulu	27%	17	18	11%ile	Similar
Ease of walking in Honolulu	50%	7	19	66%ile	Similar
Ease of public parking	7%	11	10	1%ile	Much lower
Bus or transit services	39%	8	13	43%ile	Similar
Traffic enforcement	31%	17	19	16%ile	Similar
Traffic signal timing	34%	13	13	8%ile	Similar
Street repair	10%	19	19	6%ile	Lower
Street cleaning	29%	13	15	19%ile	Similar
Street lighting	42%	14	16	18%ile	Similar
Sidewalk maintenance	39%	9	15	44%ile	Similar
Used bus, rail, subway, or other public transportation instead of driving	30%	10	13	29%ile	Similar
Carpooled with other adults or children instead of driving alone	47%	8	13	43%ile	Similar
Walked or biked instead of driving	57%	7	15	57%ile	Similar

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Table 60: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall design or layout of Honolulu's residential and commercial areas	30%	15	14	1%ile	Lower
Overall appearance of Honolulu	33%	19	19	6%ile	Lower
Your neighborhood as a place to live	75%	12	20	43%ile	Similar
Overall quality of new development in Honolulu	24%	18	17	1%ile	Lower
Well-planned residential growth	17%	NA	NA	NA	NA
Well-planned commercial growth	17%	NA	NA	NA	NA
Well-designed neighborhoods	24%	NA	NA	NA	NA
Preservation of the historical or cultural character of the community	40%	NA	NA	NA	NA
Public places where people want to spend time	43%	12	12	8%ile	Similar
Variety of housing options	18%	17	16	1%ile	Lower
Availability of affordable quality housing	4%	17	16	1%ile	Much lower
Land use, planning, and zoning	16%	17	16	1%ile	Lower
Code enforcement	17%	22	22	5%ile	Lower

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Table 61: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of the utility infrastructure in Honolulu	33%	NA	NA	NA	NA
Affordable high-speed internet access	49%	NA	NA	NA	NA
Power (electric and/or gas) utility	53%	5	6	29%ile	Similar
Garbage collection	73%	12	20	43%ile	Similar
Drinking water	69%	6	16	65%ile	Similar
Sewer services	61%	14	14	7%ile	Similar
Storm water management	54%	11	19	46%ile	Similar
Utility billing	43%	9	9	11%ile	Lower

Table 62: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall feeling of safety in Honolulu	45%	19	23	21%ile	Lower
Police/Sheriff services	45%	29	30	7%ile	Lower
Crime prevention	36%	16	19	21%ile	Similar
Animal control	48%	12	19	41%ile	Similar
Ambulance or emergency medical services	73%	17	21	23%ile	Similar
Fire services	73%	22	24	13%ile	Similar
Fire prevention and education	63%	8	14	47%ile	Similar
Emergency preparedness	54%	9	15	44%ile	Similar
In your neighborhood during the day	88%	13	23	46%ile	Similar
In Honolulu's downtown/commercial area during the day	57%	18	19	11%ile	Lower
From property crime	42%	5	5	17%ile	Lower
From violent crime	55%	5	5	17%ile	Similar
From fire, flood, or other natural disaster	67%	NA	NA	NA	NA

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Table 63: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of natural environment in Honolulu	65%	6	13	58%ile	Similar
Cleanliness of Honolulu	27%	16	17	12%ile	Lower
Water resources	65%	NA	NA	NA	NA
Air quality	85%	1	14	94%ile	Much higher
Preservation of natural areas	45%	9	12	31%ile	Similar
Honolulu open space	34%	12	12	8%ile	Lower
Recycling	48%	23	23	5%ile	Lower
Yard waste pick-up	49%	12	11	1%ile	Lower

Table 64: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall quality of parks and recreation opportunities	57%	NA	NA	NA	NA
Availability of paths and walking trails	61%	4	19	81%ile	Similar
City and County parks	48%	22	22	5%ile	Lower
Recreational opportunities	66%	6	15	63%ile	Similar
Recreation programs or classes	42%	17	17	6%ile	Similar
Recreation centers or facilities	45%	17	18	11%ile	Similar
Fitness opportunities	63%	5	12	62%ile	Similar

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Table 65: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall health and wellness opportunities in Honolulu	64%	6	14	61%ile	Similar
Health services	59%	7	11	42%ile	Similar
Availability of affordable quality health care	42%	13	14	14%ile	Similar
Availability of preventive health services	46%	12	12	8%ile	Similar
Availability of affordable quality mental health care	29%	11	13	22%ile	Similar
Availability of affordable quality food	37%	15	14	1%ile	Lower
In very good to excellent health	88%	9	12	31%ile	Similar

Table 66: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall opportunities for education, culture, and the arts	48%	12	15	26%ile	Similar
Opportunities to attend cultural/arts/music activities	51%	11	15	32%ile	Similar
Opportunities to attend special events and festivals	53%	9	13	36%ile	Similar
Community support for the arts	42%	NA	NA	NA	NA
Public library services	59%	21	21	5%ile	Lower
Availability of affordable quality child care/preschool	22%	14	13	1%ile	Lower
K-12 education	30%	14	14	7%ile	Lower
Adult educational opportunities	38%	13	12	1%ile	Lower

Table 67: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Residents' connection and engagement with their community	45%	NA	NA	NA	NA
Sense of community	59%	5	16	71%ile	Similar
Sense of civic/community pride	38%	NA	NA	NA	NA
Neighborliness of Honolulu	47%	6	12	54%ile	Similar
Honolulu as a place to raise children	62%	21	26	23%ile	Similar
Honolulu as a place to retire	42%	22	24	13%ile	Lower
Openness and acceptance of the community toward people of diverse backgrounds	54%	14	18	27%ile	Similar
Making all residents feel welcome	52%	NA	NA	NA	NA
Attracting people from diverse backgrounds	62%	NA	NA	NA	NA
Valuing/respecting residents from diverse backgrounds	58%	NA	NA	NA	NA
Taking care of vulnerable residents	37%	NA	NA	NA	NA
Opportunities to participate in social events and activities	50%	9	12	31%ile	Similar
Opportunities to volunteer	64%	8	12	39%ile	Similar
Opportunities to participate in community matters	49%	11	14	27%ile	Similar

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Table 68: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Contacted Honolulu for help or information	43%	13	19	36%ile	Similar
Contacted Honolulu elected officials to express your opinion	20%	7	12	47%ile	Similar
Attended a local public meeting	18%	12	13	15%ile	Similar
Watched (online or on television) a local public meeting	41%	2	13	86%ile	Higher
Volunteered your time to some group/activity in Honolulu	40%	7	12	47%ile	Similar
Campaigned or advocated for an issue, cause or candidate	22%	8	11	34%ile	Similar
Voted in your most recent local election	82%	NA	NA	NA	NA
Access the internet from your home using a computer, laptop or tablet computer	95%	NA	NA	NA	NA
Access the internet from your cell phone	93%	NA	NA	NA	NA
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	79%	NA	NA	NA	NA
Use or check email	97%	NA	NA	NA	NA
Share your opinions online	36%	NA	NA	NA	NA
Shop online	50%	NA	NA	NA	NA

