

# Honolulu, HI The National Community Survey

Report of Results 2023

### Report by:





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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# City and County of Honolulu

Office of the City Auditor

Honorable City Council Honolulu, Hawai'i

March 2024

#### **National Community Survey of Honolulu Residents (2023)**

This is the 15<sup>th</sup> 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 at Polco 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. Additionally, an online version of the survey (open participation survey) continued to be available to all Honolulu residents, and results of that survey are reported in a separate section of the report.

This year's survey continues the single report, capturing Honolulu residents' opinions across 10 central facets of the community: Economy; Mobility; Community Design; Utilities; Safety; Natural Environment; Parks and Recreation; Health and Wellness; Education, Arts, and Culture; and Inclusivity and Engagement. The individual facets contribute to the residents' view of governance and their overall assessment of the Quality of Life within their community. Residents were also asked to respond to a set of custom questions pertaining to the City and County of Honolulu. Included in the report are tables comparing Honolulu residents' responses to all communities participating in the survey, to communities with a population of 300,000 or higher, and details of every response.

The results from this year's NCS indicate:

- Honolulu residents' perceptions of inclusivity, engagement, and community participation opportunities have increased.
- There is also increased resident concern towards emergencies and natural disasters.
- Improved ethics, accountability, and transparency in government continues to be of high importance.
- Residents continue to believe it is important to offer an attractive coordinated public transportation system.
- Honolulu residents support efforts to provide housing and shelter for the homeless population.

We hope this information is beneficial to community leaders and city policymakers, particularly as Fiscal Year 2025 budget process begins. We also welcome inputs and any suggestions for improving this report. The 2023 National Community Survey is posted on our website at <a href="http://www.honolulu.gov/auditor">http://www.honolulu.gov/auditor</a>. An interactive version of report can also be accessed at the NRC/Polco site, <a href="http://www.honolulu.gov/auditor">The NCS report on Tableau</a> (<a href="https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHl2023/About">https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHl2023/About</a>). Additional printed copies of the report are also available upon request; please contact the Office of the City Auditor at:

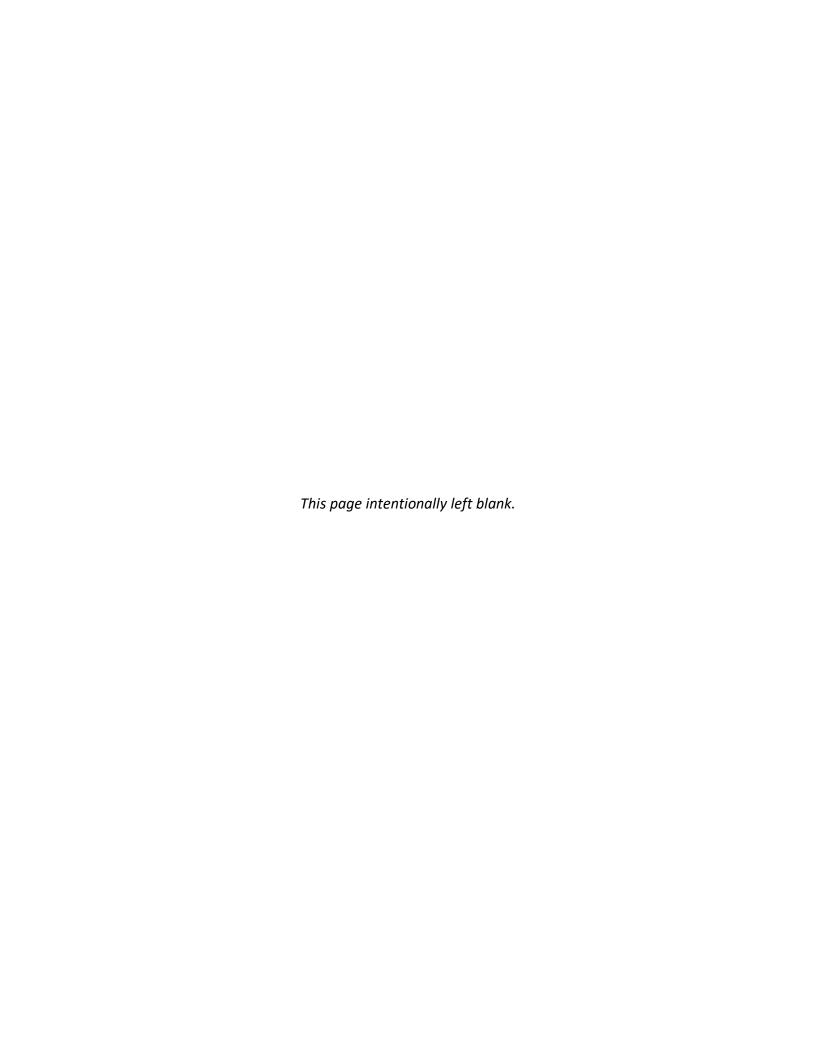
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Respectfully submitted,

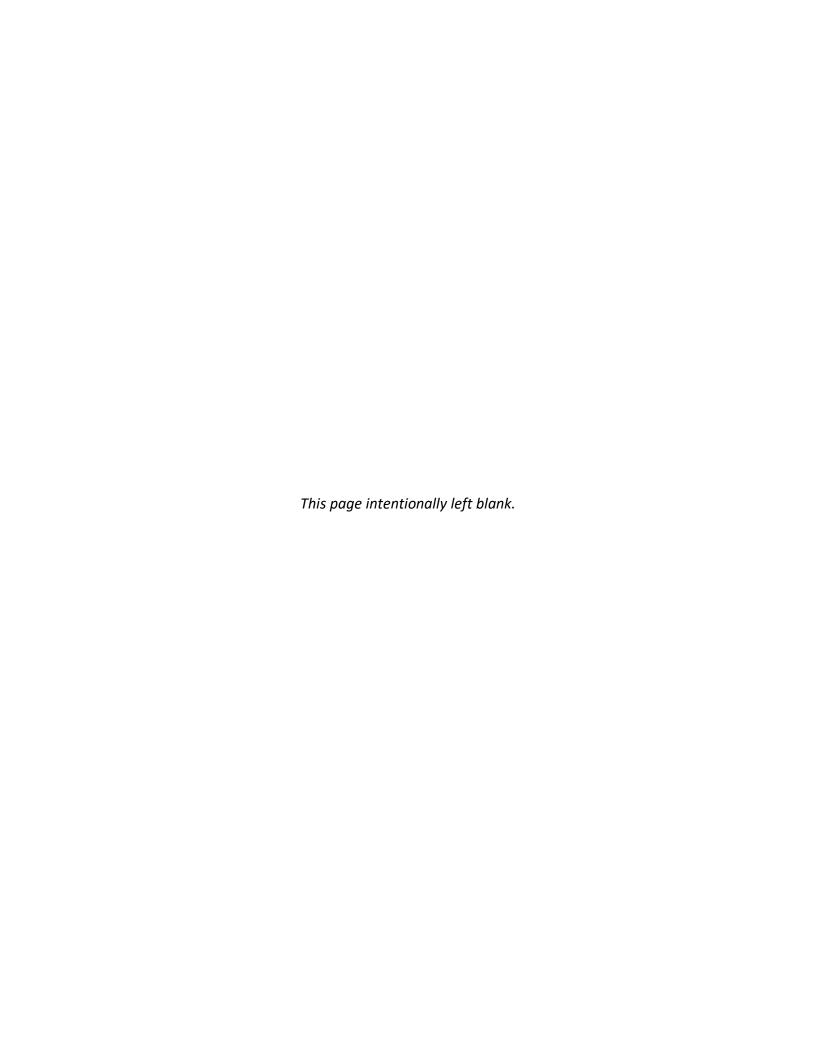
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### **About The NCS™**

The National Community Survey™ (The NCS™) report is about the "livability" of Honolulu. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.



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:



POWERED BY POLCO

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



The report provides the opinions of a representative sample of 414 residents of the City and County of Honolulu collected from December 8th, 2023 to January 19th, 2024. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2023 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Honolulu.





### How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### **Comparisons to benchmarks**

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 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 in the last five 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. In each tab, 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.

The survey was administered after the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to or during the pandemic. This may impact how your City and County's 2023 ratings compare to other communities' ratings from the past five years.

#### Trends over time

Trend data for Honolulu represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2022 and 2023 surveys, the change is statistically significant.

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.



#### **Methods**

### **Selecting survey recipients**

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 Polco's mailing vendor, 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. Addresses located outside of the City and County of Honolulu boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 1:1 compared to single family housing units.

An individual within each household was randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" 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 introduction of the survey.

### **Conducting the survey**

The 3,000 randomly selected households received mailings beginning on December 8th, 2023 and data collection for the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. A third and final mailing was a reminder postcard reminding residents to respond, and notifying that the survey would be closing soon. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

About 3% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,908 households that received the invitations to participate, 414 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.<sup>2</sup>

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. 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 (414 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City and County of Honolulu. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Honolulu and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on January 5th, 2024. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

### Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 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, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.<sup>3</sup> The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target ⁴
Age	18-34	8%	28%	30%
	35-54	21%	32%	31%
	55+	<b>72</b> %	39%	39%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish or	94%	91%	92%
	Yes, I consider myself to be of Hispanic, Lati	6%	9%	8%
Housing tenure	Own	77%	59%	59%
	Rent	23%	41%	41%
Housing type	Attached	44%	53%	53%
	Detached	56%	47%	47%
Race & Hispanic origin	Not white alone	76%	81%	81%
	White alone, not Hispanic or Latino	24%	19%	19%
Sex	Man	50%	49%	50%
	Woman	50%	51%	50%
Sex/age	Man 18-34	3%	15%	16%
	Man 35-54	11%	16%	16%
	Man 55+	36%	18%	18%
	Woman 18-34	5%	14%	14%
	Woman 35-54	10%	16%	15%
	Woman 55+	35%	21%	21%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab "Complete data". 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.

#### Contact

The City and County of Honolulu funded this research. Please contact Troy Shimasaki of the City and County of Honolulu at tshimasaki@honolulu.gov if you have any questions about the survey.

#### **Study Limitations**

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. Coverage error refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, recall bias occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and social desirability bias may cause respondents to answer in ways they think cast their responses in a more favorable light.

#### **Survey Validity**

See the Polco Knowledge Base article on survey validity at <a href="https://info.polco.us/knowledge/statistical-vali">https://info.polco.us/knowledge/statistical-vali</a>

- 2. See AAPOR's Standard Definitions for more information at https://aapor.org/standards-and-ethics/standard-definitions/
- 3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf
- 4. Targets come from the 2020 Census and 2022 American Community Survey

### **Key Findings**

#### Ratings for inclusivity, community engagement, and feeling informed in Honolulu are on the rise.

Resident perceptions of many aspects of inclusivity, engagement, and community participation opportunities increased notably from 2022 to 2023. About 6 in 10 survey respondents or more gave excellent or good ratings to opportunities to volunteer, to attend special events and festivals, and to participate in social events and activities, as well as to the job the community does at attracting people from diverse backgrounds, making all residents feel welcome, valuing/respecting residents from diverse backgrounds, and the openness and acceptance of the community toward people of diverse backgrounds. Roughly half of respondents gave favorable marks to overall opportunities for education, culture, and the arts, opportunities to participate in community matters, the neighborliness of Honolulu residents, and the sense of civic/community pride. Finally, regarding government performance and communication, half of residents positively rated public information services, and about one-third felt that the Honolulu government does an excellent or good job of informing residents about issues facing the community and of treating all residents fairly and with respect. It is noteworthy that virtually all of these ratings increased from the previous iteration of the survey in 2022, some by as much as 10% or more.

# Some safety-related scores have improved, but resident concern toward emergencies and natural disasters has also increased.

About 4 in 10 residents positively rated the overall feeling of safety in Honolulu (a rating much lower than seen in other communities nationwide), while nearly 9 in 10 felt that this was an essential or very important area for Honolulu to focus on in the next two years. These comparative ratings of quality and importance indicate that safety remains an area of priority for residents. However, Honolulu residents were more likely in 2023 than in 2022 to report feeling safe in their neighborhoods during the day (86% very or somewhat safe) and in the downtown/commercial area during the day (54%). Ratings for fire services and ambulance/EMS services also improved year over year, with at least 7 in 10 residents giving positive ratings to each in 2023.

Conversely, decreases were noted for feeling safe from fire, flood, or natural disasters (58%) and for emergency preparedness (44%) in 2023, each of these declining 12% from the previous survey. Finally, when asked about their perception of the City and County of Honolulu's preparedness for natural disasters, about 4 in 10 felt that Honolulu was very or adequately prepared for hurricanes or tsunamis, and another 4 in 10 rated the City and County as somewhat prepared; only 2 in 10 felt that Honolulu was not at all prepared for either of these. Residents felt that Honolulu is comparatively less prepared for earthquakes (30% very or adequately prepared) or for wildfires (21%). Four in 10 respondents rated the City and County as somewhat prepared for wildfires and another 4 in 10 felt they were not at all prepared for this event. It is important to note that resident sentiments toward natural disasters and emergency preparedness in 2023 were likely significantly impacted by the wildfires in Maui, which occurred a few months before the start of data collection for this survey.

#### Ratings for many City and County services have improved over time.

Resident assessments for services in Honolulu in 2023 increased across a number of different facets of community livability. In addition to the services previously mentioned, respondents were more likely this year than last to give favorable scores to: garbage collection, drinking water, and public library services (about 7 in 10 excellent or good in 2023); sewer services and yard waste pick-up (6 in 10); recreation programs and classes, recreation centers and facilities, health services, affordable high-speed internet access, and recycling (roughly 5 in 10); street cleaning (3 in 10); and land use, planning, and zoning (2 in 10). Most of these ratings increased by about 10 percentage points or more since 2022.

# Respondents strongly support efforts to provide off-the-streets housing and shelter for Honolulu's homeless population.

In a question unique to Honolulu's survey, residents were asked to indicate their level of support for or opposition to a number of initiatives related to Honolulu's unhoused residents over the next two years. Overwhelming support was shown for each initiative, with at least 9 in 10 survey respondents strongly or somewhat supporting the City and County keeping sidewalks and public spaces clean and sanitary for the general public (even if it requires the homeless to move so the City can clean public spaces), providing shelter space for the homeless to have a safe place to reside off the streets, gaining data on those in the homeless community who choose to live on streets/public spaces rather than shelters/permanent supportive housing to better allocate City resources, and Honolulu continuing to work with the State to provide support for the homeless who accept space off the streets coupled with support services. Purchasing additional buildings with rooms for the homeless to reside off the streets garnered a slightly lower level of support than the other initiatives (81% strongly or somewhat support).



### **Facets of livability**

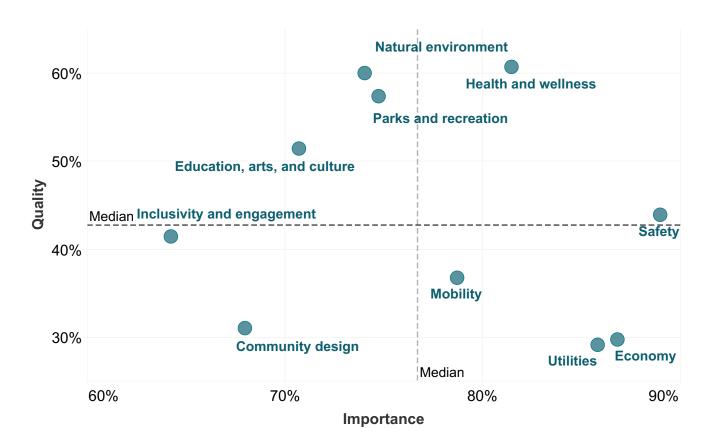
Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

#### **Quality-Importance Matrix**

To help guide City and County staff and officials with decisions on future resource allocation, resident ratings of the *importance* of facets were compared to their ratings of the *quality* of these facets. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all facets were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some facets were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some facets were in the bottom half of both lists.