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Table 69: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Overall economic health of Honolulu	96%	1	12	93%ile	Similar
Overall quality of the transportation system in Honolulu	83%	7	12	47%ile	Similar
Overall design or layout of Honolulu's residential and commercial areas	74%	7	12	47%ile	Similar
Overall quality of the utility infrastructure in Honolulu	90%	NA	NA	NA	NA
Overall feeling of safety in Honolulu	93%	2	12	85%ile	Similar
Overall quality of natural environment in Honolulu	85%	6	12	54%ile	Similar
Overall quality of parks and recreation opportunities	79%	NA	NA	NA	NA
Overall health and wellness opportunities in Honolulu	81%	4	12	70%ile	Similar
Overall opportunities for education, culture, and the arts	77%	10	12	24%ile	Similar
Residents' connection and engagement with their community	66%	12	12	8%ile	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	Oklahoma City city, OK.....	629,191
Aurora city, CO.....	357,323	Orleans Parish, LA.....	388,182
Austin city, TX.....	916,906	Pasco County, FL.....	498,136
Baltimore city, MD.....	619,796	Philadelphia city, PA.....	1,569,657
Baltimore County, MD.....	828,637	Portland city, OR.....	630,331
Chesterfield County, VA.....	335,594	Raleigh city, NC.....	449,477
Dakota County, MN.....	414,655	Riverside city, CA.....	321,570
Dallas city, TX.....	1,300,122	Sacramento city, CA.....	489,650
Denver city, CO.....	678,467	San Diego city, CA.....	1,390,966
Jefferson Parish, LA.....	437,038	San Francisco city, CA.....	864,263
Kansas City city, MO.....	476,974	San Jose city, CA.....	1,023,031
Las Vegas city, NV.....	621,662	Tulsa city, OK.....	401,352
Loudoun County, VA.....	374,558	Virginia Beach city, VA.....	450,057
Maricopa County, AZ.....	4,155,501	Washoe County, NV.....	445,551
Mecklenburg County, NC.....	1,034,290	Wichita city, KS.....	389,054
Mesa city, AZ.....	479,317		
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 Van Lee of the City and County of Honolulu at vlee2@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 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.

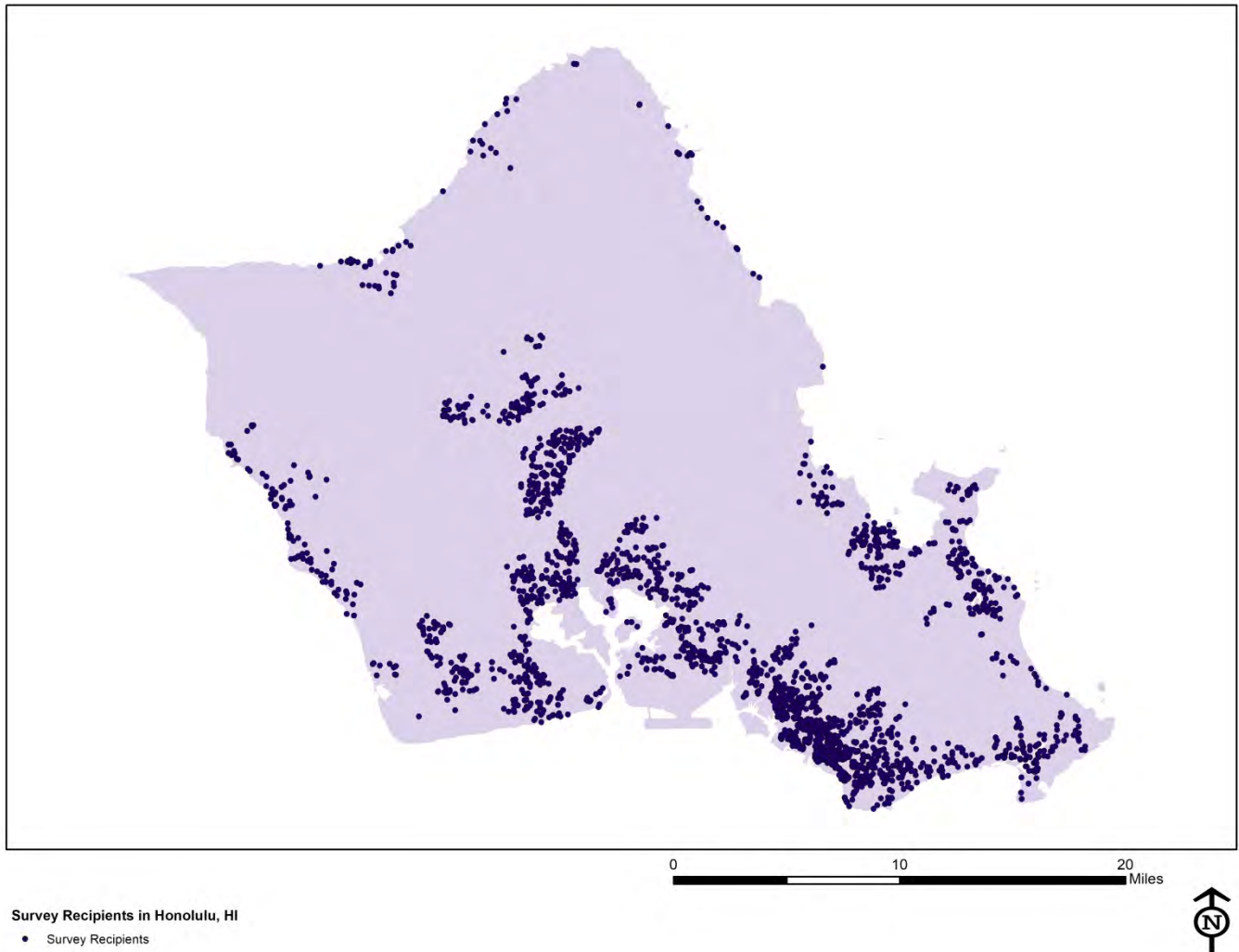
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To choose the 2,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* 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* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received mailings beginning on November 9, 2020. For 1,200 households, the first mailing was a postcard announcing the upcoming survey with a link to complete the survey online. 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. For 1,500 households, the first mailing was a postcard with a link to complete the survey online, followed one week later by a reminder postcard with a link to the survey. The second postcard also asked respondents not to complete the survey a second time.

The survey was available in English. All mailings included a URL through which the residents could choose to respond online. The City and County of Honolulu chose to augment their administration of The NCS with several additional services, including custom benchmark comparisons. Completed surveys were collected over seven weeks. The online “opt-in” survey became available to all residents on December 9, 2020 and remained open for three weeks.

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About 4% of the 2,700 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 2,582 households that received the survey, 454 completed the survey, providing an overall response rate of 18%. Of the 454 completed surveys, 261 were completed online. The response rate was calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 43 residents completed the online opt-in survey.

Table 70: Survey Response Rate

Total sample used	2,700
I=Complete Interviews	452
P=Partial Interviews	2
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	2,128
NE=Not eligible	118
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	18%

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 (454 completed surveys).

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

¹ See AAPOR's Standard Definitions for more information:

[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

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.

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.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the City and County name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

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 age, gender, housing type, housing tenure (rent or own), race and ethnicity. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 71: Honolulu, HI 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	26%	44%
Own home	56%	74%	56%
Detached unit	48%	61%	47%
Attached unit	52%	39%	53%
Race and Ethnicity			
White	22%	23%	19%
Not white	78%	77%	81%
Not Hispanic	94%	95%	92%
Hispanic	6%	5%	8%
Sex and Age			
Female	51%	49%	51%
Male	49%	51%	49%

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Characteristic	Population Norm	Unweighted Data	Weighted Data
18-34 years of age	30%	7%	30%
35-54 years of age	35%	26%	33%
55+ years of age	35%	66%	37%
Females 18-34	15%	4%	15%
Females 35-54	18%	16%	16%
Females 55+	19%	30%	20%
Males 18-34	15%	3%	16%
Males 35-54	18%	11%	17%
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 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.

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Appendix D: Survey Materials

Dear Honolulu Resident,

It won't take much of your time to make a big difference! With the COVID-19 pandemic weighing heavily in our lives, it is important for City and County leaders to continue to understand the broader needs of our community so we can keep resident opinions front and center as we move forward together.

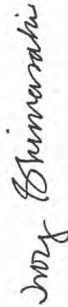
Your household has been randomly selected to participate in a survey about our community. You can go online and complete the survey at:

<https://bit.ly/xxplaceholderxx>

Please do not share your survey link. This survey is for randomly selected households only. The City and County will conduct a separate survey that is open to all residents just a few weeks from now. You can also wait a few days for the survey to arrive in the mail.