43% or more of respondents were considered of "higher quality" and those with ratings lower than 43% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 77% or more of respondents. Services were rated as "less important" if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

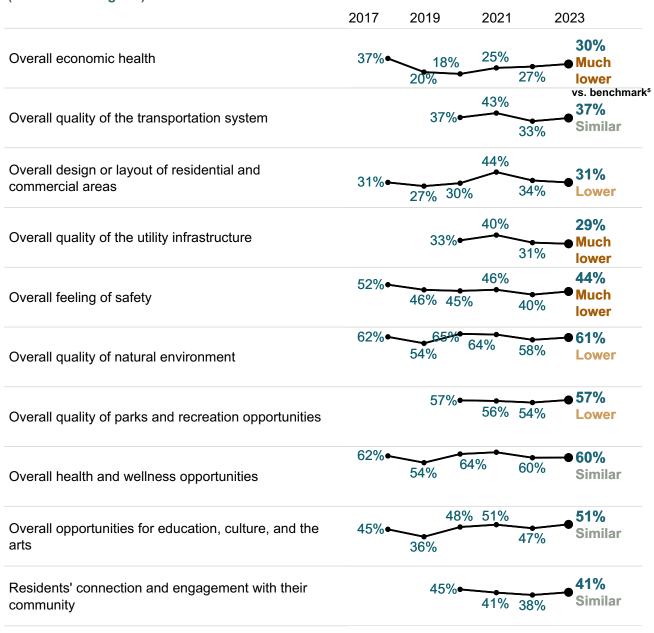
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



#### **Quality and Importance by the Numbers**

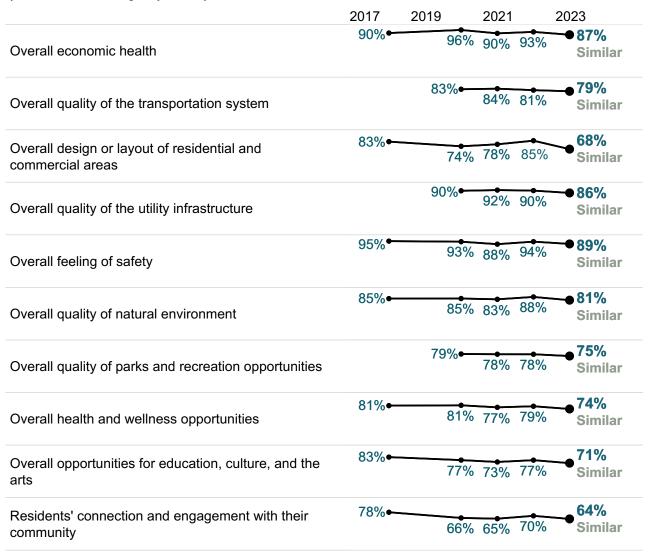
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

# Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



# 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 or very important)



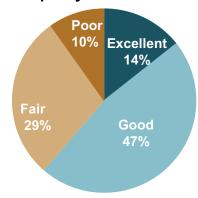
<sup>5.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Polco

#### The overall quality of life in Honolulu, 2023

### **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.



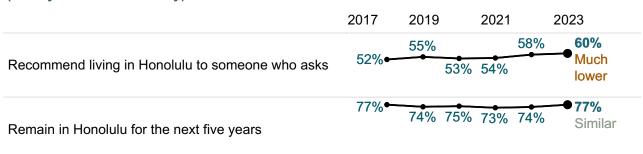
### Please rate each of the following aspects of quality of life in Honolulu.

(% excellent or good)



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

(% very or somewhat likely)



#### Please rate each of the following in the Honolulu community.

(% excellent or good)



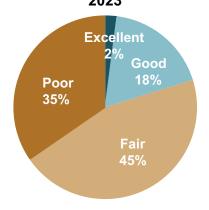
<sup>6.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall confidence in Honolulu government, 2023



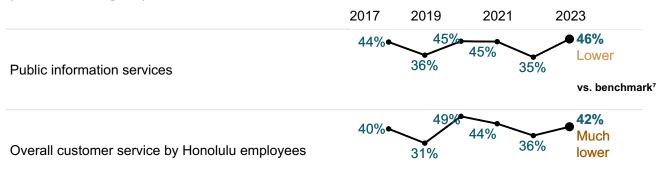
#### Governance

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.

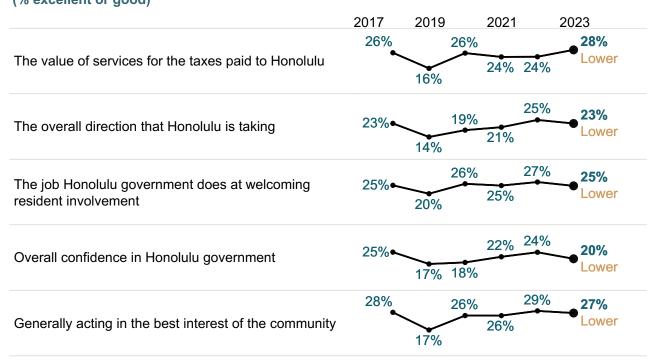


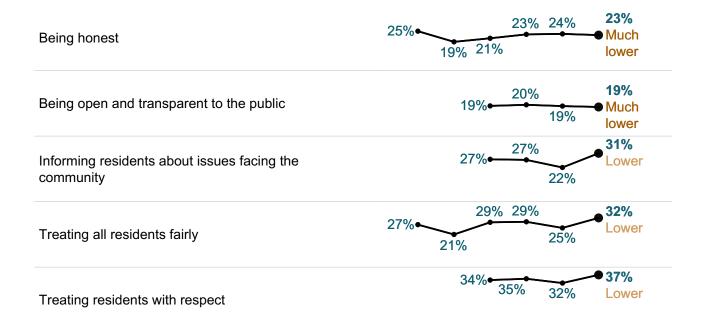
### Please rate the quality of each of the following services in Honolulu.

(% excellent or good)



# Please rate the following catagories of Honolulu Government performance (% excellent or good)





# Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)



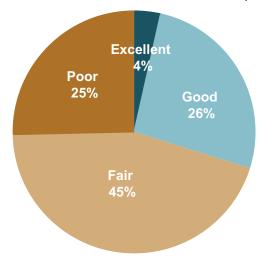
<sup>7.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

#### Overall economic health of Honolulu, 2023



### **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.



Please rate each of the following characteristics as they relate to Honolulu as a whole (% excellent or good)



### Please rate each of the following aspects of quality of life in Honolulu.

(% excellent or good)



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

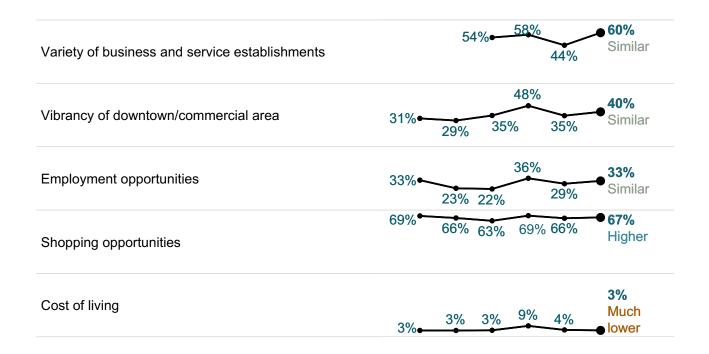
(% excellent or good)



### Please also rate each of the following in the Honolulu community.

(% excellent or good)





# 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 or somewhat positive)



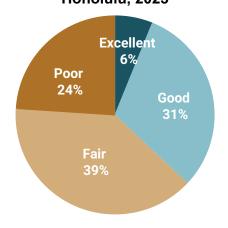
<sup>8.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



# Overall quality of the transportation system in Honolulu, 2023

### **Mobility**

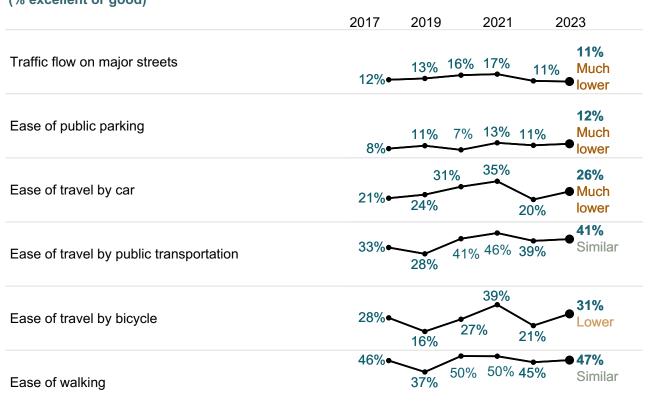
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



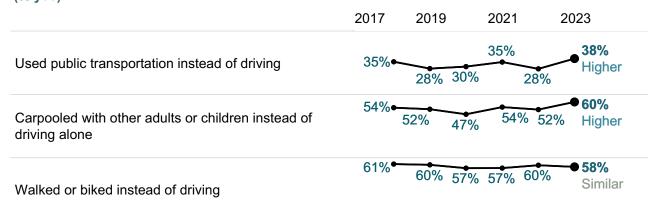
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



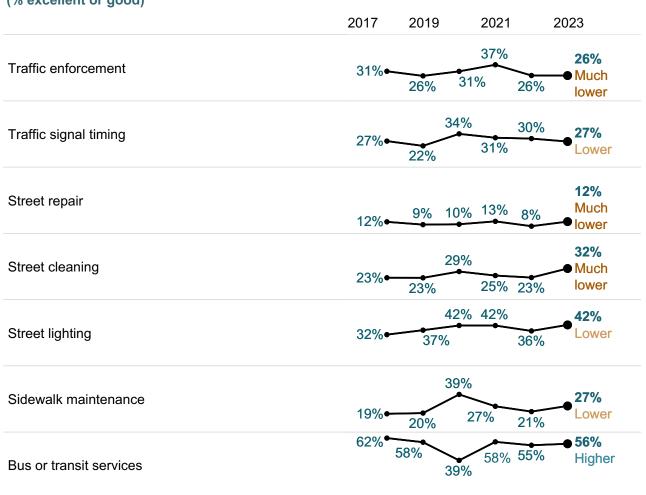
# Please also rate each of the following in the Honolulu community. (% excellent or good)



# Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



# Please rate the quality of each of the following services in Honolulu. (% excellent or good)



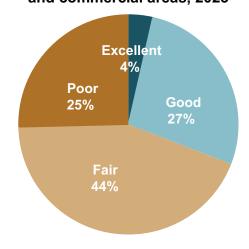
<sup>9.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### **\*\*** Polco

# Overall design or layout of Honolulu's residential and commercial areas, 2023

### **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.



Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



### Please rate each of the following aspects of quality of life in Honolulu.

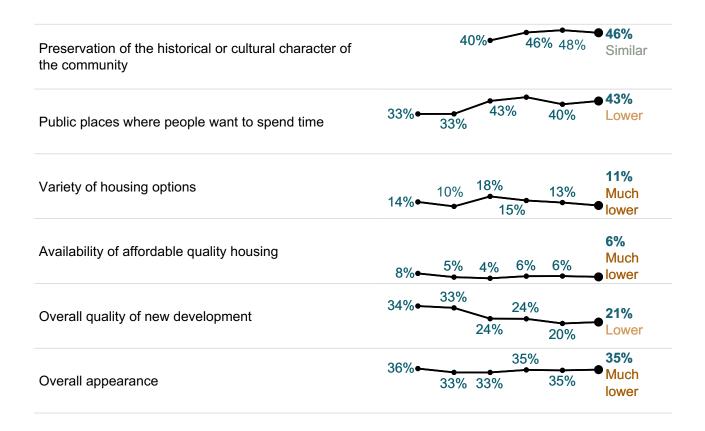
(% excellent or good)



### Please also rate each of the following in the Honolulu community.

(% excellent or good)





# Please rate the quality of each of the following services in Honolulu. (% excellent or good)



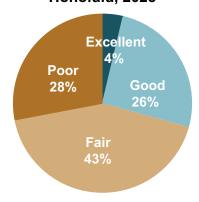
10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



# Overall quality of the utility infrastructure in Honolulu, 2023

### **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.



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

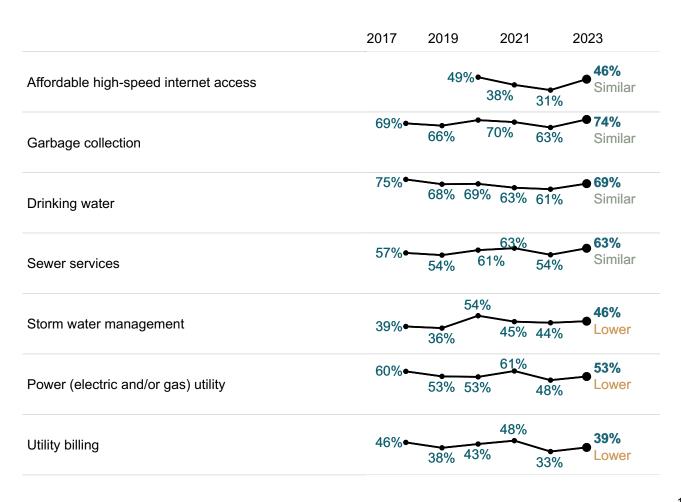
(% excellent or good)

	2017	2019	2021	2023
Overall quality of the utility infrastructure		33%•	40% 31	% Much lower

vs. benchmark11

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

(% excellent or good)

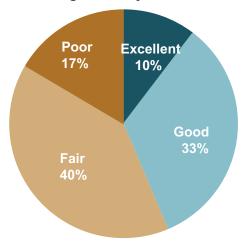






### **Safety**

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.

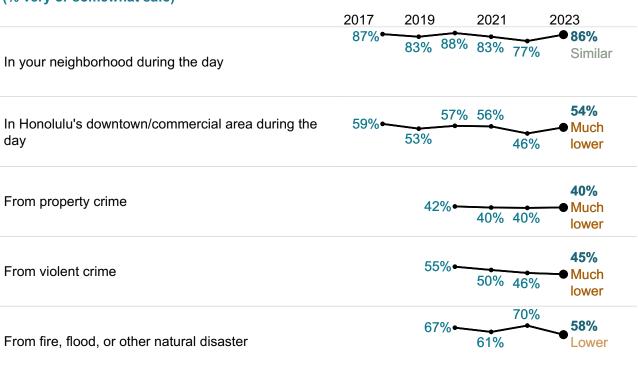


Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



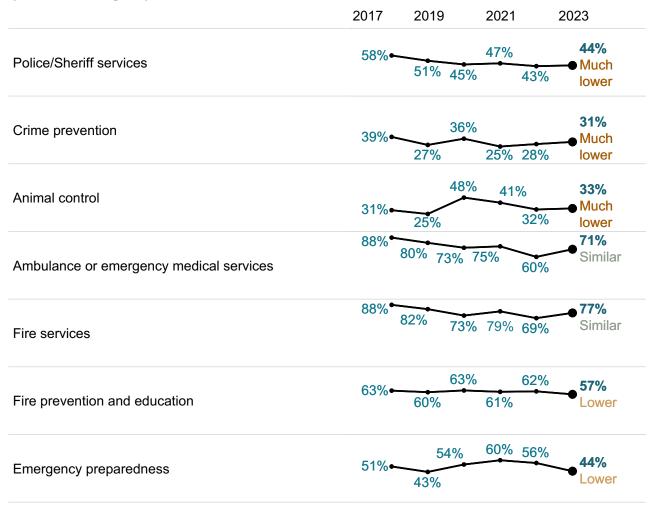
#### Please rate how safe or unsafe you feel:

(% very or somewhat safe)



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

(% excellent or good)



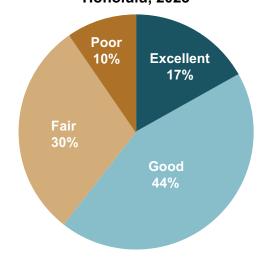
<sup>12.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Polco

# Overall quality of natural environment in Honolulu, 2023

### **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.



Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)

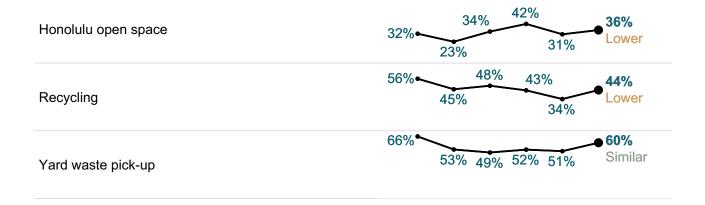


# Please also rate each of the following in the Honolulu community. (% excellent or good)



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





13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

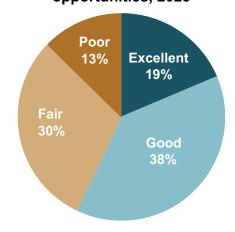
# Polco

# Overall quality of parks and recreation opportunities, 2023

#### **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



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

(% excellent or good)

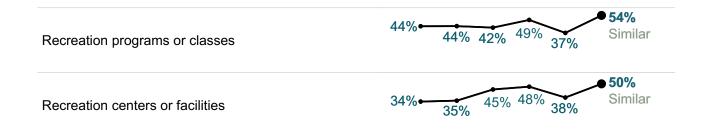


# Please also rate each of the following in the Honolulu community. (% excellent or good)

2017 2019 2021 2023 61% 53% 58% 37%• Availability of paths and walking trails 32% 62% 63% 51%~ 60% Similar Fitness opportunities 42% 67% 66% 66% 62% Similar Recreational opportunities

# Please rate the quality of each of the following services in Honolulu. (% excellent or good)





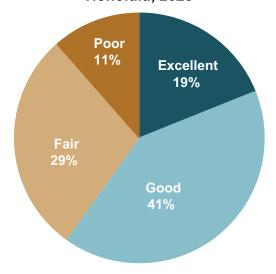
14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall health and wellness opportunities in Honolulu, 2023



#### **Health and Wellness**

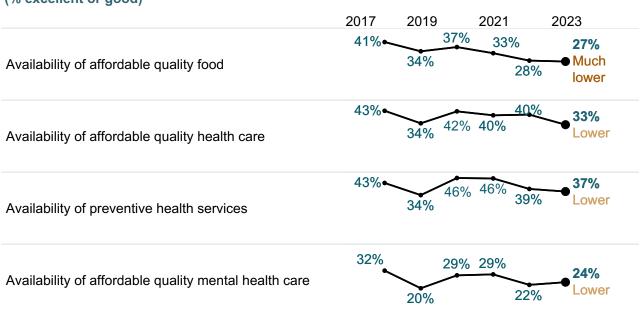
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



# Please also rate each of the following in the Honolulu community. (% excellent or good)



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

(% excellent or good)



#### Please rate your overall health.

(% excellent or very good)



Please rate your overall health.