Thank you for helping create a better City and County!

Sincerely,



Troy Shimasaki
Acting City Auditor

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Dear Honolulu Resident,

It won't take much of your time to make a big difference! With the COVID-19 pandemic weighing heavily in our lives, it is important for City and County leaders to continue to understand the broader needs of our community so we can keep resident opinions front and center as we move forward together.

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Thank you for helping create a better City and County!

Sincerely,



Troy Shimasaki
Acting City Auditor

Dear Honolulu Resident,

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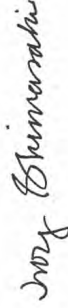
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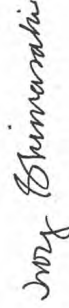
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TROY SHIMASAKI
ACTING CITY AUDITOR

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 2020

Dear City and County of Honolulu Resident:

Please help us shape the future of Honolulu! You have been selected at random to participate in the 2020 Honolulu Community Survey. **If you've already completed the survey** online, thank you. Please do not respond twice.

With the COVID-19 pandemic weighing heavily in our lives, it can be hard to focus on anything else. It is important for City and County leaders to continue to understand the broader needs of our community. By conducting this survey, we can gather important feedback which is essential in uncertain times such as these, so we can keep resident opinions front and center as we move forward together. The survey also allows us to hear from you even when in-person meetings are canceled.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Honolulu make decisions that affect our City and County.

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:

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If you have any questions about the survey please call (808) 768-3134.

Thank you for your time and participation!

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

Troy Shimasaki
Acting City Auditor



TROY SHIMASAKI
ACTING CITY AUDITOR

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

November 2020

Dear City and County of Honolulu Resident:

Here’s another chance if you haven’t already responded to the 2020 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.

Please help us shape the future of Honolulu! You have been selected at random to participate in the 2020 Honolulu Community Survey.

With the COVID-19 pandemic weighing heavily in our lives, it can be hard to focus on anything else. It is important for City and County leaders to continue to understand the broader needs of our community. By conducting this survey, we can gather important feedback which is essential in uncertain times such as these, so we can keep resident opinions front and center as we move forward together. The survey also allows us to hear from you even when in-person meetings are canceled.

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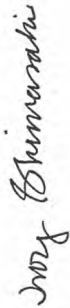
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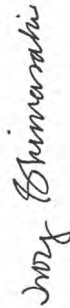
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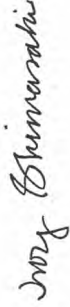
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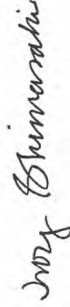
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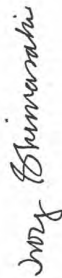
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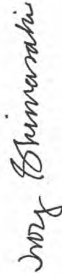
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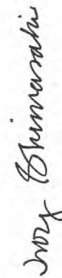
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The City and County of Honolulu 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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 Honolulu.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Honolulu.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu.....	1	2	3	4	5
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4	5
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas).....	1	2	3	4	5
Overall feeling of safety in Honolulu.....	1	2	3	4	5
Overall quality of natural environment in Honolulu.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Honolulu.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community.....	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster.....	1	2	3	4	5	6

5. Please rate the job you feel the Honolulu community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome.....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Honolulu.....	1	2	3	4	5
Variety of business and service establishments in Honolulu.....	1	2	3	4	5
Vibrancy of downtown/commercial area.....	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 image or reputation of Honolulu.....	1	2	3	4	5



7. Please rate each of the following characteristics as they relate to Honolulu as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in Honolulu.....	1	2	3	4	5
Overall appearance of Honolulu.....	1	2	3	4	5
Cleanliness of Honolulu.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Honolulu.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	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

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

	<u>No</u>	<u>Yes</u>
Contacted the City and County of Honolulu (in-person, phone, email or web) for help or information....	1	2
Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Honolulu.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City and County of Honolulu 2020 Community Survey

9. Please rate the quality of each of the following services in Honolulu.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands and greenbelts)	1	2	3	4	5
Honolulu open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Honolulu government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Honolulu.....	1	2	3	4	5
The overall direction that Honolulu is taking.....	1	2	3	4	5
The job Honolulu government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5



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

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

12. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Honolulu.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu.....	1	2	3	4
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Honolulu	1	2	3	4
Overall quality of natural environment in Honolulu.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Honolulu.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Completing HART's rail construction to Ala Moana Shopping Center.....	1	2	3	4	5
Protecting and preparing infrastructure for climate change threats.....	1	2	3	4	5
Addressing the impacts of tourism across Oahu	1	2	3	4	5
Increasing the number of on-line or mail-in programs to conduct city services	1	2	3	4	5
Improving access and safety to Oahu's hiking trails.....	1	2	3	4	5
Protecting our water resources from contamination.....	1	2	3	4	5

14. Please indicate how much you agree or disagree with each of the following:

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
The City and County of Honolulu's response to the Covid-19 pandemic is effective	1	2	3	4	5
The use of mail-in ballots for primary and general elections is reliable.....	1	2	3	4	5
The use of mail-in ballots for primary and general elections encourages voter participation	1	2	3	4	5
The City and County's efforts to assist the homeless has had a positive impact on the homeless problem in Honolulu.....	1	2	3	4	5
The Honolulu Police Department treats all City and County residents fairly.....	1	2	3	4	5
The by-appointment requirement for bulky trash pick-up has improved the collection of bulky trash.....	1	2	3	4	5

The City and County of Honolulu 2020 Community Survey

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. In general, how many times do you:

	<u>Several times a day</u>	<u>Once a day</u>	<u>A few times a week</u>	<u>Every few weeks</u>	<u>Less often or never</u>	<u>Don't know</u>
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

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. How many years have you lived in Honolulu?

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

D5. 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)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! 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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4. Supplemental Online Survey Results

THE NCS™

The National Community Survey™

Honolulu, HI

*Supplemental Online Survey Results
2020*



POWERED BY POLCO

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Washington, DC 20002
icma.org • 800-745-8780

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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 Open Participation Online Survey

As part of its participation in The National Community Survey™ (The NCS™), the City and County of Honolulu conducted a mailed survey of 2,700 residents. Surveys were mailed to randomly selected households in November 2020 and data were collected through December 2020 (see the report, *The National Community Survey: Community Livability Report, Honolulu, HI, 2020*). 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 City and County's website. Visitors to the site were able to complete the survey during December 2020 and 43 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 link on the City and County's website; therefore, a level of confidence in the representativeness of the sample cannot be estimated.

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Complete Responses to Online Open Participation Survey

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Honolulu.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Honolulu as a place to live	12%	N=5	40%	N=17	31%	N=13	17%	N=7	100%	N=42
Your neighborhood as a place to live	21%	N=9	40%	N=17	26%	N=11	12%	N=5	100%	N=42
Honolulu as a place to raise children	8%	N=3	38%	N=15	31%	N=12	23%	N=9	100%	N=39
Honolulu as a place to work	0%	N=0	28%	N=11	28%	N=11	45%	N=18	100%	N=40
Honolulu as a place to visit	26%	N=10	38%	N=15	23%	N=9	13%	N=5	100%	N=39
Honolulu as a place to retire	0%	N=0	24%	N=10	27%	N=11	49%	N=20	100%	N=41
The overall quality of life in Honolulu	5%	N=2	34%	N=14	41%	N=17	20%	N=8	100%	N=41
Sense of community	12%	N=5	40%	N=17	28%	N=12	21%	N=9	100%	N=43