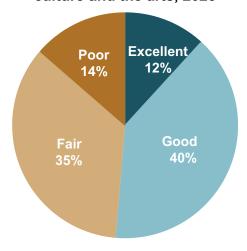
<sup>15.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



# Overall opportunities for education, culture and the arts, 2023

# **Education, Arts, and Culture**

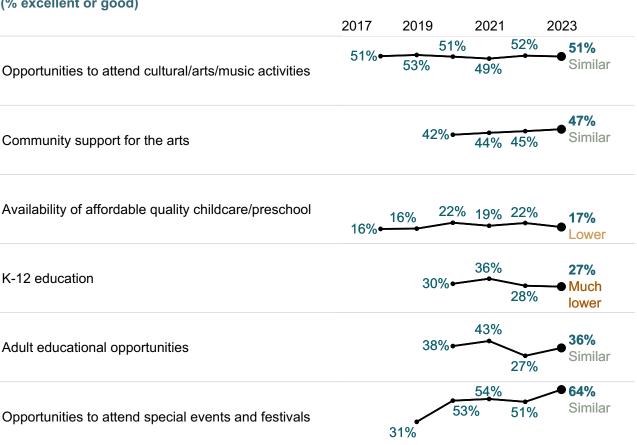
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



# Please also rate each of the following in the Honolulu community. (% excellent or good)



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

(% excellent or good)



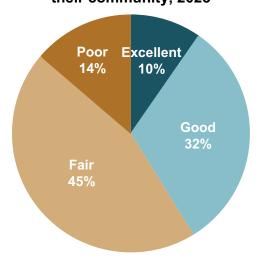
10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



# Residents' connection and engagement with their community, 2023

### **Inclusivity and Engagement**

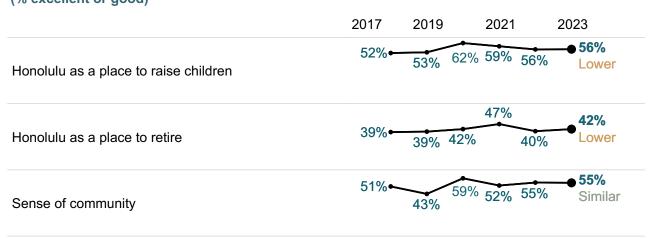
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



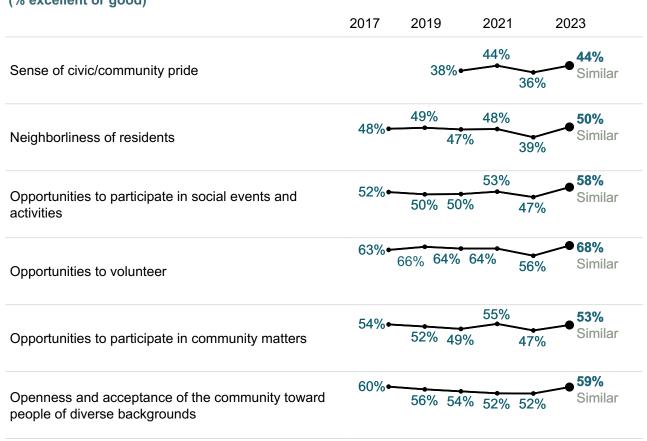
Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)



## Please rate the job you feel the Honolulu community does at each of the following. (% excellent or good)



## Please also rate each of the following in the Honolulu community. (% excellent or good)



17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## **Residents' Participation Levels**



# Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



### In general, how many times do you:

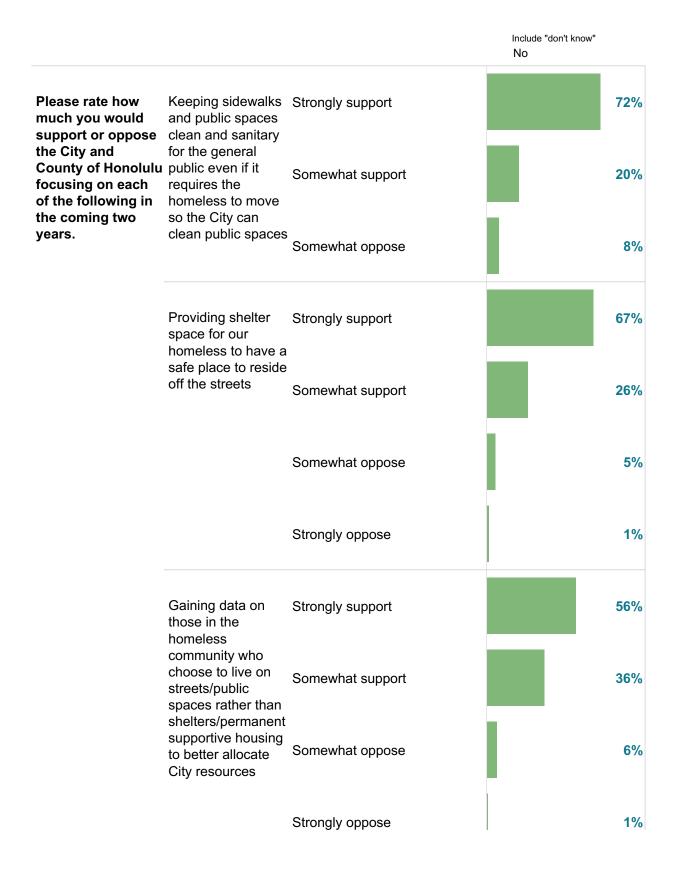
(% a few times a week or more)

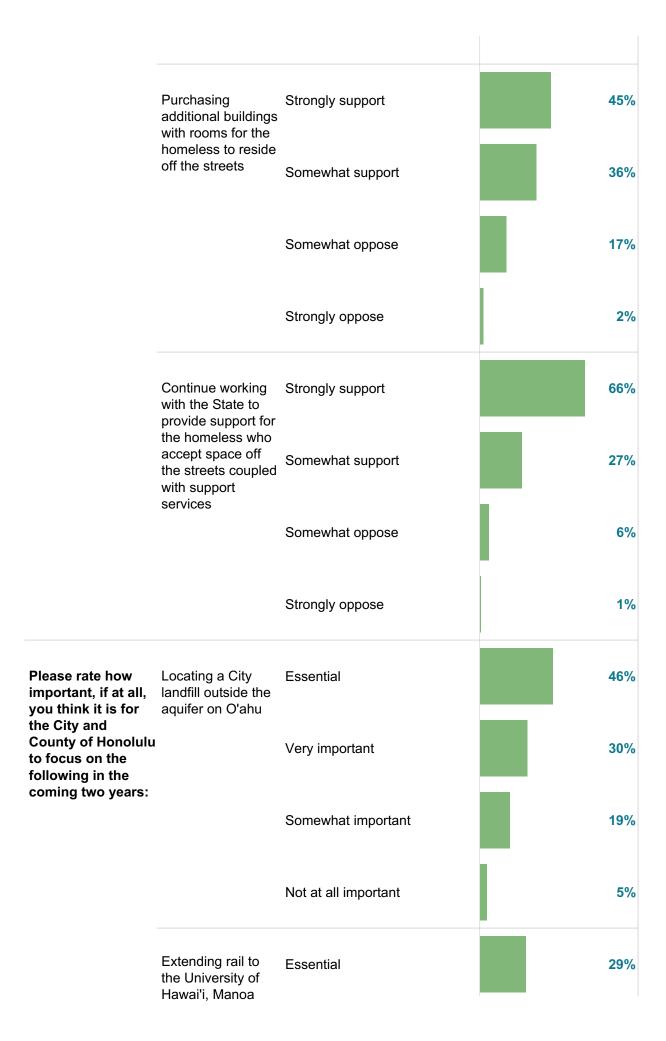
	2017	2019	2021	2023
Access the internet from your home		95% <u>←</u>	93% 89%	92% Similar
Access the internet from your cell phone		93%	94% 93%	93% Similar
Visit social media sites		79%⊷	72% 74%	76% Similar
Use or check email		97%	97% 95%	94% Similar
Share your opinions online		36%⊷	31% 34%	27% Similar
Shop online		50%⊷	54% 49%	48% Similar

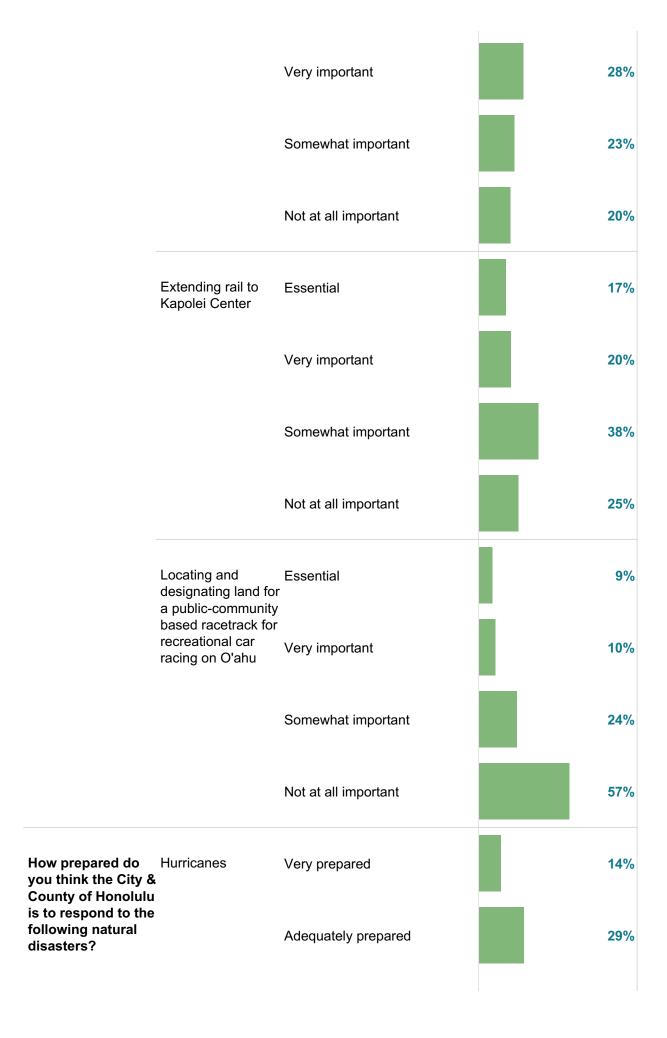
<sup>18.</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

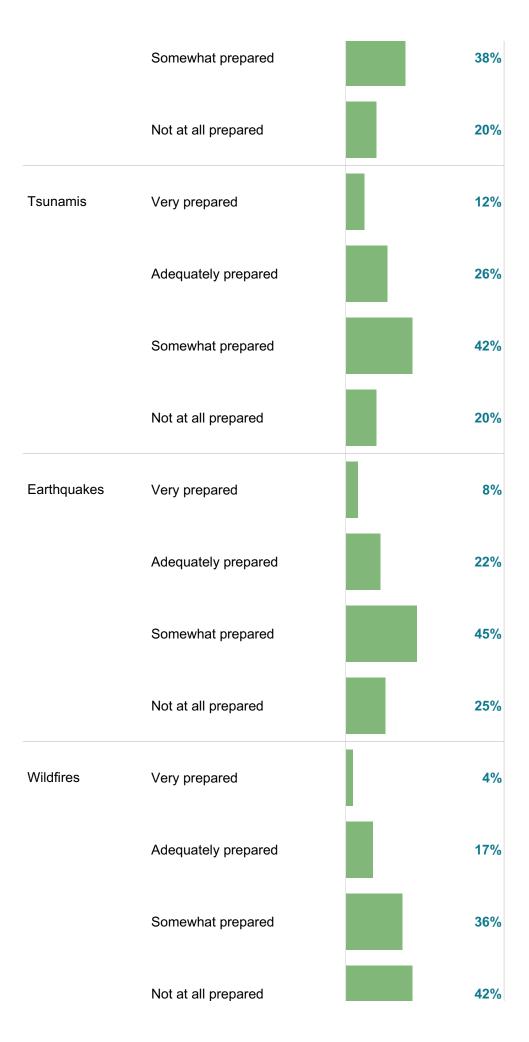
## **Custom questions**

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.









### **National Benchmark Tables**

This table contains the comparisons of Honolulu's results to those from other communities. The first column shows the comparison of Honolulu's rating to the benchmark. Honolulu's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Honolulu residents is statistically similar to or different than the benchmark. The second column is Honolulu's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Honolulu's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Honolulu's result -- that is what percent of surveyed communities had a lower rating than Honolulu.

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Lower	65%	329	376	9
		The overall quality of life	Lower	61%	334	392	12
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Much lower	60%	311	324	3
	<b>g</b>	Remain in Honolulu for the next five years	Similar	77%	259	322	19
	Please rate each of the following in the Honolulu community.	Overall image or reputation	Lower	48%	280	370	21
Governance	Please rate the quality of each of the following services in Honolulu.	Public information services	Lower	46%	288	324	10
F		Overall customer service by Honolulu employees	Much lower	42%	354	372	1
	categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Lower	28%	348	377	4
		The overall direction that Honolulu is taking	Lower	23%	339	352	2

Governance	Please rate the following categories of Honolulu government performance.	The job Honolulu government does at welcoming resident involvement	Lower	25%	331	344	3
		Overall confidence in Honolulu government	Lower	20%	309	316	2
		Generally acting in the best interest of the community	Lower	27%	306	320	4
		Being honest	Much lower	23%	308	311	1
		Being open and transparent to the public	Much lower	19%	265	267	1
		Informing residents about issues facing the community	Lower	31%	248	271	8
		Treating all residents fairly	Lower	32%	300	317	5
		Treating residents with respect	Lower	37%	252	264	4
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Honolulu	Much lower	37%	354	371	1
		The Federal Government	Similar	36%	132	304	56
Economy	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to work	Similar	52%	273	370	24
li		Honolulu as a place to visit	Similar	77%	84	329	74
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health	Much lower	30%	300	323	6

Economy							
	Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	Similar	59%	244	323	24
		Variety of business and service establishments	Similar	60%	122	262	53
		Vibrancy of downtown/commercial area	Similar	40%	222	303	27
		Employment opportunities	Similar	33%	242	336	27
		Shopping opportunities	Higher	67%	66	326	79
		Cost of living	Much lower	3%	310	313	0
	Please rate the quality of each of the following services in Honolulu.	Economic development	Lower	27%	297	318	6
	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.	Overall economic health	Similar	87%	245	297	17
		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:	Similar	20%	147	306	52
Mobility	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the transportation system	Similar	37%	206	270	23
	Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Much lower	11%	330	344	1
c		Ease of public parking	Much lower	12%	301	303	0
		Ease of travel by car	Much lower	26%	328	334	0

Mobility	Please also rate each of the following in the Honolulu community.	Ease of travel by public transportation	Similar	41%	111	306	63
		Ease of travel by bicycle	Lower	31%	274	334	17
		Ease of walking	Similar	47%	260	338	22
	Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	Higher	38%	42	288	85
		Carpooled with other adults or children instead of driving alone	Higher	60%	22	305	93
		Walked or biked instead of driving	Similar	58%	155	307	49
	Please rate the quality of each of the following services in Honolulu.	Traffic enforcement	Much lower	26%	353	365	0
		Traffic signal timing	Lower	27%	312	316	1
		Street repair	Much lower	12%	348	357	1
		Street cleaning	Much lower	32%	310	327	4
		Street lighting	Lower	42%	303	355	11
		Sidewalk maintenance	Lower	27%	307	327	5
		Bus or transit services	Higher	56%	69	295	76

Mobility	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.	Overall quality of the transportation system	Similar	79%	59	260	77
Community Design	Please rate each of the following aspects of quality of life in Honolulu.	Your neighborhood as a place to live	Lower	67%	298	330	9
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall design or layout of residential and commercial areas	Lower	31%	309	314	1
	Please also rate each of the following in the Honolulu community.	Well-planned residential growth	Much lower	12%	261	264	1
		Well-planned commercial growth	Lower	17%	245	263	7
		Well-designed neighborhoods	Much lower	20%	261	264	0
		Preservation of the historical or cultural character of the community	Similar	46%	225	260	13
		Public places where people want to spend time	Lower	43%	253	308	18
		Variety of housing options	Much lower	11%	308	321	3
		Availability of affordable quality housing	Much lower	6%	326	343	4
		Overall quality of new development	Lower	21%	322	332	2
		Overall appearance	Much lower	35%	317	346	6
	Please rate the quality of each of the following services in Honolulu.	Land use, planning and zoning	Lower	22%	293	327	9

Community Design	Please rate the quality of each of the following services in Honolulu.	Code enforcement	Much lower	11%	338	357	2
	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.	Overall design or layout of residential and commercial areas	Similar	68%	232	297	21
Utilities	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the utility infrastructure	Much lower	29%	259	261	1
	Please rate the quality of each of the following services in Honolulu.	Affordable high-speed internet access	Similar	46%	189	258	27
		Garbage collection	Similar	74%	260	337	21
		Drinking water	Similar	69%	201	326	37
		Sewer services	Similar	63%	286	323	10
		Storm water management	Lower	46%	307	337	7
		Power (electric and/or gas) utility	Lower	53%	272	282	3
		Utility billing	Lower	39%	296	302	1
	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.	Overall quality of the utility infrastructure	Similar	86%	148	260	43
Safety	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall feeling of safety	Much lower	44%	323	362	9
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	86%	307	341	8
						40	

•	Please rate how safe or unsafe you feel:	In Honolulu's downtown/commercial area during the day	Much lower	54%	320	329	2
		From property crime	Much lower	40%	257	272	5
		From violent crime	Much lower	45%	262	272	3
		From fire, flood, or other natural disaster	Lower	58%	253	262	3
	Please rate the quality of each of the following services in Honolulu.	Police/Sheriff services	Much lower	44%	360	389	4
		Crime prevention	Much lower	31%	332	366	6
		Animal control	Much lower	33%	323	338	2
		Ambulance or emergency medical services	Similar	71%	288	335	11
		Fire services	Similar	77%	323	354	6
all, you think it is for the Honolulu community to foo		Fire prevention and education	Lower	57%	289	323	9
		Emergency preparedness	Lower	44%	285	323	10
	Honolulu community to focus on each of the following in the	Overall feeling of safety	Similar	89%	221	297	25
Natural environment	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of natural environment	Lower	61%		323	14

Natural environment	Please also rate each of the following in the Honolulu community.	Cleanliness	Much lower	29%	331	337
		Water resources	Similar	56%	138	244
		Air quality	Similar	75%	152	310
C	of the following services in Honolulu.	Preservation of natural areas	Lower	37%	298	309
		Honolulu open space	Lower	36%	298	307
		Recycling	Lower	44%	304	341
		Yard waste pick-up	Similar	60%	217	303
	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.	Overall quality of natural environment	Similar	81%	101	297
Parks and Recreation	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of parks and recreation opportunities	Lower	57%	237	267
1	following in the Honolulu community.	Availability of paths and walking trails	Similar	53%	245	338
		Fitness apportunities	Similar	62%	170	310

43

51

3 9 28 66 11 26 Similar 62% 179 310 Fitness opportunities Recreational opportunities Similar 67% 142 328 56 Please rate the quality of each City parks Lower 49% 322 334 of the following services in Honolulu. 44

Parks and Recreation	Please rate the quality of each of the following services in Honolulu.	Recreation programs or classes	Similar	54%	248	331	24
		Recreation centers or facilities	Similar	50%	252	318	20
	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.	Overall quality of parks and recreation opportunities	Similar	75%	240	261	8
Health and wellness	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall health and wellness opportunities	Similar	60%	226	316	28
	Please also rate each of the following in the Honolulu community.	Availability of affordable quality food	Much lower	27%	303	308	1
		Availability of affordable quality health care	Lower	33%	286	315	9
		Availability of preventive health services	Lower	37%	269	303	11
		Availability of affordable quality mental health care	Lower	24%	250	307	18
	Please rate the quality of each of the following services in Honolulu.	Health services	Similar	51%	212	299	28
	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.	Overall health and wellness opportunities	Similar	74%	188	297	36
		Please rate your overall health.	Similar	67%	180	303	40
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall opportunities for education, culture, and the arts	Similar	51%	233	319	27
	Please also rate each of the following in the Honolulu community.	Opportunities to attend cultural/arts/music activities	Similar	51%	165	324	49

Education, Arts and Culture	Please also rate each of the following in the Honolulu community.	Community support for the arts	Similar	47%	170	260	35
		Availability of affordable quality childcare/preschool	Lower	17%	294	316	7
		K-12 education	Much lower	27%	302	320	5
		Adult educational opportunities	Similar	36%	234	310	24
		Opportunities to attend special events and festivals	Similar	64%	165	314	47
 	Please rate the quality of each of the following services in Honolulu.	Public library services	Lower	69%	309	333	6
	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.	Overall opportunities for education, culture, and the arts	Similar	71%	144	297	51
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to raise children	Lower	56%	325	380	11
		Honolulu as a place to retire	Lower	42%	339	375	6
f t v F F		Sense of community	Similar	55%	245	341	27
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Residents' connection and engagement with their community	Similar	41%	196	264	25
	Honolulu community does at each of the following.	Making all residents feel welcome	Similar	61%	206	266	22
		Attracting people from diverse backgrounds	Similar	66%	90	263	66

and	Please rate the job you feel the Honolulu community does at each of the following.	Valuing/respecting residents from diverse backgrounds	Similar	62%	160	264	39
		Taking care of vulnerable residents	Lower	36%	223	260	14
	Please also rate each of the following in the Honolulu community.	Sense of civic/community pride	Similar	44%	198	260	24
		Neighborliness of residents	Similar	50%	251	309	18
		Opportunities to participate in social events and activities	Similar	58%	174	319	45
		Opportunities to volunteer	Similar	68%	128	314	59
		Opportunities to participate in community matters	Similar	53%	195	314	38
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	59%	152	332	54
	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.	Residents' connection and engagement with their community	Similar	64%	211	297	29
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Honolulu for help or information	Lower	35%	308	336	8
f		Contacted Honolulu elected officials to express your opinion	Similar	26%	23	307	92
		Attended a local public meeting	Similar	17%	183	310	41
		Watched a local public meeting	Higher	34%	36	300	88

you have following	Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Higher	48%	33	313	89
		Campaigned or advocated for a local issue, cause, or candidate	Similar	19%	112	303	63
		Voted in your most recent local election	Similar	76%	126	260	51
	n general, how many times do Acco	Access the internet from your home	Similar	92%	187	259	28
		Access the internet from your cell phone	Similar	93%	167	261	36
		Visit social media sites	Similar	76%	202	261	22
		Use or check email	Similar	94%	221	262	16
		Share your opinions online	Similar	27%	146	260	44
		Shop online	Similar	48%	206	259	20

### **Custom Benchmark Tables**

This table contains the comparisons of Honolulu's results to communites with a populaiton of 300,000 or more. The first column shows the comparison of Honolulu's rating to the benchmark. Honolulu's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Honolulu residents is statistically similar to or different than the benchmark. The second column is Honolulu's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Honolulu's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Honolulu's result -- that is what percent of surveyed communities had a lower rating than Honolulu.

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Similar	65%	13	19	25
		The overall quality of life	Similar	61%	11	18	33
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Lower	60%	12	15	15
	-	Remain in Honolulu for the next five years	Similar	77%	11	14	23
	Please rate each of the following in the Honolulu community.	Similar	48%	10	17	40	
	Please rate the quality of each of the following services in Honolulu.	Public information services	Similar	46%	11	13	23
		Overall customer service by Honolulu employees	Lower	42%	15	17	6
	Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu S	Similar	28%	12	18	31
		The overall direction that Honolulu is taking	Lower	23%	15	17	12
		The job Honolulu government does at welcoming resident involvement	Similar	25%	13	15	20
		Overall confidence in Honolulu government	Similar	20%	11	12	16
		Generally acting in the best interest of the community	Similar	27%	12	14	21

Overall, he quality of each of the each of the each of the Please rate characterity Honolulu.  Please rate characterity Honolulu in Please rate characterity Ho	Please rate the following categories of Honolulu government performance.	Being honest	Similar	23%	12	13	15
		Being open and transparent to the public	Similar	19%	11	12	16
		Informing residents about issues facing the community	Similar	31%	9	12	33
	Honolulu government rformance.  Being ope Informing  Treating a Tr	Treating all residents fairly	Similar	32%	9	13	38
		Treating residents with respect	Similar	37%	8	12	41
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Honolulu	Similar	37%	15	19	12
		The Federal Government	Similar	36%	4	14	76
Economy	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to work	Lower	52%	14	19	18
		Honolulu as a place to visit	Higher	77%	3	12	81
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health	Lower	30%	11	12	9
	Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	Similar	59%	10	12	25
		Variety of business and service establishments	Similar	60%	7	11	45
		Vibrancy of downtown/commercial area	Similar	40%	9	11	27
		Employment opportunities	Lower	33%	12	15	15
		Shopping opportunities	ents fairly  Similar 32% 9 13 38  swith respect  Similar 37% 8 12 41  Juliu  Similar 37% 15 19 12  Juliu  Similar 36% 4 14 76  Juliu  Lower 52% 14 19 18  Juliu  Lower 30% 11 12 9  Juliu  Lower 30% 11 12 15  Juliu  Lower 30% 11 15  Juliu  Lower 33% 12 15 15				
		Cost of living	Much lower	3%	11	11	9

Economy	Please rate the quality of each of the following services in Honolulu.	Economic development	Lower	27%	15	16	6
	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.	Overall economic health	Similar	87%	11	11	9
		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:	Similar	20%	6	11	54
Mobility	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the transportation system	Similar	37%	5	11	63
	Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Lower	11%	13	15	7
	·	Ease of public parking	Much lower	12%	11	11	9
		Ease of travel by car	Lower	26%	13	14	7
		Ease of travel by public transportation	Similar	41%	4	13	76
		Ease of travel by bicycle	Similar	31%	10	15	35
		Ease of walking	Similar	47%	6	15	64
	Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	Higher	38%	3	12	83
		Carpooled with other adults or children instead of driving alone	Higher	60%	3	12	83
		Walked or biked instead of driving	Similar	58%	6	12	58
	Please rate the quality of each of the following services in Honolulu.	Traffic enforcement	Lower	26%	13	16	14
		Traffic signal timing	Lower	27%	13	14	7
		Street repair	Lower	12%	15	15	6

		Street cleaning  Street lighting  Sidewalk maintenance  Bus or transit services  Overall quality of the transportation system  overall quality of residential and commercial areas  overall design or layout of residential and commercial areas  overall design or layout of residential growth  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options  Availability of affordable quality housing						
Please rate ho you think it is community to following in the Community Design  Please rate ear aspects of que Honolulu.  Please rate ear characteristic Honolulu as a Please also rate the character	Please rate the quality of each of the following services in Honolulu.	Street cleaning	Similar	32%	11	13	23	
	the following services in Honolulu.  Street cle  Street ligit  Sidewalk  Bus or tra  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.  Please rate each of the following aspects of quality of life in Honolulu.  Please rate each of the following characteristics as they relate to Honolulu as a whole.  Please also rate each of the following in the Honolulu community.  Well-plan  Well-desi  Preserva communi  Public plan  Variety of  Availabilit  Overall q	Street lighting	Similar	42%	10	16	35	
		Street lighting  Sidewalk maintenance  Bus or transit services  Doverall quality of the transportation system the coming two years.  Bush of the following uality of life in  Your neighborhood as a place to live  Overall design or layout of residential and commercial are a whole.  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options	Similar	27%	10	12	25	
		Street lighting  Sidewalk maintenance  Bus or transit services  Overall quality of the transportation system he coming two years.  ach of the following uality of life in  Overall design or layout of residential and commercial awhole.  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options  Availability of affordable quality housing  Overall quality of new development				12	91	
	you think it is for the Honolulu community to focus on each of the	Street cleaning  Street lighting  Sidewalk maintenance  Bus or transit services  Overall quality of the transportation system  To the Honolulu ty to focus on each of the in the coming two years.  It each of the following of quality of life in  Overall design or layout of residential and commercial are as a whole.  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time						
	Street cleaning  Street lighting  Sidewalk maintenance  Bus or transit services  Please rate how important, if at all, ou think it is for the Honolulu ommunity to focus on each of the pollowing in the coming two years.  Please rate each of the following spects of quality of life in fornolulu.  Please rate each of the following haracteristics as they relate to fonolulu as a whole.  Please also rate each of the following haracteristics as they relate to fonolulu as a whole.  Please also rate each of the following haracteristics as they relate to fonolulu as a whole.  Please also rate each of the following haracteristics as they relate to fonolulu as a whole.  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options  Availability of affordable quality housing		Similar	67%	10	14	30	
	characteristics as they relate to	Street ighting  Sidewalk maintenance  Bus or transit services  Devail quality of the transportation system the coming two years.  each of the following quality of life in  each of the following quality of life in  Overall design or layout of residential and commercial areas a whole.  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options  Availability of affordable quality housing  Overall quality of new development	Lower	31%	10	11	18	
	Please also rate each of the following in the Honolulu community.  Well-planned residential growth  Well-planned commercial growth	Well-planned residential growth	Lower	12%	11	11	9	
		Lower	17%	11	11	9		
		well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community		20%	11	12	9	
				46%	8	11	36	
		Public places where people want to spend time	Similar	43%	8	11	36	
		Bus or transit services  Important, if at all, the Honolulu custon each of the coming two years.  In of the following is they relate to ole.  In other following overall design or layout of residential and commercial and commercial and commercial growth  Well-planned residential growth  Well-planned commercial growth  Well-designed neighborhoods  Preservation of the historical or cultural character of the community  Public places where people want to spend time  Variety of housing options  Availability of affordable quality housing  Overall quality of new development	Much lower	11%	12	13	8	
		Availability of affordable quality housing	Much lower	6%	6       10       16         6       10       12         6       2       12         6       6       11         6       10       14         6       11       11         6       11       11         6       11       12         6       13       13         6       13       13	12		
		Overall quality of new development	Lower	21%	13	13	7	
		Overall appearance	Lower	35%	10	13	25	