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Honolulu.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Honolulu as a place to live	12%	N=5	40%	N=17	30%	N=13	16%	N=7	2%	N=1	100%	N=43
Your neighborhood as a place to live	21%	N=9	40%	N=17	26%	N=11	12%	N=5	0%	N=0	100%	N=42
Honolulu as a place to raise children	7%	N=3	36%	N=15	29%	N=12	21%	N=9	7%	N=3	100%	N=42
Honolulu as a place to work	0%	N=0	26%	N=11	26%	N=11	43%	N=18	5%	N=2	100%	N=42
Honolulu as a place to visit	24%	N=10	36%	N=15	21%	N=9	12%	N=5	7%	N=3	100%	N=42
Honolulu as a place to retire	0%	N=0	23%	N=10	26%	N=11	47%	N=20	5%	N=2	100%	N=43
The overall quality of life in Honolulu	5%	N=2	33%	N=14	40%	N=17	19%	N=8	5%	N=2	100%	N=43
Sense of community	12%	N=5	40%	N=17	28%	N=12	21%	N=9	0%	N=0	100%	N=43

Table 3: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
Overall economic health of Honolulu	0%	N=0	5%	N=2	29%	N=12	66%	N=27	100%	N=41
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	0%	N=0	21%	N=9	43%	N=18	36%	N=15	100%	N=42
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	0%	N=0	19%	N=8	30%	N=13	51%	N=22	100%	N=43
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	0%	N=0	21%	N=9	29%	N=12	50%	N=21	100%	N=42
Overall feeling of safety in Honolulu	2%	N=1	26%	N=11	42%	N=18	30%	N=13	100%	N=43
Overall quality of natural environment in Honolulu	21%	N=9	40%	N=17	26%	N=11	14%	N=6	100%	N=43
Overall quality of parks and recreation opportunities	12%	N=5	42%	N=18	21%	N=9	26%	N=11	100%	N=43
Overall health and wellness opportunities in Honolulu	19%	N=8	40%	N=17	19%	N=8	21%	N=9	100%	N=42
Overall opportunities for education, culture, and the arts	10%	N=4	26%	N=11	31%	N=13	33%	N=14	100%	N=42
Residents' connection and engagement with their community	3%	N=1	29%	N=11	47%	N=18	21%	N=8	100%	N=38

Table 4: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Overall economic health of Honolulu	0%	N=0	5%	N=2	28%	N=12	63%	N=27	5%	N=2	100%	N=43
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	0%	N=0	21%	N=9	43%	N=18	36%	N=15	0%	N=0	100%	N=42
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	0%	N=0	19%	N=8	30%	N=13	51%	N=22	0%	N=0	100%	N=43
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	0%	N=0	21%	N=9	28%	N=12	49%	N=21	2%	N=1	100%	N=43
Overall feeling of safety in Honolulu	2%	N=1	26%	N=11	42%	N=18	30%	N=13	0%	N=0	100%	N=43
Overall quality of natural environment in Honolulu	21%	N=9	40%	N=17	26%	N=11	14%	N=6	0%	N=0	100%	N=43
Overall quality of parks and recreation opportunities	12%	N=5	42%	N=18	21%	N=9	26%	N=11	0%	N=0	100%	N=43
Overall health and wellness opportunities in Honolulu	19%	N=8	40%	N=17	19%	N=8	21%	N=9	2%	N=1	100%	N=43
Overall opportunities for education, culture, and the arts	10%	N=4	26%	N=11	31%	N=13	33%	N=14	0%	N=0	100%	N=42
Residents' connection and engagement with their community	2%	N=1	26%	N=11	42%	N=18	19%	N=8	12%	N=5	100%	N=43

Table 5: Question 3 without "don't know" responses

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		5% N=2	21% N=9	26% N=11	49% N=21	100% N=43
Remain in Honolulu for the next five years		45% N=18	25% N=10	10% N=4	20% N=8	100% N=40

Table 6: Question 3 with "don't know" responses

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		5% N=2	21% N=9	26% N=11	49% N=21	0% N=0	100% N=43
Remain in Honolulu for the next five years		42% N=18	23% N=10	9% N=4	19% N=8	7% N=3	100% N=43

Table 7: Question 4 without "don't know" responses

Please rate how safe or unsafe you feel:		Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day		23% N=10	51% N=22	5% N=2	16% N=7	5% N=2	100% N=43
In Honolulu's downtown/commercial area during the day		12% N=5	35% N=15	7% N=3	33% N=14	14% N=6	100% N=43
From property crime		2% N=1	30% N=13	19% N=8	12% N=5	37% N=16	100% N=43
From violent crime		10% N=4	33% N=14	12% N=5	29% N=12	17% N=7	100% N=42
From fire, flood, or other natural disaster		26% N=11	28% N=12	23% N=10	12% N=5	12% N=5	100% N=43

Table 8: Question 4 with "don't know" responses

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=10	51% N=22	5% N=2	16% N=7	5% N=2	0% N=0	100% N=43
In Honolulu's downtown/commercial area during the day		12% N=5	35% N=15	7% N=3	33% N=14	14% N=6	0% N=0	100% N=43
From property crime		2% N=1	30% N=13	19% N=8	12% N=5	37% N=16	0% N=0	100% N=43
From violent crime		9% N=4	33% N=14	12% N=5	28% N=12	16% N=7	2% N=1	100% N=43
From fire, flood, or other natural disaster		26% N=11	28% N=12	23% N=10	12% N=5	12% N=5	0% N=0	100% N=43

Table 9: Question 5 without "don't know" responses

Please rate the job you feel the Honolulu community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	10%	N=4	27%	N=11	32%	N=13	32%	N=13	100%	N=41
Attracting people from diverse backgrounds	15%	N=6	36%	N=14	33%	N=13	15%	N=6	100%	N=39
Valuing/respecting residents from diverse backgrounds	14%	N=6	26%	N=11	35%	N=15	26%	N=11	100%	N=43
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	2%	N=1	19%	N=8	26%	N=11	52%	N=22	100%	N=42

Table 10: Question 5 with "don't know" responses

Please rate the job you feel the Honolulu community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=4	26%	N=11	30%	N=13	30%	N=13	5%	N=2	100%	N=43
Attracting people from diverse backgrounds	14%	N=6	33%	N=14	30%	N=13	14%	N=6	9%	N=4	100%	N=43
Valuing/respecting residents from diverse backgrounds	14%	N=6	26%	N=11	35%	N=15	26%	N=11	0%	N=0	100%	N=43
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	2%	N=1	19%	N=8	26%	N=11	51%	N=22	2%	N=1	100%	N=43

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Table 11: Question 6 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Honolulu	7%	N=3	40%	N=17	33%	N=14	21%	N=9	100%	N=43
Variety of business and service establishments in Honolulu	7%	N=3	40%	N=17	36%	N=15	17%	N=7	100%	N=42
Vibrancy of downtown/commercial area	2%	N=1	19%	N=8	52%	N=22	26%	N=11	100%	N=42
Employment opportunities	0%	N=0	3%	N=1	45%	N=17	53%	N=20	100%	N=38
Shopping opportunities	12%	N=5	49%	N=21	30%	N=13	9%	N=4	100%	N=43
Cost of living in Honolulu	0%	N=0	2%	N=1	5%	N=2	93%	N=40	100%	N=43
Overall image or reputation of Honolulu	5%	N=2	21%	N=9	48%	N=20	26%	N=11	100%	N=42

Table 12: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent	Good	Fair	Poor		Don't know	Total
				Good	Fair		
Overall quality of business and service establishments in Honolulu	7% N=3	40% N=17	33% N=14	21% N=9	0% N=0	100% N=43	
Variety of business and service establishments in Honolulu	7% N=3	40% N=17	36% N=15	17% N=7	0% N=0	100% N=42	
Vibrancy of downtown/commercial area	2% N=1	19% N=8	52% N=22	26% N=11	0% N=0	100% N=42	
Employment opportunities	0% N=0	2% N=1	40% N=17	48% N=20	10% N=4	100% N=42	
Shopping opportunities	12% N=5	49% N=21	30% N=13	9% N=4	0% N=0	100% N=43	
Cost of living in Honolulu	0% N=0	2% N=1	5% N=2	93% N=40	0% N=0	100% N=43	
Overall image or reputation of Honolulu	5% N=2	21% N=9	47% N=20	26% N=11	2% N=1	100% N=43	

Table 13: Question 7 without "don't know" responses

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent	Good	Fair	Poor		Total
				Good	Fair	
Traffic flow on major streets	2% N=1	7% N=3	28% N=12	63% N=27	100% N=43	
Ease of public parking	0% N=0	7% N=3	31% N=13	62% N=26	100% N=42	
Ease of travel by car in Honolulu	0% N=0	19% N=8	33% N=14	48% N=20	100% N=42	
Ease of travel by public transportation in Honolulu	6% N=2	38% N=13	35% N=12	21% N=7	100% N=34	
Ease of travel by bicycle in Honolulu	0% N=0	25% N=8	28% N=9	47% N=15	100% N=32	
Ease of walking in Honolulu	10% N=4	45% N=19	21% N=9	24% N=10	100% N=42	
Well-planned residential growth	0% N=0	5% N=2	22% N=8	73% N=27	100% N=37	
Well-planned commercial growth	0% N=0	8% N=3	32% N=12	61% N=23	100% N=38	
Well-designed neighborhoods	0% N=0	15% N=6	50% N=20	35% N=14	100% N=40	
Preservation of the historical or cultural character of the community	3% N=1	23% N=9	41% N=16	33% N=13	100% N=39	
Public places where people want to spend time	3% N=1	33% N=13	43% N=17	23% N=9	100% N=40	
Variety of housing options	0% N=0	5% N=2	31% N=13	64% N=27	100% N=42	
Availability of affordable quality housing	2% N=1	0% N=0	17% N=7	80% N=33	100% N=41	
Overall quality of new development in Honolulu	2% N=1	12% N=5	36% N=15	50% N=21	100% N=42	
Overall appearance of Honolulu	5% N=2	21% N=9	50% N=21	24% N=10	100% N=42	

Please rate each of the following characteristics as they relate to Honolulu as a whole.		Excellent	Good	Fair	Poor	Total
Cleanliness of Honolulu		7% N=3	2% N=1	47% N=20	44% N=19	100% N=43
Water resources (beaches, lakes, ponds, riverways, etc.)		19% N=8	35% N=15	33% N=14	14% N=6	100% N=43
Air quality		45% N=19	40% N=17	12% N=5	2% N=1	100% N=42
Availability of paths and walking trails		15% N=6	33% N=13	28% N=11	25% N=10	100% N=40
Fitness opportunities (including exercise classes and paths or trails, etc.)		17% N=7	34% N=14	37% N=15	12% N=5	100% N=41
Recreational opportunities		20% N=8	51% N=21	17% N=7	12% N=5	100% N=41
Availability of affordable quality food		2% N=1	29% N=12	31% N=13	38% N=16	100% N=42
Availability of affordable quality health care		5% N=2	21% N=9	40% N=17	33% N=14	100% N=42
Availability of preventive health services		8% N=3	30% N=12	40% N=16	23% N=9	100% N=40
Availability of affordable quality mental health care		3% N=1	18% N=6	26% N=9	53% N=18	100% N=34
Opportunities to attend cultural/arts/music activities		15% N=6	37% N=15	29% N=12	20% N=8	100% N=41
Community support for the arts		8% N=3	43% N=16	27% N=10	22% N=8	100% N=37
Availability of affordable quality childcare/preschool		0% N=0	18% N=5	14% N=4	68% N=19	100% N=28
K-12 education		0% N=0	8% N=3	38% N=15	54% N=21	100% N=39
Adult educational opportunities		0% N=0	39% N=13	36% N=12	24% N=8	100% N=33
Sense of civic/community pride		5% N=2	23% N=9	53% N=21	20% N=8	100% N=40
Neighborliness of residents in Honolulu		7% N=3	43% N=18	29% N=12	21% N=9	100% N=42
Opportunities to participate in social events and activities		5% N=2	49% N=18	22% N=8	24% N=9	100% N=37
Opportunities to attend special events and festivals		10% N=4	50% N=20	18% N=7	23% N=9	100% N=40
Opportunities to volunteer		21% N=8	45% N=17	26% N=10	8% N=3	100% N=38
Opportunities to participate in community matters		8% N=3	30% N=11	46% N=17	16% N=6	100% N=37
Openness and acceptance of the community toward people of diverse backgrounds		20% N=8	24% N=10	34% N=14	22% N=9	100% N=41

Table 14: Question 7 with "don't know" responses

Please rate each of the following characteristics as they relate to 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=1	7%	N=3	28%	N=12	63%	N=27	0%	N=0	100%	N=43
Ease of public parking	0%	N=0	7%	N=3	30%	N=13	60%	N=26	2%	N=1	100%	N=43
Ease of travel by car in Honolulu	0%	N=0	19%	N=8	33%	N=14	47%	N=20	2%	N=1	100%	N=43
Ease of travel by public transportation in Honolulu	5%	N=2	30%	N=13	28%	N=12	16%	N=7	21%	N=9	100%	N=43
Ease of travel by bicycle in Honolulu	0%	N=0	19%	N=8	21%	N=9	35%	N=15	26%	N=11	100%	N=43
Ease of walking in Honolulu	9%	N=4	44%	N=19	21%	N=9	23%	N=10	2%	N=1	100%	N=43
Well-planned residential growth	0%	N=0	5%	N=2	19%	N=8	64%	N=27	12%	N=5	100%	N=42
Well-planned commercial growth	0%	N=0	7%	N=3	28%	N=12	53%	N=23	12%	N=5	100%	N=43
Well-designed neighborhoods	0%	N=0	14%	N=6	47%	N=20	33%	N=14	7%	N=3	100%	N=43
Preservation of the historical or cultural character of the community	2%	N=1	21%	N=9	37%	N=16	30%	N=13	9%	N=4	100%	N=43
Public places where people want to spend time	2%	N=1	32%	N=13	41%	N=17	22%	N=9	2%	N=1	100%	N=41
Variety of housing options	0%	N=0	5%	N=2	30%	N=13	63%	N=27	2%	N=1	100%	N=43
Availability of affordable quality housing	2%	N=1	0%	N=0	17%	N=7	79%	N=33	2%	N=1	100%	N=42
Overall quality of new development in Honolulu	2%	N=1	12%	N=5	35%	N=15	49%	N=21	2%	N=1	100%	N=43
Overall appearance of Honolulu	5%	N=2	21%	N=9	50%	N=21	24%	N=10	0%	N=0	100%	N=42
Cleanliness of Honolulu	7%	N=3	2%	N=1	47%	N=20	44%	N=19	0%	N=0	100%	N=43
Water resources (beaches, lakes, ponds, riverways, etc.)	19%	N=8	35%	N=15	33%	N=14	14%	N=6	0%	N=0	100%	N=43
Air quality	44%	N=19	40%	N=17	12%	N=5	2%	N=1	2%	N=1	100%	N=43
Availability of paths and walking trails	14%	N=6	30%	N=13	26%	N=11	23%	N=10	7%	N=3	100%	N=43
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=7	33%	N=14	35%	N=15	12%	N=5	5%	N=2	100%	N=43
Recreational opportunities	19%	N=8	49%	N=21	16%	N=7	12%	N=5	5%	N=2	100%	N=43
Availability of affordable quality food	2%	N=1	29%	N=12	31%	N=13	38%	N=16	0%	N=0	100%	N=42
Availability of affordable quality health care	5%	N=2	21%	N=9	40%	N=17	33%	N=14	2%	N=1	100%	N=43
Availability of preventive health services	7%	N=3	29%	N=12	38%	N=16	21%	N=9	5%	N=2	100%	N=42
Availability of affordable quality mental health care	2%	N=1	14%	N=6	21%	N=9	42%	N=18	21%	N=9	100%	N=43