Community Design	Please rate the quality of each of the following services in Honolulu.  Code enforcement  Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following characteristics as they relate to Honolulu as a whole.  Please rate each of the following characteristics as they relate to Honolulu as a whole.  Please rate the quality of each of the following services in Honolulu.  Affordable high-speed internet access  Affordable high-speed internet access  Sewer services  Storm water management  Power (electric and/or gas) utility  Utility billing  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.  Please rate each of the following characteristics as they relate to Honolulu as a whole.  Please rate how safe or unsafe you feel:  In Honolulu's downtown/commercial area during the day  From property crime	Similar	22%	12	14	15	
		Code enforcement	Lower	11%	14	16	7
	you think it is for the Honolulu community to focus on each of the	Overall design or layout of residential and commercial areas	Similar	68%	9	11	27
Utilities	characteristics as they relate to	Overall quality of the utility infrastructure	Lower	29%	11	11	9
		Affordable high-speed internet access	Similar	46%	7	10	40
		Garbage collection	Similar	74%	4	16	78
		Drinking water	Similar	69%	7	14	57
		Sewer services	Similar	63%	9	12	33
		Storm water management	Similar	46%	14	16	13
		Power (electric and/or gas) utility	Lower	53%	9	10	20
		Utility billing	Lower	39%	10	11	18
	you think it is for the Honolulu community to focus on each of the	Overall quality of the utility infrastructure	Similar	86%	4	11	72
Safety	characteristics as they relate to	Overall feeling of safety	Similar	44%	9	15	42
		In your neighborhood during the day	Similar	86%	10	14	35
		In Honolulu's downtown/commercial area during the day	Lower	54%	10	14	35
		From property crime	Similar	40%	9	14	38

Please rate the following in Please also following in community  Please rate characteris Honolulu as Please also following in community	Please rate how safe or unsafe you feel:	From violent crime Lowe	45%	9	14	38
		From fire, flood, or other natural disaster Lowe	58%	11	11	9
	From violent crime  From violent crime  From fire, flood, or other natural disaster  Please rate the quality of each of the following services in Honolulu.  Crime prevention  Animal control  Ambulance or emergency medical services  Fire services  Fire services  Fire prevention and education  Emergency preparedness  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.  Please rate each of the following	Police/Sheriff services Lowe	44%	13	21	29
		Crime prevention Similar	31%	8	15	46
	Please rate the quality of each of the following services in Honolulu.  Crime previous Animal con Ambulance  Fire services  Fire prevent Emergency  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.  Please rate each of the following characteristics as they relate to the Honolulu as a whole.  Please also rate each of the following in the Honolulu community.  Cleanliness  Air quality  Please rate the quality of each of the following services in Honolulu.  Preservation	Animal control Lowe	33%	12	15	8
		Ambulance or emergency medical services Similar	71%	10	18	43
		Fire services Similar	77%	12	19	26
		Fire prevention and education Similar	57%	7	13	50
		Emergency preparedness Simila	44%	8	13	41
	you think it is for the Honolulu community to focus on each of the	Overall feeling of safety Similar	89%	11	11	9
	characteristics as they relate to	Overall quality of natural environment Simila	61%	7	11	45
	following in the Honolulu	Cleanliness Lowe	29%	11	14	23
		Water resources Similar	56%	5	11	63
		Air quality Highe	75%	2	12	91
		Preservation of natural areas Simila	37%	10	11	18
		Honolulu open space Simila	36%	9	10	20

Natural environment	Please rate the quality of each of the following services in Honolulu.	Recycling	Lower	44%	12	17	26
		Yard waste pick-up	Similar	60%	6	12	54
	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.	Overall quality of natural environment	Similar	81%	2	11	90
Parks and Recreation	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of parks and recreation opportunities	Similar	57%	8	12	41
	Please also rate each of the following in the Honolulu community.	Availability of paths and walking trails	Similar	53%	7	15	60
	•	Fitness opportunities	Similar	62%	5	11	63
		Recreational opportunities	Similar	67%	6	13	61
	Please rate the quality of each of the following services in Honolulu.	City parks	Lower	49%	13	15	20
		Recreation programs or classes	Similar	54%	5	14	69
		Recreation centers or facilities	Similar	50%	9	13	38
	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.	Overall quality of parks and recreation opportunities	Similar	75%	8	11	36
Health and wellness	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall health and wellness opportunities	Similar	60%	6	11	54
	Please also rate each of the following in the Honolulu community.	Availability of affordable quality food	Lower	27%	12	12	8
	·	Availability of affordable quality health care	Lower	33%	13	13	7
		Availability of preventive health services	Lower	37%	11	11	9
		Availability of affordable quality mental health care	Similar	24%	9	11	27

Health and wellness	Please rate the quality of each of the following services in Honolulu.	Health services	Similar	51%	7	14	53
	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.	Overall health and wellness opportunities	Similar	74%	11	11	9
		Please rate your overall health.	Similar	67%	6	11	54
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall opportunities for education, culture, and the arts	Similar	51%	8	11	36
	Please also rate each of the following in the Honolulu community.	Opportunities to attend cultural/arts/music activities	Similar	51%	7	14	53
	·	Community support for the arts	Similar	47%	7	11	45
		Availability of affordable quality childcare/preschool	Lower	17%	13	14	14
		K-12 education	Similar	27%	9	13	38
		Adult educational opportunities	Similar	36%	8	11	36
		Opportunities to attend special events and festivals	Similar	64%	5	11	63
	Please rate the quality of each of the following services in Honolulu.	Public library services	Similar	69%	15	16	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.	Overall opportunities for education, culture, and the arts	Similar	71%	8	11	36
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in thonolulu.	Honolulu as a place to raise children	Lower	56%	12	20	31
3. 3		Honolulu as a place to retire	Similar	42%	11	19	33
		Sense of community	Similar	55%	7	16	57
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Residents' connection and engagement with their community	Similar	41%	4	11	72

Но	lease rate the job you feel the onolulu community does at each f the following.	Making all residents feel welcome	Similar	61%	6	11	54
	•	Attracting people from diverse backgrounds	Similar	66%	5	11	63
		Valuing/respecting residents from diverse backgrounds	Similar	62%	4	11	72
		Taking care of vulnerable residents	Similar	36%	7	11	45
fol	lease also rate each of the Illowing in the Honolulu ommunity.	Sense of civic/community pride	Similar	44%	5	11	63
	·	Neighborliness of residents	Similar	50%	5	12	63
		Opportunities to participate in social events and activities	Similar	58%	5	11	63
		Opportunities to volunteer	Similar	68%	5	5 12 4 12	63
		Opportunities to participate in community matters	Similar	53%	4	12	75
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	59%	6	15	64	
yo co	lease rate how important, if at all, ou think it is for the Honolulu ommunity to focus on each of the ollowing in the coming two years.	Residents' connection and engagement with their community	Similar	64%	3	11	81
ha	lease indicate whether or not you ave done each of the following in the last 12 months.	Contacted the City of Honolulu for help or information	Lower	35%	13	14	14
		Contacted Honolulu elected officials to express your opinion	Similar	26%	1	11	100
		Attended a local public meeting	Similar	17%	8	11	36
		Watched a local public meeting	Similar	34%	4	11	72
		Volunteered your time to some group/activity	Higher	48%	1	12	100

Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	Similar	19%	4	11	72
		Voted in your most recent local election	Similar	76%	4	11	72
	In general, how many times do you:	Access the internet from your home	Similar	92%	7	11	45
		Access the internet from your cell phone	Similar	93%	8	11	36
		Visit social media sites	Similar	76%	9	11	27
		Use or check email	Similar	94%	9	11	27
		Share your opinions online	Similar	27%	5	11	63
		Shop online	Similar	48%	9	11	27

#### **Full Trends**

This table contains the trends over time for the City and County of Honolulu. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2022 and 2023 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that 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.

meaning of the ite	m for the respondent.		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Quality of Life	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	77%	84%	80%	81%	76%	77%	67%	73%	63%	68%	65%	69%	68%	65%	65%
		The overall quality of life	77%	75%	70%	74%	71%	68%	62%	64%	64%	59%	54%	64%	63%	58%	61%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks		81%	73%	77%	68%	66%	58%	64%	62%	52%	55%	53%	54%	58%	60%
		Remain in Honolulu for the next five years		88%	80%	85%	77%	81%	78%	79%	78%	77%	74%	75%	73%	74%	77%
	Please rate each of the following in the Honolulu community.	Overall image or reputation		65%	66%	65%	59%	62%	49%	58%	53%	49%	44%	45%	53%	41%	48%
Governance	Please rate the quality of each of the following services in Honolulu.	Public information services	62%	41%	47%	42%	40%	48%	36%	42%	37%	44%	36%	45%	45%	35%	46%
		Overall customer service by Honolulu employees	67%	65%	60%	63%	37%	43%	35%	42%	39%	40%	31%	49%	44%	36%	42%
	Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	68%	33%	35%	33%	24%	29%	17%	25%	22%	26%	16%	26%	24%	24%	28%
		The overall direction that Honolulu is taking	76%	29%	32%	30%	25%	35%	21%	26%	26%	23%	14%	19%	21%	25%	23%
		The job Honolulu government does at welcoming resident involvement	81%	33%	37%	35%	30%	31%	24%	32%	25%	25%	20%	26%	25%	27%	25%
		Overall confidence in Honolulu government					23%	30%	22%	29%	24%	25%	17%	18%	22%	24%	20%
		Generally acting in the best interest of the community					25%	29%	23%	34%	25%	28%	17%	26%	26%	29%	27%
		Being honest					24%	30%	21%	23%	22%	25%	19%	21%	23%	24%	23%
		Being open and transparent to the public												19%	20%	19%	19%
		Informing residents about issues facing the community												27%	27%	22%	31%
		Treating all residents fairly					22%	34%	23%	29%	25%	27%	21%	29%	29%	25%	32%
		Treating residents with respect												34%	35%	32%	37%
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	40%	39%	30%	33%	36%	32%	37%
	each of the following?	The Federal Government		48%	48%	54%	36%	47%	38%	45%	37%	40%	30%	37%	37%	33%	36%
Economy	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to work		53%	53%	57%	51%	49%	39%	46%	49%	46%	41%	48%	49%	45%	52%
		Honolulu as a place to visit					84%	85%	81%	85%	80%	75%	78%	87%	83%	75%	77%
															EΩ		

Economy	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health					32%	33%	30%	33%	27%	37%	20%	18%	25%	27%	30%
	Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments		43%	51%	57%	42%	45%	33%	43%	40%	37%	33%	58%	56%	51%	59%
		Variety of business and service establishments												54%	58%	44%	60%
		Vibrancy of downtown/commercial area					32%	34%	32%	39%	26%	31%	29%	35%	48%	35%	40%
		Employment opportunities		22%	26%	34%	24%	28%	22%	32%	34%	33%	23%	22%	36%	29%	33%
		Shopping opportunities		70%	72%	74%	64%	73%	67%	74%	72%	69%	66%	63%	69%	66%	67%
		Cost of living					6%	7%	3%	8%	5%	3%	3%	3%	9%	4%	3%
	Please rate the quality of each of the following services in Honolulu.	Economic development	49%	24%	27%	30%	22%	34%	24%	25%	26%	30%	19%	23%	26%	23%	27%
	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.	Overall economic health						91%	88%	92%	91%	90%		96%	90%	93%	87%
		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:		20%	16%	19%	25%	27%	24%	17%	19%	21%	23%	14%	26%	21%	20%
Mobility	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the transportation system												37%	43%	33%	37%
	Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	13%	10%	12%	11%	10%	13%	8%	12%	12%	12%	13%	16%	17%	11%	11%
		Ease of public parking					7%	11%	9%	12%	9%	8%	11%	7%	13%	11%	12%
		Ease of travel by car		25%	23%	20%	15%	18%	17%	17%	18%	21%	24%	31%	35%	20%	26%
		Ease of travel by public transportation					42%	38%	33%	32%	33%	33%	28%	41%	46%	39%	41%
		Ease of travel by bicycle		22%	21%	21%	18%	20%	20%	28%	24%	28%	16%	27%	39%	21%	31%
		Ease of walking		47%	51%	52%	45%	52%	39%	50%	47%	46%	37%	50%	50%	45%	47%
	Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving					42%	42%	39%	40%	39%	35%	28%	30%	35%	28%	38%
		Carpooled with other adults or children instead of driving alone					52%	52%	52%	51%	49%	54%	52%	47%	54%	52%	60%
		Walked or biked instead of driving					57%	56%	62%	61%	58%	61%	60%	57%	57%	60%	58%
	Please rate the quality of each of the following services in Honolulu.	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	33%	31%	26%	31%	37%	26%	26%
		Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	27%	22%	34%	31%	30%	27%
		Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	12%	9%	10%	13%	8%	12%
															~~		

Mobility	Please rate the quality of each of																
mobility	the following services in Honolulu.	Street cleaning		27%	30%	27%	20%	29%	22%	24%	19%	23%	23%	29%	25%	23%	32%
		Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	32%	37%	42%	42%	36%	42%
		Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	19%	20%	39%	27%	21%	27%
		Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	62%	58%	39%	58%	55%	56%
	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.	Overall quality of the transportation system												83%	84%	81%	79%
Community Design	Please rate each of the following aspects of quality of life in Honolulu.	Your neighborhood as a place to live	82%	78%	70%	76%	74%	80%	71%	75%	72%	71%	73%	75%	81%	74%	67%
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall design or layout of residential and commercial areas					34%	37%	27%	32%	29%	31%	27%	30%	44%	34%	31%
	Please also rate each of the following in the Honolulu community.	Well-planned residential growth												17%	22%	16%	12%
		Well-planned commercial growth												17%	21%	15%	17%
		Well-designed neighborhoods												24%	26%	22%	20%
		Preservation of the historical or cultural character of the community												40%	46%	48%	46%
		Public places where people want to spend time					44%	48%	35%	40%	34%	33%	33%	43%	46%	40%	43%
		Variety of housing options		24%	25%	24%	19%	20%	13%	15%	11%	14%	10%	18%	15%	13%	11%
		Availability of affordable quality housing		6%	9%	9%	9%	8%	9%	8%	5%	8%	5%	4%	6%	6%	6%
		Overall quality of new development		39%	39%	40%	29%	37%	38%	40%	35%	34%	33%	24%	24%	20%	21%
		Overall appearance		52%	53%	54%	50%	46%	42%	47%	36%	36%	33%	33%	35%	35%	35%
	Please rate the quality of each of the following services in Honolulu.	Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	19%	15%	19%	16%	22%	12%	22%
		Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	19%	13%	13%	17%	17%	12%	11%
	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.	Overall design or layout of residential and commercial areas						80%	80%	78%	82%	83%		74%	78%	85%	68%
Utilities	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the utility infrastructure												33%	40%	31%	29%
	Please rate the quality of each of the following services in Honolulu.	Affordable high-speed internet access												49%	38%	31%	46%
		Garbage collection	83%	73%	76%	73%	72%	72%	72%	70%	68%	69%	66%	73%	70%	63%	74%
		Drinking water	84%	75%	74%	72%	74%	75%	67%	74%	69%	75%	68%	69%	63%	61%	69%

Utilities	Please rate the quality of each of the following services in Honolulu.	Sewer services	48%	57%	59%	59%	57%	58%	50%	54%	56%	57%	54%	61%	63%	54%	63%
		Storm water management	46%	51%	50%	47%	45%	53%	36%	46%	40%	39%	36%	54%	45%	44%	46%
		Power (electric and/or gas) utility					50%	51%	47%	55%	59%	60%	53%	53%	61%	48%	53%
		Utility billing					37%	39%	36%	39%	45%	46%	38%	43%	48%	33%	39%
	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.	Overall quality of the utility infrastructure												90%	92%	90%	86%
Safety	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall feeling of safety					64%	66%	63%	61%	60%	52%	46%	45%	46%	40%	44%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day		89%	87%	92%	93%	88%	85%	93%	89%	87%	83%	88%	83%	77%	86%
		In Honolulu's downtown/commercial area during the day		71%	66%	68%	71%	66%	65%	67%	60%	59%	53%	57%	56%	46%	54%
		From property crime		33%	35%	35%								42%	40%	40%	40%
		From violent crime		55%	52%	55%								55%	50%	46%	45%
		From fire, flood, or other natural disaster												67%	61%	70%	58%
	Please rate the quality of each of the following services in Honolulu.	Police/Sheriff services	74%	64%	63%	64%	53%	52%	56%	51%	58%	58%	51%	45%	47%	43%	44%
		Crime prevention	50%	44%	42%	42%	37%	42%	35%	34%	34%	39%	27%	36%	25%	28%	31%
		Animal control		40%	37%	39%	28%	33%	28%	28%	30%	31%	25%	48%	41%	32%	33%
		Ambulance or emergency medical services	84%	90%	86%	86%	85%	85%	77%	81%	80%	88%	80%	73%	75%	60%	71%
		Fire services	92%	91%	89%	89%	85%	86%	85%	84%	84%	88%	82%	73%	79%	69%	77%
		Fire prevention and education	74%	67%	70%	72%	68%	66%	59%	60%	51%	63%	60%	63%	61%	62%	57%
		Emergency preparedness		57%	67%	60%	58%	73%	64%	64%	48%	51%	43%	54%	60%	56%	44%
	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.	Overall feeling of safety						88%	90%	92%	94%	95%		93%	88%	94%	89%
Natural environment	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of natural environment		67%	67%	71%	65%	67%	64%	62%	64%	62%	54%	65%	64%	58%	61%
	Please also rate each of the following in the Honolulu community.	Cleanliness		40%	41%	40%	43%	33%	36%	34%	31%	33%	24%	27%	28%	23%	29%
		Water resources												65%	57%	55%	56%
		Air quality		75%	70%	72%	69%	68%	69%	66%	67%	70%	65%	85%	82%	76%	75%

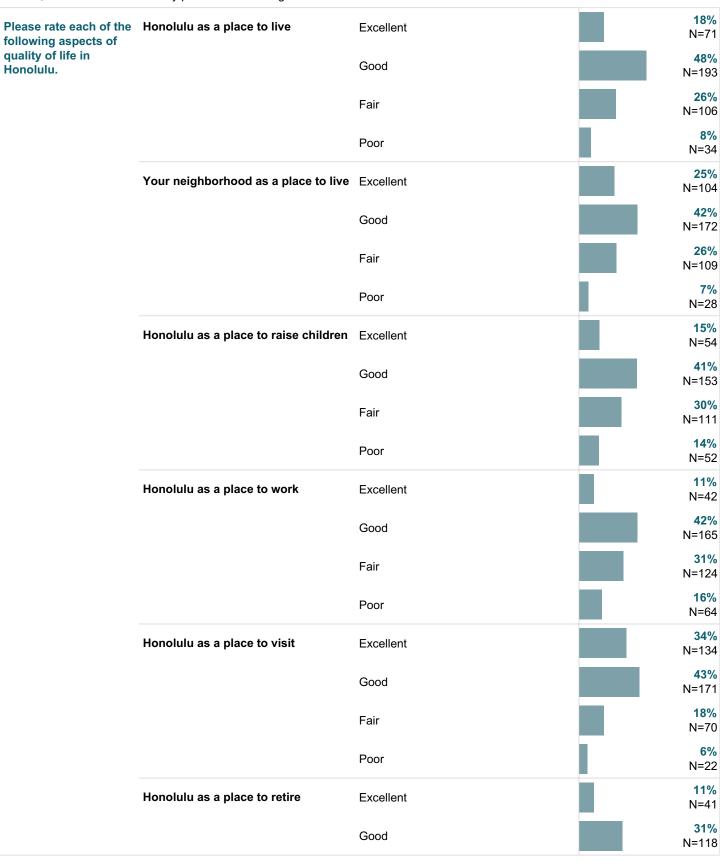
Natural environment	Please rate the quality of each of the following services in Honolulu.	Preservation of natural areas		39%	49%	39%	31%	48%	30%	42%	35%	34%	32%	45%	47%	42%	37%
		Honolulu open space					26%	38%	25%	28%	24%	32%	23%	34%	42%	31%	36%
		Recycling		70%	63%	63%	63%	66%	58%	54%	54%	56%	45%	48%	43%	34%	44%
		Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	66%	53%	49%	52%	51%	60%
	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.	Overall quality of natural environment						88%	86%	88%	85%	85%		85%	83%	88%	81%
Parks and Recreation	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of parks and recreation opportunities												57%	56%	54%	57%
	Please also rate each of the following in the Honolulu community.	Availability of paths and walking trails		31%	37%	36%	37%	42%	33%	39%	36%	37%	32%	61%	58%	52%	53%
	<b>-</b>	Fitness opportunities					45%	53%	48%	53%	51%	51%	42%	63%	63%	60%	62%
		Recreational opportunities		71%	69%	73%	57%	60%	57%	58%	55%	57%	54%	66%	66%	62%	67%
	Please rate the quality of each of the following services in Honolulu.	City parks	70%	54%	60%	52%	49%	54%	44%	50%	42%	42%	40%	48%	52%	44%	49%
		Recreation programs or classes	70%	54%	56%	56%	44%	52%	47%	47%	45%	44%	44%	42%	49%	37%	54%
		Recreation centers or facilities		45%	52%	50%	40%	46%	40%	41%	39%	34%	35%	45%	48%	38%	50%
	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.	Overall quality of parks and recreation opportunities												79%	78%	78%	75%
Health and wellness	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall health and wellness opportunities					66%	68%	60%	60%	65%	62%	54%	64%	67%	60%	60%
	Please also rate each of the following in the Honolulu community.	Availability of affordable quality food		48%	40%	43%	40%	41%	31%	35%	37%	41%	34%	37%	33%	28%	27%
		Availability of affordable quality health care		33%	34%	37%	44%	49%	37%	35%	36%	43%	34%	42%	40%	40%	33%
		Availability of preventive health services		40%	41%	47%	46%	53%	36%	40%	39%	43%	34%	46%	46%	39%	37%
		Availability of affordable quality mental health care					30%	34%	22%	25%	19%	32%	20%	29%	29%	22%	24%
	Please rate the quality of each of the following services in Honolulu.	Health services					49%	55%	40%	41%	42%	45%	37%	59%	50%	41%	51%
	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.	Overall health and wellness opportunities						81%	81%	79%	86%	81%		81%	77%	79%	74%
		Please rate your overall health.					59%	60%	55%	59%	51%	53%	60%	60%	66%	66%	67%
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall opportunities for education, culture, and the arts					44%	41%	40%	45%	41%	45%	36%	48%	51%	47%	51%
	Please also rate each of the following in the Honolulu community.	Opportunities to attend cultural/arts/music activities		70%	71%	69%	51%	62%	46%	50%	48%	51%	53%	51%	49%	52%	51%
															~~		

Education, Arts and Culture	Please also rate each of the following in the Honolulu community.	Community support for the arts												42%	44%	45%	47%
		Availability of affordable quality childcare/preschool		14%	15%	14%	23%	24%	16%	19%	14%	16%	16%	22%	19%	22%	17%
		K-12 education												30%	36%	28%	27%
		Adult educational opportunities												38%	43%	27%	36%
		Opportunities to attend special events and festivals											31%	53%	54%	51%	64%
	Please rate the quality of each of the following services in Honolulu.	Public library services												59%	72%	58%	69%
	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.	Overall opportunities for education, culture, and the arts						88%	87%	85%	87%	83%		77%	73%	77%	71%
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to raise children	71%	66%	60%	63%	63%	58%	58%	58%	59%	52%	53%	62%	59%	56%	56%
		Honolulu as a place to retire	68%	63%	53%	63%	52%	52%	46%	47%	39%	39%	39%	42%	47%	40%	42%
		Sense of community		54%	50%	61%	51%	52%	47%	46%	51%	51%	43%	59%	52%	55%	55%
	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Residents' connection and engagement with their community												45%	41%	38%	41%
	Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome												52%	56%	50%	61%
		Attracting people from diverse backgrounds												62%	61%	53%	66%
		Valuing/respecting residents from diverse backgrounds												58%	57%	58%	62%
		Taking care of vulnerable residents												37%	35%	38%	36%
	Please also rate each of the following in the Honolulu community.	Sense of civic/community pride												38%	44%	36%	44%
		Neighborliness of residents					53%	52%	49%	48%	52%	48%	49%	47%	48%	39%	50%
		Opportunities to participate in social events and activities		59%	60%	65%	50%	58%	51%	55%	51%	52%	50%	50%	53%	47%	58%
		Opportunities to volunteer		73%	70%	75%	66%	66%	63%	64%	60%	63%	66%	64%	64%	56%	68%
		Opportunities to participate in community matters		56%	58%	58%	56%	59%	50%	54%	53%	54%	52%	49%	55%	47%	53%
		Openness and acceptance of the community toward people of diverse backgrounds		62%	63%	67%	57%	60%	55%	59%	64%	60%	56%	54%	52%	52%	59%
	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.	Residents' connection and engagement with their community						73%	74%	71%	74%	78%		66%	65%	70%	64%
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Honolulu for help or information		47%	40%	44%	43%	37%	38%	37%	41%	41%	42%	43%	38%	44%	35%

Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Honolulu elected officials to express your opinion				25%	21%	24%	22%	20%	27%	17%	20%	22%	25%	26%
		Attended a local public meeting	25%	21%	24%	19%	18%	18%	16%	11%	21%	13%	18%	16%	19%	17%
		Watched a local public meeting	59%	47%	56%	43%	44%	39%	38%	37%	45%	30%	41%	37%	38%	34%
		Volunteered your time to some group/activity	48%	50%	53%	42%	47%	49%	47%	43%	53%	46%	40%	40%	38%	48%
		Campaigned or advocated for a local issue, cause, or candidate				26%	27%	27%	27%	26%	29%	22%	22%	18%	17%	19%
		Voted in your most recent local election	65%	63%	69%								82%	72%	77%	76%
	In general, how many times do you:	Access the internet from your home											95%	93%	89%	92%
		Access the internet from your cell phone											93%	94%	93%	93%
		Visit social media sites											79%	72%	74%	76%
		Use or check email											97%	97%	95%	94%
		Share your opinions online											36%	31%	34%	27%
		Shop online											50%	49%	54%	48%

### **Complete Set of Frequencies**

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.



Please rate each of the following aspects of quality of life in	Honolulu as a place to retire	Fair	31% N=119
Honolulu.		Poor	27% N=101
	The overall quality of life	Excellent	14% N=58
		Good	47% N=191
		Fair	29% N=117
		Poor	10% N=40
	Sense of community	Excellent	16% N=67
		Good	38% N=155
		Fair	<b>32</b> % N=130
		Poor	13% N=54
Please rate each of the following	Overall economic health	Excellent	<b>4</b> % N=14
characteristics as they relate to Honolulu as a whole.		Good	<b>26</b> % N=105
whole.		Fair	45% N=178
		Poor	25% N=101
	Overall quality of the transportation system	Excellent	6% N=25
		Good	31% N=124
		Fair	39% N=157
		Poor	<b>24%</b> N=96
	Overall design or layout of residential and commercial areas	Excellent	4% N=15
		Good	<b>27</b> % N=112
		Fair	44% N=180
		Poor	25% N=104
	Overall quality of the utility infrastructure	Excellent	4% N=15
		Good	26% N=104

Please rate each of the Overall quality of the utility 43% Fair infrastructure following N=173 characteristics as they relate to Honolulu as a 28% Poor whole. N=113 10% Overall feeling of safety Excellent N=42 33% Good N=136 40% Fair N=162 17% Poor N=67 17% Overall quality of natural environment Excellent N=69 44% Good N=179 30% Fair N=122 10% Poor N=39 19% Overall quality of parks and Excellent N=76 recreation opportunities 38% Good N=156 30% Fair N=123 13% Poor N=51 19% Overall health and wellness Excellent N=76 opportunities 41% Good N=164 29% Fair N=115 11% Poor N=46 12% Overall opportunities for education, Excellent N=47 culture, and the arts 40% Good N=158 35% Fair N=140 14% Poor N=54 10% Residents' connection and Excellent N=38 engagement with their community **32**%

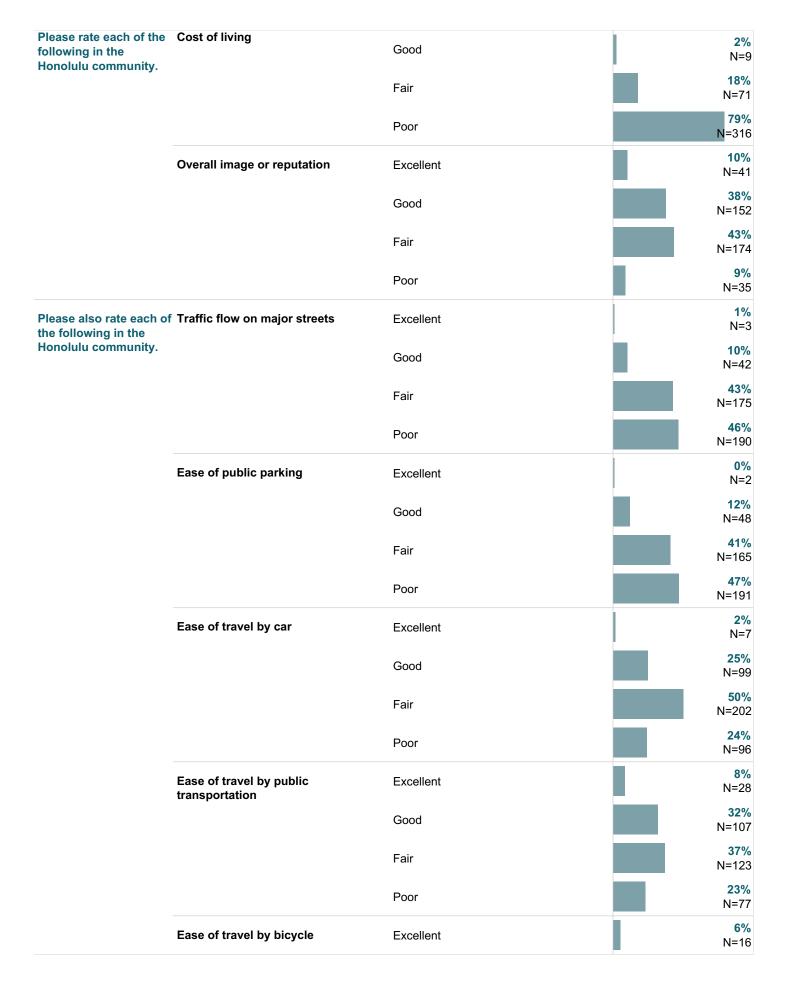
Good

N=125

Please rate each of the following characteristics as they	Residents' connection and engagement with their community	Fair	<b>45%</b> N=179
relate to Honolulu as a whole.		Poor	14% N=54
Please indicate how likely or unlikely you	Recommend living in Honolulu to someone who asks	Very likely	13% N=51
are to do each of the following.		Somewhat likely	47% N=188
		Somewhat unlikely	22% N=87
		Very unlikely	19% N=75
	Remain in Honolulu for the next five years	Very likely	53% N=214
		Somewhat likely	<b>24%</b> N=94
		Somewhat unlikely	10% N=41
		Very unlikely	13% N=51
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	<b>44</b> % N=181
		Somewhat safe	<b>42</b> % N=174
		Neither safe nor unsafe	8% N=33
		Somewhat unsafe	4% N=17
		Very unsafe	2% N=9
	In Honolulu's downtown/commercial area during the day	Very safe	14% N=55
		Somewhat safe	41% N=165
		Neither safe nor unsafe	18% N=71
		Somewhat unsafe	18% N=71
		Very unsafe	10% N=41
	From property crime	Very safe	9% N=35
		Somewhat safe	32% N=127
		Neither safe nor unsafe	24% N=95
		Somewhat unsafe	<b>23</b> % N=93