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Opportunities to attend cultural/arts/music activities	14%	N=6	35%	N=15	28%	N=12	19%	N=8	5%	N=2	100%	N=43
Community support for the arts	7%	N=3	38%	N=16	24%	N=10	19%	N=8	12%	N=5	100%	N=42
Availability of affordable quality childcare/preschool	0%	N=0	12%	N=5	9%	N=4	44%	N=19	35%	N=15	100%	N=43
K-12 education	0%	N=0	7%	N=3	36%	N=15	50%	N=21	7%	N=3	100%	N=42
Adult educational opportunities	0%	N=0	31%	N=13	29%	N=12	19%	N=8	21%	N=9	100%	N=42
Sense of civic/community pride	5%	N=2	21%	N=9	50%	N=21	19%	N=8	5%	N=2	100%	N=42
Neighborhoodliness of residents in Honolulu	7%	N=3	43%	N=18	29%	N=12	21%	N=9	0%	N=0	100%	N=42
Opportunities to participate in social events and activities	5%	N=2	42%	N=18	19%	N=8	21%	N=9	14%	N=6	100%	N=43
Opportunities to attend special events and festivals	9%	N=4	47%	N=20	16%	N=7	21%	N=9	7%	N=3	100%	N=43
Opportunities to volunteer	19%	N=8	40%	N=17	24%	N=10	7%	N=3	10%	N=4	100%	N=42
Opportunities to participate in community matters	7%	N=3	26%	N=11	40%	N=17	14%	N=6	12%	N=5	100%	N=42
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=8	23%	N=10	33%	N=14	21%	N=9	5%	N=2	100%	N=43

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City and County of Honolulu (in-person, phone, email or web) for help or information	28%	N=12	72%	N=31	100%	N=43
Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	49%	N=21	51%	N=22	100%	N=43
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	63%	N=27	37%	N=16	100%	N=43
Watched (online or on television) a local public meeting	49%	N=21	51%	N=22	100%	N=43
Volunteered your time to some group/activity in Honolulu	37%	N=16	63%	N=27	100%	N=43
Campaigned or advocated for a local issue, cause or candidate	49%	N=21	51%	N=22	100%	N=43
Voted in your most recent local election	9%	N=4	91%	N=39	100%	N=43
Used bus, rail, subway, or other public transportation instead of driving	67%	N=29	33%	N=14	100%	N=43
Carpooled with other adults or children instead of driving alone	56%	N=24	44%	N=19	100%	N=43
Walked or biked instead of driving	44%	N=19	56%	N=24	100%	N=43

Table 16: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Honolulu.		Excellent	Good	Fair	Poor	Total
Public information services		0% N=0	10% N=4	46% N=18	44% N=17	100% N=39
Economic development		0% N=0	3% N=1	34% N=13	63% N=24	100% N=38
Traffic enforcement		0% N=0	20% N=8	28% N=11	53% N=21	100% N=40
Traffic signal timing		5% N=2	14% N=6	26% N=11	56% N=24	100% N=43
Street repair		0% N=0	12% N=5	19% N=8	70% N=30	100% N=43
Street cleaning		2% N=1	27% N=11	37% N=15	34% N=14	100% N=41
Street lighting		5% N=2	31% N=13	38% N=16	26% N=11	100% N=42
Sidewalk maintenance		5% N=2	17% N=7	33% N=14	45% N=19	100% N=42
Bus or transit services		12% N=4	50% N=17	18% N=6	21% N=7	100% N=34
Land use, planning, and zoning		0% N=0	5% N=2	32% N=12	63% N=24	100% N=38
Code enforcement (weeds, abandoned buildings, etc.)		0% N=0	5% N=2	33% N=13	62% N=24	100% N=39
Affordable high-speed internet access		10% N=4	26% N=10	31% N=12	33% N=13	100% N=39
Garbage collection		26% N=11	31% N=13	24% N=10	19% N=8	100% N=42
Drinking water		47% N=20	26% N=11	21% N=9	7% N=3	100% N=43
Sewer services		15% N=6	44% N=17	23% N=9	18% N=7	100% N=39
Storm water management (storm drainage, dams, levees, etc.)		3% N=1	41% N=16	36% N=14	21% N=8	100% N=39
Power (electric and/or gas) utility		18% N=7	28% N=11	28% N=11	28% N=11	100% N=40
Utility billing		10% N=4	24% N=10	20% N=8	46% N=19	100% N=41
Police/Sheriff services		7% N=3	34% N=14	34% N=14	24% N=10	100% N=41
Crime prevention		0% N=0	21% N=8	31% N=12	49% N=19	100% N=39
Animal control		13% N=4	28% N=9	34% N=11	25% N=8	100% N=32
Ambulance or emergency medical services		16% N=5	59% N=19	6% N=2	19% N=6	100% N=32
Fire services		26% N=9	62% N=21	6% N=2	6% N=2	100% N=34
Fire prevention and education		9% N=3	53% N=17	19% N=6	19% N=6	100% N=32
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		5% N=2	36% N=14	44% N=17	15% N=6	100% N=39

Please rate the quality of each of the following services in Honolulu.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Preservation of natural areas (open space, farmlands, and greenbelts)	10%	N=4	25%	N=10	35%	N=14	30%	N=12	100%	N=40
Honolulu open space	11%	N=4	16%	N=6	29%	N=11	45%	N=17	100%	N=38
Recycling	11%	N=4	16%	N=6	32%	N=12	42%	N=16	100%	N=38
Yard waste pick-up	12%	N=4	38%	N=13	26%	N=9	24%	N=8	100%	N=34
City and County parks	8%	N=3	38%	N=15	38%	N=15	18%	N=7	100%	N=40
Recreation programs or classes	0%	N=0	27%	N=9	45%	N=15	27%	N=9	100%	N=33
Recreation centers or facilities	3%	N=1	24%	N=9	46%	N=17	27%	N=10	100%	N=37
Health services	8%	N=3	31%	N=12	33%	N=13	28%	N=11	100%	N=39
Public library services	17%	N=6	42%	N=15	25%	N=9	17%	N=6	100%	N=36
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	0%	N=0	19%	N=8	52%	N=22	29%	N=12	100%	N=42

Table 17: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Honolulu.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	0%	N=0	10%	N=4	43%	N=18	40%	N=17	7%	N=3	100%	N=42
Economic development	0%	N=0	2%	N=1	30%	N=13	56%	N=24	12%	N=5	100%	N=43
Traffic enforcement	0%	N=0	19%	N=8	26%	N=11	50%	N=21	5%	N=2	100%	N=42
Traffic signal timing	5%	N=2	14%	N=6	26%	N=11	56%	N=24	0%	N=0	100%	N=43
Street repair	0%	N=0	12%	N=5	19%	N=8	70%	N=30	0%	N=0	100%	N=43
Street cleaning	2%	N=1	26%	N=11	35%	N=15	33%	N=14	5%	N=2	100%	N=43
Street lighting	5%	N=2	30%	N=13	37%	N=16	26%	N=11	2%	N=1	100%	N=43
Sidewalk maintenance	5%	N=2	16%	N=7	33%	N=14	44%	N=19	2%	N=1	100%	N=43
Bus or transit services	10%	N=4	41%	N=17	15%	N=6	17%	N=7	17%	N=7	100%	N=41
Land use, planning, and zoning	0%	N=0	5%	N=2	28%	N=12	56%	N=24	12%	N=5	100%	N=43
Code enforcement (weeds, abandoned buildings, etc.)	0%	N=0	5%	N=2	31%	N=13	57%	N=24	7%	N=3	100%	N=42
Affordable high-speed internet access	9%	N=4	23%	N=10	28%	N=12	30%	N=13	9%	N=4	100%	N=43
Garbage collection	26%	N=11	30%	N=13	23%	N=10	19%	N=8	2%	N=1	100%	N=43
Drinking water	47%	N=20	26%	N=11	21%	N=9	7%	N=3	0%	N=0	100%	N=43