Please rate how safe or unsafe you feel:	From property crime	Very unsafe	13% N=52
	From violent crime	Very safe	14% N=55
		Somewhat safe	31% N=122
		Neither safe nor unsafe	<b>24</b> % N=95
		Somewhat unsafe	22% N=86
		Very unsafe	10% N=40
	From fire, flood, or other natural disaster	Very safe	12% N=47
		Somewhat safe	46% N=182
		Neither safe nor unsafe	20% N=81
		Somewhat unsafe	12% N=48
		Very unsafe	10% N=40
feel the Honolulu	Making all residents feel welcome	Excellent	14% N=55
community does at each of the following.		Good	47% N=186
		Fair	28% N=111
		Poor	11% N=42
	Attracting people from diverse backgrounds	Excellent	19% N=75
		Good	46% N=177
		Fair	24% N=93
		Poor	10% N=40
	Valuing/respecting residents from diverse backgrounds	Excellent	15% N=58
		Good	46% N=177
		Fair	28% N=106
		Poor	11% N=42
	Taking care of vulnerable residents	Excellent	8% N=30

Please rate the job you feel the Honolulu community does at	Taking care of vulnerable residents	Good	28% N=109
each of the following.		Fair	<b>32</b> % N=123
		Poor	33% N=126
following in the	Overall quality of business and service establishments	Excellent	10% N=38
Honolulu community.		Good	49% N=199
		Fair	34% N=137
		Poor	7% N=28
	Variety of business and service establishments	Excellent	14% N=57
		Good	46% N=183
		Fair	<b>32</b> % N=130
		Poor	7% N=30
	Vibrancy of downtown/commercial area	Excellent	8% N=31
		Good	<b>32</b> % N=125
		Fair	<b>37%</b> N=146
		Poor	23% N=91
	Employment opportunities	Excellent	6% N=23
		Good	<b>26</b> % N=96
		Fair	45% N=164
		Poor	23% N=84
	Shopping opportunities	Excellent	23% N=95
		Good	44% N=179
		Fair	<b>26%</b> N=107
		Poor	7% N=27
	Cost of living	Excellent	1% N=4



	Public places where people want to spend time	Excellent	6% N=23
		Poor	14% N=53
		Fair	40% N=15
	canada sharaster of the community	Good	38% N=142
	Preservation of the historical or cultural character of the community	Excellent	8% N=3
		Poor	31% N=114
		Fair	50% N=18
		Good	18% N=68
	Well-designed neighborhoods	Excellent	1% N=
		Poor	38% N=120
		Fair	45% N=149
		Good	13% N=4
	Well-planned commercial growth	Excellent	4% N=13
		Poor	45% N=159
		Fair	42% N=14
	. •	Good	N=' 10% N=36
	Well-planned residential growth	Excellent	N=60
		Poor	N=152
		Good	N=14
	Ease of walking	Excellent	N=43
		Poor	N=8 <sup>-</sup>
		Fair	N=11:
the following in the Honolulu community.	Ease of travel by bicycle	Good	26% N=73 40%

Please also rate each of Public places where people want to 37% Good the following in the spend time N=148 Honolulu community. 37% Fair N=149 20% Poor N=78 1% Variety of housing options Excellent N=5 10% Good N=36 33% Fair N=125 **56**% Poor N=216 1% Availability of affordable quality Excellent N=5 housing 4% Good N=17 21% Fair N=82 73% Poor N=286 1% Overall quality of new development Excellent N=5 20% Good N=73 45% Fair N=163 34% Poor N=124 5% Overall appearance Excellent N=19 30% Good N=121 49% Fair N=195 16% Poor N=64 1% Cleanliness Excellent N=4 27% Good N=112 43% Fair N=175 29% Poor N=117 20% Water resources Excellent N=78

Please also rate each of	Water resources			000/
the following in the Honolulu community.	Trailor robballoss	Good		<b>36%</b> N=143
		Fair		<b>34%</b> N=134
		Poor		<b>10%</b> N=41
	Air quality	Excellent		<b>37%</b> N=149
		Good		<b>38%</b> N=154
		Fair		<b>20%</b> N=81
		Poor		<b>6%</b> N=23
	Availability of paths and walking trails	Excellent		<b>18%</b> N=69
		Good		<b>35%</b> N=137
		Fair		<b>38%</b> N=147
		Poor		<b>10%</b> N=38
	Fitness opportunities	Excellent		<b>28%</b> N=109
		Good		<b>34%</b> N=132
		Fair		<b>32%</b> N=124
		Poor		<b>6%</b> N=24
	Recreational opportunities	Excellent		<b>30%</b> N=119
		Good		<b>36%</b> N=144
		Fair		<b>28%</b> N=110
		Poor		<b>6%</b> N=22
	Availability of affordable quality food	Excellent	1	<b>5%</b> N=21
		Good		<b>22%</b> N=90
		Fair		<b>39%</b> N=157
		Poor		<b>34%</b> N=140
	Availability of affordable quality health care	Excellent		<b>5%</b> N=18

Please also rate each of	Availability of affordable quality		28%
the following in the Honolulu community.	health care	Good	N=109
,		Fair	<b>40</b> % N=154
		Poor	27% N=102
	Availability of preventive health services	Excellent	5% N=18
		Good	32% N=119
		Fair	<b>40</b> % N=149
		Poor	23% N=84
	Availability of affordable quality mental health care	Excellent	<b>4%</b> N=13
		Good	19% N=59
		Fair	38% N=114
		Poor	39% N=118
	Opportunities to attend cultural/arts/music activities	Excellent	19% N=73
		Good	32% N=122
		Fair	39% N=148
		Poor	10% N=39
	Community support for the arts	Excellent	13% N=44
		Good	34% N=119
		Fair	<b>42</b> % N=147
		Poor	11% N=38
	Availability of affordable quality childcare/preschool	Excellent	6% N=17
	•	Good	11% N=31
		Fair	39% N=107
		Poor	<b>44</b> % N=122
	K-12 education	Excellent	6% N=19

Please also rate each of the following in the Honolulu community.	K-12 education	Good		<b>21%</b> N=65
•		Fair		<b>46%</b> N=140
		Poor		<b>26%</b> N=80
	Adult educational opportunities	Excellent		<b>10%</b> N=29
		Good		<b>26%</b> N=79
		Fair		<b>50%</b> N=151
		Poor		<b>14%</b> N=43
	Sense of civic/community pride	Excellent		<b>13%</b> N=47
		Good		<b>31%</b> N=115
		Fair		<b>44%</b> N=162
		Poor		<b>12%</b> N=45
	Neighborliness of residents	Excellent		<b>12%</b> N=45
		Good		<b>38%</b> N=148
		Fair		<b>38%</b> N=146
		Poor		<b>12%</b> N=46
	Opportunities to participate in social events and activities	Excellent		<b>17%</b> N=65
		Good		<b>40%</b> N=150
		Fair		<b>34%</b> N=129
		Poor		<b>8%</b> N=30
	Opportunities to attend special events and festivals	Excellent		<b>18%</b> N=72
		Good		<b>46%</b> N=180
		Fair		<b>31%</b> N=123
		Poor	I	<b>5%</b> N=21
	Opportunities to volunteer	Excellent		<b>26%</b> N=93

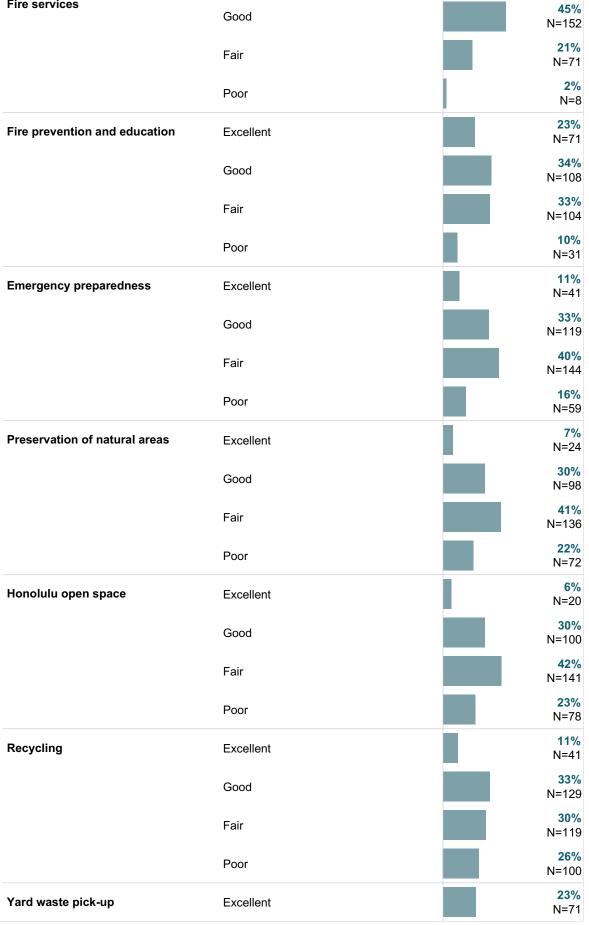
Please also rate each of the following in the Honolulu community.	Opportunities to volunteer	Good	<b>42</b> % N=150
		Fair	<b>27</b> % N=96
		Poor	6% N=21
	Opportunities to participate in community matters	Excellent	17% N=61
		Good	37% N=134
		Fair	39% N=142
		Poor	8% N=30
	Openness and acceptance of the community toward people of diverse	Excellent	15% N=57
	backgrounds	Good	<b>43</b> % N=162
		Fair	32% N=121
		Poor	9% N=32
Please indicate whether or not you have done	Contacted the City of Honolulu for help or information	No	65% N=268
each of the following in the last 12 months.	•	Yes	<b>35%</b> N=143
	Contacted Honolulu elected officials to express your opinion	No	<b>75%</b> N=304
		Yes	25% N=104
	Attended a local public meeting	No	<b>83%</b> N=340
		Yes	17% N=70
	Watched a local public meeting	No	<b>65%</b> N=269
		Yes	35% N=142
	Volunteered your time to some group/activity	No	<b>52</b> % N=215
		Yes	<b>48</b> % N=195
	Campaigned or advocated for a local issue, cause, or candidate	No	81% N=331
	, ,	Yes	19% N=80
	Voted in your most recent local election	No	<b>24</b> % N=98

or not you have done	Voted in your most recent local election	Yes	<b>76%</b> N=312
each of the following in the last 12 months.	Used public transportation instead of driving	No	62% N=254
	-	Yes	38% N=157
	Carpooled with other adults or children instead of driving alone	No	40% N=166
		Yes	60% N=245
	Walked or biked instead of driving	No	<b>42</b> % N=173
		Yes	58% N=239
of each of the following	Public information services	Excellent	7% N=25
services in Honolulu.		Good	39% N=151
		Fair	<b>44</b> % N=168
		Poor	10% N=38
	Economic development	Excellent	2% N=5
		Good	<b>26</b> % N=89
		Fair	<b>48</b> % N=163
		Poor	<b>25</b> % N=85
	Traffic enforcement	Excellent	4% N=15
		Good	23% N=88
		Fair	39% N=151
		Poor	<b>35</b> % N=135
	Traffic signal timing	Excellent	2% N=8
		Good	<b>24</b> % N=98
		Fair	43% N=171
		Poor	31% N=122
	Street repair	Excellent	2% N=8

Street repair	Good	11% N=42
	Fair	<b>28</b> % N=109
	Poor	<b>60</b> % N=236
Street cleaning	Excellent	6% N=22
	Good	<b>27%</b> N=102
	Fair	39% N=151
	Poor	28% N=109
Street lighting	Excellent	8% N=31
	Good	<b>35%</b> N=139
	Fair	<b>40</b> % N=162
	Poor	17% N=69
Sidewalk maintenance	Excellent	7% N=28
	Good	<b>20</b> % N=78
	Fair	43% N=167
	Poor	30% N=120
Bus or transit services	Excellent	16% N=54
	Good	<b>40</b> % N=135
	Fair	32% N=108
	Poor	<b>12%</b> N=39
Land use, planning and zoning	Excellent	2% N=6
	Good	<b>20%</b> N=63
	Fair	<b>47%</b> N=146
	Poor	31% N=97
Code enforcement	Excellent	2% N=6

Code enforcement	_	9%
	Good	N=30
	Fair	<b>40%</b> N=133
	Poor	49% N=162
Affordable high-speed internet access	Excellent	11% N=38
	Good	35% N=126
	Fair	31% N=110
	Poor	23% N=83
Garbage collection	Excellent	<b>26%</b> N=106
	Good	48% N=193
	Fair	21% N=87
	Poor	4% N=17
Drinking water	Excellent	23% N=92
	Good	<b>46</b> % N=186
	Fair	<b>22</b> % N=90
	Poor	9% N=35
Sewer services	Excellent	18% N=69
	Good	45% N=167
	Fair	29% N=108
	Poor	8% N=31
Storm water management	Excellent	11% N=39
	Good	35% N=125
	Fair	35% N=126
	Poor	18% N=65
Power (electric and/or gas) utility	Excellent	13% N=53

Please rate the quality of each of the following services in Honolulu.				
Fair	Please rate the quality of each of the following services in Honolulu.		Good	
N=58			Fair	
Good   N=112			Poor	
Fair   N-112		Utility billing	Excellent	
Poor			Good	
Police/Sheriff services			Fair	
Second   S			Poor	
Fair   N=130		Police/Sheriff services	Excellent	
Poor 14% N=156 14% N=54 Crime prevention Excellent 4% N=16 Good 27% N=103 Fair 40% N=150 Poor 28% N=107 Animal control Excellent 5% N=17 Good 28% N=93 Fair N=137 Poor 26% N=93 Ambulance or emergency medical services Good N=86 Fair 29% N=96 Ambulance or emergency medical Fair 29% N=96 Fair 29% N=97 Poor 32% Fair 29% N=97 Poor 5% N=17 Poor 5%			Good	
N=54			Fair	
Crime prevention   Excellent   N=16   27%   N=103			Poor	
Fair Poor Animal control Excellent Good Fair Poor Animal control Excellent Fair Poor  Ambulance or emergency medical services Good Ambulance or emergency medical services Fair Poor Fair Poor Fair Scellent Scele		Crime prevention	Excellent	
Poor N=150  28% N=107  Animal control Excellent 5% N=17  Good 28% N=93  Fair 41% N=137  Poor 26% N=86  Ambulance or emergency medical services Good 42% N=142  Fair Poor 5% N=17  Poor 5% N=17  Poor 5% N=17			Good	
Animal control Excellent 5% N=107  Good 28% N=93 Fair 41% N=137 Poor 26% N=86  Ambulance or emergency medical services Good N=97 Fair N=97 Poor 5% N=142 Fair N=79 Poor 5% N=17			Fair	
Animal control Excellent 55% N=17  Good 28% N=93  Fair 41% N=137  Poor 26% N=86  Ambulance or emergency medical services Good N=97  Fair 24% N=142  Fair 24% N=79  Poor 5% N=17			Poor	N=107
Fair		Animal control	Excellent	5%
Poor 26% N=86  Ambulance or emergency medical Excellent 99% Services Good 42% N=142 Fair 24% N=79 Poor 5% N=17			Good	
Ambulance or emergency medical Excellent Services  Good 42% N=142 Fair 24% N=79 Poor 5% N=17			Fair	
Ambulance of emergency medical excellent N=97 services  Good Fair Poor  Size comices  Excellent N=97  42% N=142  5% N=79  5% N=17			Poor	
Fair Poor Swallert 32%			Excellent	
Poor N=79  Size comics Successful			Good	
Fire comices Fuerlant 32%			Fair	
Fire services Excellent 32% N=108			Poor	N=17
		Fire services	Excellent	32% N=108



Please rate the quality of each of the following	Yard waste pick-up	Good	36% N=111
services in Honolulu.			25%
		Fair	N=77
		Poor	15% N=48
	City parks	Excellent	13% N=47
		Good	<b>36%</b> N=137
		Fair	38% N=146
		Poor	13% N=49
	Recreation programs or classes	Excellent	15% N=43
		Good	39% N=115
		Fair	38% N=114
		Poor	8% N=24
	Recreation centers or facilities	Excellent	11% N=35
		Good	39% N=117
		Fair	<b>40</b> % N=121
		Poor	10% N=31
	Health services	Excellent	12% N=41
		Good	<b>39%</b> N=133
		Fair	<b>41%</b> N=139
		Poor	8% N=26
	Public library services	Excellent	<b>22%</b> N=73
		Good	<b>47%</b> N=153
		Fair	27% N=88
		Poor	4% N=13
	Overall customer service by Honolulu employees	Excellent	9% N=33