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Please rate the quality of each of the following services in Honolulu.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sewer services	14%	N=6	40%	N=17	21%	N=9	16%	N=7	9%	N=4	100%	N=43
Storm water management (storm drainage, dams, levees, etc.)	2%	N=1	37%	N=16	33%	N=14	19%	N=8	9%	N=4	100%	N=43
Power (electric and/or gas) utility	17%	N=7	26%	N=11	26%	N=11	26%	N=11	5%	N=2	100%	N=42
Utility billing	9%	N=4	23%	N=10	19%	N=8	44%	N=19	5%	N=2	100%	N=43
Police/Sheriff services	7%	N=3	33%	N=14	33%	N=14	23%	N=10	5%	N=2	100%	N=43
Crime prevention	0%	N=0	19%	N=8	28%	N=12	44%	N=19	9%	N=4	100%	N=43
Animal control	10%	N=4	22%	N=9	27%	N=11	20%	N=8	22%	N=9	100%	N=41
Ambulance or emergency medical services	12%	N=5	46%	N=19	5%	N=2	15%	N=6	22%	N=9	100%	N=41
Fire services	21%	N=9	49%	N=21	5%	N=2	5%	N=2	21%	N=9	100%	N=43
Fire prevention and education	7%	N=3	40%	N=17	14%	N=6	14%	N=6	26%	N=11	100%	N=43
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	N=2	33%	N=14	40%	N=17	14%	N=6	9%	N=4	100%	N=43
Preservation of natural areas (open space, farmlands, and greenbelts)	9%	N=4	23%	N=10	33%	N=14	28%	N=12	7%	N=3	100%	N=43
Honolulu open space	9%	N=4	14%	N=6	26%	N=11	40%	N=17	12%	N=5	100%	N=43
Recycling	9%	N=4	14%	N=6	28%	N=12	37%	N=16	12%	N=5	100%	N=43
Yard waste pick-up	9%	N=4	30%	N=13	21%	N=9	19%	N=8	21%	N=9	100%	N=43
City and County parks	7%	N=3	35%	N=15	35%	N=15	16%	N=7	7%	N=3	100%	N=43
Recreation programs or classes	0%	N=0	21%	N=9	36%	N=15	21%	N=9	21%	N=9	100%	N=42
Recreation centers or facilities	2%	N=1	21%	N=9	40%	N=17	24%	N=10	12%	N=5	100%	N=42
Health services	7%	N=3	28%	N=12	30%	N=13	26%	N=11	9%	N=4	100%	N=43
Public library services	14%	N=6	35%	N=15	21%	N=9	14%	N=6	16%	N=7	100%	N=43
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	0%	N=0	19%	N=8	51%	N=22	28%	N=12	2%	N=1	100%	N=43

Table 18: Question 10 without "don't know" responses

Please rate the following categories of the City and County of Honolulu government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to the City and County of Honolulu	0%	N=0	10%	N=4	25%	N=10	65%	N=26	100%	N=40
The overall direction that the City and County of Honolulu is taking	0%	N=0	10%	N=4	23%	N=9	68%	N=27	100%	N=40
The job the City and County of Honolulu government does at welcoming resident involvement	0%	N=0	14%	N=5	22%	N=8	65%	N=24	100%	N=37
Overall confidence in the City and County of Honolulu government	0%	N=0	5%	N=2	17%	N=7	78%	N=32	100%	N=41
Generally acting in the best interest of the community	0%	N=0	10%	N=4	35%	N=14	55%	N=22	100%	N=40
Being honest	0%	N=0	8%	N=3	26%	N=10	67%	N=26	100%	N=39
Being open and transparent to the public	0%	N=0	3%	N=1	23%	N=9	74%	N=29	100%	N=39
Informing residents about issues facing the community	0%	N=0	3%	N=1	33%	N=13	65%	N=26	100%	N=40
Treating all residents fairly	0%	N=0	5%	N=2	26%	N=10	68%	N=26	100%	N=38
Treating residents with respect	0%	N=0	15%	N=6	25%	N=10	60%	N=24	100%	N=40

Table 19: Question 10 with "don't know" responses

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	0%	N=0	9%	N=4	23%	N=10	60%	N=26	7%	N=3	100%	N=43
The overall direction that the City and County of Honolulu is taking	0%	N=0	9%	N=4	21%	N=9	63%	N=27	7%	N=3	100%	N=43
The job the City and County of Honolulu government does at welcoming resident involvement	0%	N=0	12%	N=5	19%	N=8	57%	N=24	12%	N=5	100%	N=42
Overall confidence in the City and County of Honolulu government	0%	N=0	5%	N=2	16%	N=7	74%	N=32	5%	N=2	100%	N=43
Generally acting in the best interest of the community	0%	N=0	9%	N=4	33%	N=14	51%	N=22	7%	N=3	100%	N=43
Being honest	0%	N=0	7%	N=3	23%	N=10	60%	N=26	9%	N=4	100%	N=43
Being open and transparent to the public	0%	N=0	2%	N=1	22%	N=9	71%	N=29	5%	N=2	100%	N=41
Informing residents about issues facing the community	0%	N=0	2%	N=1	31%	N=13	62%	N=26	5%	N=2	100%	N=42
Treating all residents fairly	0%	N=0	5%	N=2	24%	N=10	62%	N=26	10%	N=4	100%	N=42
Treating residents with respect	0%	N=0	14%	N=6	24%	N=10	57%	N=24	5%	N=2	100%	N=42

Table 20: Question 11 without "don't know" responses

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	5%	N=2	12%	N=5	29%	N=12	54%	N=22	100%	N=41
The Federal Government	3%	N=1	32%	N=12	42%	N=16	24%	N=9	100%	N=38

Table 21: Question 11 with "don't know" responses

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	%	N
The City and County of Honolulu	5%	N=2	12%	N=5	28%	N=12	51%	N=22	5%	N=2	100%	N=43
The Federal Government	2%	N=1	28%	N=12	37%	N=16	21%	N=9	12%	N=5	100%	N=43

Table 22: Question 12

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 economic health of Honolulu	68%	N=28	17%	N=7	7%	N=3	7%	N=3	100%	N=41
Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	37%	N=16	28%	N=12	35%	N=15	0%	N=0	100%	N=43
Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	26%	N=11	49%	N=21	19%	N=8	7%	N=3	100%	N=43
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas)	52%	N=22	26%	N=11	21%	N=9	0%	N=0	100%	N=42
Overall feeling of safety in Honolulu	63%	N=27	28%	N=12	9%	N=4	0%	N=0	100%	N=43
Overall quality of natural environment in Honolulu	30%	N=13	40%	N=17	30%	N=13	0%	N=0	100%	N=43
Overall quality of parks and recreation opportunities	16%	N=7	42%	N=18	37%	N=16	5%	N=2	100%	N=43
Overall health and wellness opportunities in Honolulu	19%	N=8	50%	N=21	24%	N=10	7%	N=3	100%	N=42
Overall opportunities for education, culture and the arts	14%	N=6	44%	N=19	42%	N=18	0%	N=0	100%	N=43
Residents' connection and engagement with their community	19%	N=8	40%	N=17	33%	N=14	9%	N=4	100%	N=43