Please rate the quality of each of the following services in Honolulu.	Overall customer service by Honolulu employees	Good	33% N=119
		Fair	47% N=171
		Poor	11% N=41
Please rate the following categories of	The value of services for the taxes paid to Honolulu	Excellent	3% N=11
Honolulu government performance.		Good	25% N=95
		Fair	<b>42</b> % N=156
		Poor	30% N=111
	The overall direction that Honolulu is taking	Excellent	2% N=7
		Good	21% N=79
		Fair	<b>46</b> % N=170
		Poor	31% N=115
	The job Honolulu government does at welcoming resident involvement	Excellent	2% N=6
	-	Good	23% N=81
		Fair	<b>48</b> % N=168
		Poor	27% N=95
	Overall confidence in Honolulu government	Excellent	2% N=8
		Good	18% N=71
		Fair	45% N=177
		Poor	<b>35</b> % N=135
	Generally acting in the best interest of the community	Excellent	3% N=10
		Good	<b>25</b> % N=95
		Fair	44% N=171
		Poor	28% N=109
	Being honest	Excellent	3% N=10

Please rate the	Being honest		
following categories of Honolulu government	being nonest	Good	<b>20</b> % N=72
performance.		Fair	<b>42</b> % N=152
		Poor	35% N=129
	Being open and transparent to the public	Excellent	2% N=9
		Good	16% N=59
		Fair	45% N=164
		Poor	<b>36</b> % N=132
	Informing residents about issues facing the community	Excellent	2% N=8
		Good	29% N=109
		Fair	<b>42</b> % N=158
		Poor	27% N=101
	Treating all residents fairly	Excellent	2% N=9
		Good	<b>29</b> % N=102
		Fair	<b>41%</b> N=146
		Poor	<b>27%</b> N=96
	Treating residents with respect	Excellent	6% N=20
		Good	<b>32</b> % N=113
		Fair	<b>44%</b> N=157
		Poor	<b>19</b> % N=69
Overall, how would you rate the quality of the	The City of Honolulu	Excellent	3% N=13
services provided by each of the following?		Good	33% N=130
		Fair	<b>43</b> % N=169
		Poor	<b>20%</b> N=77
	The Federal Government	Excellent	5% N=18

	The Federal Government	0.1	31%
rate the quality of the services provided by		Good	N=118
each of the following?		Fair	<b>43%</b> N=162
		Poor	20% N=76
Please rate how important, if at all, you	Overall economic health	Essential	41% N=165
think it is for the Honolulu community to focus on each of the		Very important	<b>46%</b> N=185
following in the coming two years.		Somewhat important	12% N=47
		Not at all important	2% N=7
	Overall quality of the transportation system	Essential	36% N=148
		Very important	43% N=176
		Somewhat important	19% N=79
		Not at all important	2% N=8
	Overall design or layout of residential and commercial areas	Essential	<b>28</b> % N=116
		Very important	39% N=161
		Somewhat important	29% N=118
		Not at all important	3% N=13
	Overall quality of the utility infrastructure	Essential	<b>52</b> % N=214
		Very important	34% N=137
		Somewhat important	12% N=48
		Not at all important	2% N=10
	Overall feeling of safety	Essential	<b>46%</b> N=188
		Very important	43% N=177
		Somewhat important	11% N=45
	Overall quality of natural environment	Essential	<b>45</b> % N=184
		Very important	37% N=151

Overall quality of natural environment Please rate how 17% Somewhat important important, if at all, you N=70 think it is for the Honolulu community to 1% Not at all important focus on each of the N=6 following in the coming 23% two years. Overall quality of parks and Essential N=94 recreation opportunities **52**% Very important N=211 22% Somewhat important N=92 3% Not at all important N=12 30% Overall health and wellness Essential N=122 opportunities 44% Very important N=179 22% Somewhat important N=87 4% Not at all important N=17 34% Overall opportunities for education, Essential N=141 culture, and the arts 36% Very important N=150 25% Somewhat important N=104 4% Not at all important N=16 24% Residents' connection and Essential N=99 engagement with their community 40% Very important N=166 31% Somewhat important N=129 4% Not at all important N=18 72% Keeping sidewalks and public spaces Strongly support Please rate how much N=294 you would support or clean and sanitary for the general oppose the City and public even if it requires the 20% Somewhat support **County of Honolulu** homeless to move so the City can N=84 focusing on each of the clean public spaces 8% following in the coming Somewhat oppose N=32 two years. 1% Providing shelter space for our Strongly oppose N=5 homeless to have a safe place to reside off the streets 67% Strongly support N=276 26% Somewhat support N=106

Please rate how much you would support or oppose the City and	Providing shelter space for our homeless to have a safe place to reside off the streets	Somewhat oppose	5% N=22
County of Honolulu focusing on each of the following in the coming	Gaining data on those in the homeless community who choose to	Strongly oppose	1% N=4
two years.	live on streets/public spaces rather than shelters/permanent supportive housing to better allocate City	Strongly support	<b>56</b> % N=225
	resources	Somewhat support	36% N=144
		Somewhat oppose	6% N=25
	Purchasing additional buildings with rooms for the homeless to reside off	Strongly oppose	2% N=9
	the streets	Strongly support	45% N=176
		Somewhat support	36% N=142
		Somewhat oppose	17% N=67
	Continue working with the State to provide support for the homeless	Strongly oppose	1% N=4
	who accept space off the streets coupled with support services	Strongly support	66% N=268
		Somewhat support	27% N=109
		Somewhat oppose	6% N=24
Please rate how important, if at all, you	Locating a City landfill outside the aquifer on O'ahu	Essential	<b>46</b> % N=189
think it is for the City and County of Honolulu to focus on the		Very important	30% N=121
following in the coming two years:		Somewhat important	19% N=77
		Not at all important	5% N=19
	Extending rail to the University of Hawai'i, Manoa	Essential	29% N=119
		Very important	28% N=116
		Somewhat important	23% N=93
		Not at all important	20% N=83
	Extending rail to Kapolei Center	Essential	17% N=70
		Very important	<b>20</b> % N=83
		Somewhat important	38% N=153

Please rate how important, if at all, you	Extending rail to Kapolei Center	Not at all important	25% N=102
think it is for the City and County of Honolulu to focus on the following in the coming	public-community based racetrack	Essential	9% N=35
two years:	for recreational car racing on O'ahu	Very important	10% N=42
		Somewhat important	<b>24</b> % N=98
		Not at all important	57% N=233
How prepared do you think the City & County	Hurricanes	Very prepared	14% N=52
of Honolulu is to respond to the following natural		Adequately prepared	29% N=106
disasters?		Somewhat prepared	38% N=141
		Not at all prepared	<b>20</b> % N=73
	Tsunamis	Very prepared	12% N=44
		Adequately prepared	26% N=97
		Somewhat prepared	<b>42</b> % N=155
		Not at all prepared	<b>20</b> % N=72
	Earthquakes	Very prepared	8% N=27
		Adequately prepared	22% N=77
		Somewhat prepared	45% N=157
		Not at all prepared	25% N=86
	Wildfires	Very prepared	4% N=16
		Adequately prepared	17% N=63
		Somewhat prepared	<b>36%</b> N=129
		Not at all prepared	<b>42</b> % N=152
In general, how many times do you:	Access the internet from your home	Several times a day	80% N=329
-		Once a day	6% N=25
		A few times a week	5% N=21

In general, how many	Access the internet from your home	Fuen ferromalia	2%
times do you:		Every few weeks	N=8
		Less often or never	6% N=26
	Access the internet from your cell phone	Several times a day	<b>85</b> % N=344
		Once a day	5% N=20
		A few times a week	4% N=14
		Every few weeks	1% N=4
		Less often or never	6% N=23
	Visit social media sites	Several times a day	53% N=214
		Once a day	<b>16%</b> N=66
		A few times a week	6% N=25
		Every few weeks	3% N=10
		Less often or never	<b>22</b> % N=88
	Use or check email	Several times a day	<b>75%</b> N=303
		Once a day	13% N=54
		A few times a week	6% N=25
		Every few weeks	0% N=2
		Less often or never	5% N=22
	Share your opinions online	Several times a day	9% N=37
		Once a day	6% N=24
		A few times a week	11% N=46
		Every few weeks	16% N=66
		Less often or never	<b>57%</b> N=229
	Shop online	Several times a day	15% N=61
		Once a day	6% N=25

In general, how many times do you:	Shop online	A few times a week	<b>26%</b> N=104
		Every few weeks	33% N=129
		Less often or never	<b>20%</b> N=78
	Please rate your overall health.	Excellent	21% N=86
		Very good	46% N=187
		Good	<b>28</b> % N=112
		Fair	5% N=20
		Poor	1% N=3
	What impact, if any, do you think the economy will have on your family	Very positive	4% N=18
	income in the next 6 months? Do you think the impact will be:	Somewhat positive	16% N=63
		Neutral	<b>50%</b> N=204
		Somewhat negative	<b>24</b> % N=97
		Very negative	6% N=24
	How many years have you lived in Honolulu?	Less than 2 years	8% N=31
		2-5 years	14% N=58
		6-10 years	7% N=29
		11-20 years	8% N=35
		More than 20 years	<b>63</b> % N=258
	Which best describes the building you live in?	Single-family detached home	<b>46%</b> N=190
		Townhouse or duplex (may share walls but no units above or below you)	9% N=39
		Condominium or apartment (have units above or below you)	43% N=175
		Other	2% N=7
	Do you rent or own your home?	Rent	41% N=168
		Own	59% N=241

w much is your monthly cost for the place you live	Less than \$300	2% N=8
rent, mortgage payment, ax, property insurance and ers' association (HOA)	\$300 to \$599	5% N=20
,	\$600 to \$999	6% N=25
	\$1,000 to \$1,499	14% N=57
	\$1,500 to \$2,499	31% N=122
	\$2,500 to \$3,999	<b>26</b> % N=103
	\$4,000 to \$6,999	13% N=53
	\$7,000 to \$9,999	<b>2%</b> N=9
	\$10,000 or more	1% N=2
nildren 17 or under live in sehold?	No	<b>75</b> % N=305
	Yes	25% N=103
r any other members of sehold aged 65 or older?	No	<b>62</b> % N=251
•	Yes	38% N=155
h do you anticipate your d's total income before	Less than \$25,000	10% N=39
be for the current year? Include in your total income	\$25,000 to \$49,999	12% N=46
iving in your household.)	\$50,000 to \$74,999	16% N=60
	\$75,000 to \$99,999	13% N=49
	\$100,000 to \$149,999	25% N=96
	\$150,000 to \$199,999	11% N=44
	\$200,000 to \$299,999	11% N=42
	\$300,000 or more	3% N=13
f Hispanic, Latino/a/x, or origin?	No, not of Hispanic, Latino/a/x, or Spanish origin	n <b>91</b> % N=372
	Yes, I consider myself to be of Hispanic,	9%
	Latino/a/x, or Spanish origin	N=35
	rent, mortgage payment, ax, property insurance and ers' association (HOA)  allidren 17 or under live in sehold?  r any other members of sehold aged 65 or older?  In do you anticipate your d's total income before be for the current year? clude in your total income om all sources for all iving in your household.)	insect for the place you live prent, mortgage payment, ax, property insurance and ers' association (HOA)  \$600 to \$999  \$1,000 to \$1,499  \$2,500 to \$3,999  \$4,000 to \$6,999  \$7,000 to \$9,999  \$10,000 or more  No yes  r any other members of sehold aged 65 or older?  Yes  r any other members of sehold aged 65 or older?  Yes  Less than \$25,000  \$25,000 to \$49,999  \$75,000 to \$49,999  \$75,000 to \$74,999  \$75,000 to \$199,999  \$100,000 to \$149,999  \$150,000 to \$149,999  \$150,000 to \$199,999  \$200,000 to \$299,999  \$300,000 or more  No, not of Hispanic, Latino/a/x, or Spanist origin

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian	<b>59</b> % N=241
consider yourself to be.)	Black or African American	4% N=16
	Native Hawaiian or Other Pacific Islander	<b>20</b> % N=82
	White	<b>39</b> % N=157
	A race not listed	6% N=26
In which category is your age?	18-24 years	<b>2%</b> N=9
	25-34 years	<b>26</b> % N=108
	35-44 years	14% N=58
	45-54 years	18% N=74
	55-64 years	9% N=37
	65-74 years	15% N=63
	75 years or older	15% N=60
What is your gender?	Woman	<b>51%</b> N=206
	Man	49% N=202

## **Methods (Open Participation)**



As part of its participation in The National Community Survey™ (The NCS™), the City and County of Honolulu conducted a survey of 361 residents. Survey invitations were mailed to randomly selected households and data were collected from December 8th, 2023 to January 19th, 2024. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City and County of Honolulu. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all Honolulu residents and became available on Janaury 5th, 2024. The survey remained open for 2 weeks and there were 831 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City and County of Honolulu. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing and tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.<sup>18</sup> The results of the weighting scheme for the open participation survey are presented in the following table.

Linweighted

Weighted

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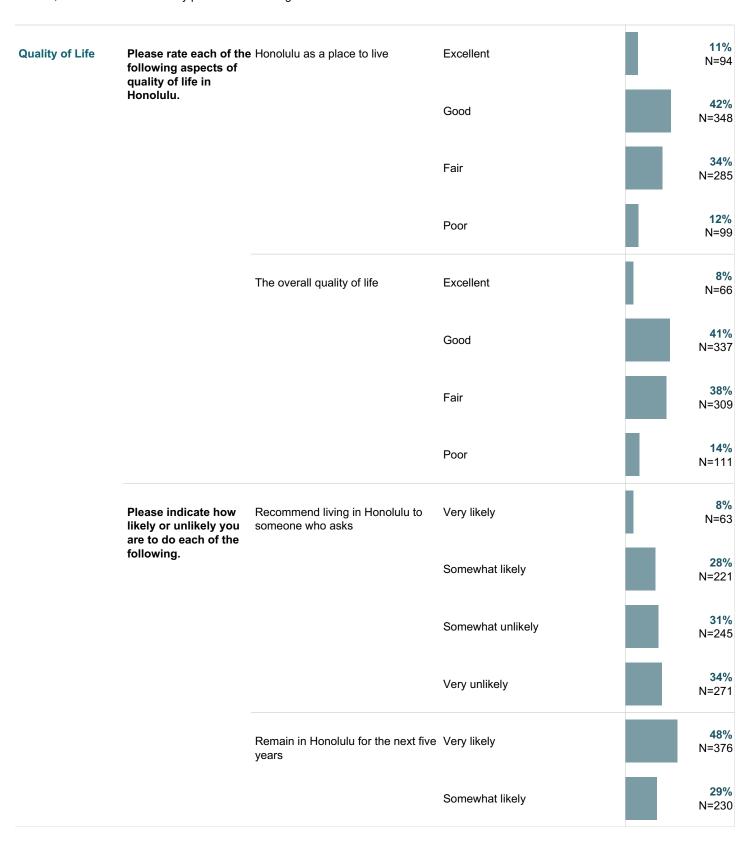
		Unweighted	Weighted	l arget <sup>19</sup>
Age	18-34	13%	30%	30%
	35-54	42%	31%	31%
	55+	45%	39%	39%
Hispanic	No, not of Hispanic, Latino/a/x, or Spanish or	94%	92%	92%
	Yes, I consider myself to be of Hispanic, Lati	6%	8%	8%
Housing type	Attached	45%	53%	53%
	Detached	55%	47%	47%
Race/ethnic	Not white alone	67%	81%	81%
	White alone, not Hispanic or Latino	33%	19%	19%
Sex	Man	49%	50%	50%
	Woman	51%	50%	50%
Sex/age	Man 18-34	6%	16%	16%
	Man 35-54	21%	16%	16%
	