Table 23: Question 13 without "don't know" responses

Please indicate to what extent you would 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	
	%	N	%	N	%	N	%	N	%	N
Completing HART's rail construction to Ala Moana Shopping Center	23%	N=10	14%	N=6	14%	N=6	49%	N=21	100%	N=43
Protecting and preparing infrastructure for climate change threats	31%	N=13	29%	N=12	17%	N=7	24%	N=10	100%	N=42
Addressing the impacts of tourism across O'ahu	28%	N=11	48%	N=19	15%	N=6	10%	N=4	100%	N=40
Increasing the number of on-line or mail-in programs to conduct city services	44%	N=18	37%	N=15	7%	N=3	12%	N=5	100%	N=41
Improving access and safety to O'ahu's hiking trails	33%	N=13	51%	N=20	5%	N=2	10%	N=4	100%	N=39
Protecting our water resources from contamination	68%	N=28	27%	N=11	2%	N=1	2%	N=1	100%	N=41

Table 24: Question 13 with "don't know" responses

Please indicate to what extent you would 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
Completing HART's rail construction to Ala Moana Shopping Center	23%	N=10	14%	N=6	14%	N=6	49%	N=21	0%	N=0	100%	N=43
Protecting and preparing infrastructure for climate change threats	30%	N=13	28%	N=12	16%	N=7	23%	N=10	2%	N=1	100%	N=43
Addressing the impacts of tourism across O'ahu	26%	N=11	45%	N=19	14%	N=6	10%	N=4	5%	N=2	100%	N=42
Increasing the number of on-line or mail-in programs to conduct city services	43%	N=18	36%	N=15	7%	N=3	12%	N=5	2%	N=1	100%	N=42
Improving access and safety to O'ahu's hiking trails	31%	N=13	48%	N=20	5%	N=2	10%	N=4	7%	N=3	100%	N=42
Protecting our water resources from contamination	67%	N=28	26%	N=11	2%	N=1	2%	N=1	2%	N=1	100%	N=42

Table 25: Question 14 without "don't know" responses

Please indicate how much you agree or disagree with each of the following:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total
	%	N	%	N	%	N	%	N	
The City and County of Honolulu's response to the Covid-19 pandemic is effective	2%	N=1	35%	N=15	19%	N=8	44%	N=19	100% N=43
The use of mail-in ballots for primary and general elections is reliable	48%	N=20	17%	N=7	7%	N=3	29%	N=12	100% N=42
The use of mail-in ballots for primary and general elections encourages voter participation	53%	N=20	26%	N=10	5%	N=2	16%	N=6	100% N=38
The City and County's efforts to assist the homeless has had a positive impact on the homeless problem in Honolulu	2%	N=1	21%	N=9	14%	N=6	62%	N=26	100% N=42
The Honolulu Police Department treats all City and County residents fairly	10%	N=4	35%	N=14	28%	N=11	28%	N=11	100% N=40
The by-appointment requirement for bulky trash pick-up has improved the collection of bulky trash	8%	N=2	50%	N=12	8%	N=2	33%	N=8	100% N=24

Table 26: Question 14 with "don't know" responses

Please indicate how much you agree or disagree with each of the following:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
The City and County of Honolulu's response to the Covid-19 pandemic is effective	2%	N=1	35%	N=15	19%	N=8	44%	N=19	0%	N=0	100% N=43
The use of mail-in ballots for primary and general elections is reliable	47%	N=20	16%	N=7	7%	N=3	28%	N=12	2%	N=1	100% N=43
The use of mail-in ballots for primary and general elections encourages voter participation	47%	N=20	23%	N=10	5%	N=2	14%	N=6	12%	N=5	100% N=43
The City and County's efforts to assist the homeless has had a positive impact on the homeless problem in Honolulu	2%	N=1	21%	N=9	14%	N=6	60%	N=26	2%	N=1	100% N=43
The Honolulu Police Department treats all City and County residents fairly	10%	N=4	33%	N=14	26%	N=11	26%	N=11	5%	N=2	100% N=42
The by-appointment requirement for bulky trash pick-up has improved the collection of bulky trash	5%	N=2	29%	N=12	5%	N=2	19%	N=8	43%	N=18	100% N=42

Table 27: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	77%	N=33	9%	N=4	2%	N=1	0%	N=0	12%	N=5	100%	N=43
Access the internet from your cell phone	74%	N=32	7%	N=3	5%	N=2	0%	N=0	14%	N=6	100%	N=43
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	42%	N=18	16%	N=7	9%	N=4	2%	N=1	30%	N=13	100%	N=43
Use or check email	81%	N=35	12%	N=5	5%	N=2	0%	N=0	2%	N=1	100%	N=43
Share your opinions online	12%	N=5	5%	N=2	14%	N=6	21%	N=9	49%	N=21	100%	N=43
Shop online	7%	N=3	7%	N=3	30%	N=13	35%	N=15	21%	N=9	100%	N=43

Table 28: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	77%	N=33	9%	N=4	2%	N=1	0%	N=0	12%	N=5	0%	N=0	100%	N=43
Access the internet from your cell phone	74%	N=32	7%	N=3	5%	N=2	0%	N=0	14%	N=6	0%	N=0	100%	N=43
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	42%	N=18	16%	N=7	9%	N=4	2%	N=1	30%	N=13	0%	N=0	100%	N=43
Use or check email	81%	N=35	12%	N=5	5%	N=2	0%	N=0	2%	N=1	0%	N=0	100%	N=43
Share your opinions online	12%	N=5	5%	N=2	14%	N=6	21%	N=9	49%	N=21	0%	N=0	100%	N=43
Shop online	7%	N=3	7%	N=3	30%	N=13	35%	N=15	21%	N=9	0%	N=0	100%	N=43

Table 29: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=8
Very good	42%	N=18
Good	33%	N=14
Fair	5%	N=2
Poor	2%	N=1
Total	100%	N=43

Table 30: 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	2%	N=1
Somewhat positive	7%	N=3
Neutral	43%	N=18
Somewhat negative	36%	N=15
Very negative	12%	N=5
Total	100%	N=42

Table 31: Question D4

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	0%	N=0
2 to 5 years	7%	N=3
6 to 10 years	7%	N=3
11 to 20 years	14%	N=6
More than 20 years	71%	N=30
Total	100%	N=42

Table 32: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=23
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=17
Mobile home	0%	N=0
Other	7%	N=3
Total	100%	N=43

Table 33: Question D6

Do you rent or own your home?	Percent	Number
Rent	29%	N=12
Own	71%	N=29
Total	100%	N=41

Table 34: Question D7

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 \$500 per month	9%	N=4
\$500 to \$999 per month	5%	N=2
\$1,000 to \$1,499 per month	9%	N=4
\$1,500 to \$1,999 per month	12%	N=5
\$2,000 to \$2,499 per month	21%	N=9
\$2,500 to \$2,999 per month	14%	N=6
\$3,000 to \$3,499 per month	16%	N=7
\$3,500 or more per month	14%	N=6
Total	100%	N=43

Table 35: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	77%	N=33
Yes	23%	N=10
Total	100%	N=43

Table 36: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=27
Yes	37%	N=16
Total	100%	N=43

Table 37: Question D10

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=4
\$25,000 to \$49,999	7%	N=3
\$50,000 to \$74,999	21%	N=9
\$75,000 to \$99,999	14%	N=6
\$100,000 to \$149,999	29%	N=12
\$150,000 or more	19%	N=8
Total	100%	N=42

Table 38: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=41
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=2
Total	100%	N=43

Table 39: Question D12

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	10%	N=4
Asian, Asian Indian or Pacific Islander	45%	N=19
Black or African American	0%	N=0
White	52%	N=22
Other	14%	N=6

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

Table 40: Question D13

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	19%	N=8
35 to 44 years	9%	N=4
45 to 54 years	23%	N=10
55 to 64 years	23%	N=10
65 to 74 years	19%	N=8
75 years or older	7%	N=3
Total	100%	N=43

Table 41: Question D14

What is your gender?	Percent	Number
Female	53%	N=23
Male	47%	N=20
Identify in another way	0%	N=0
Total	100%	N=43

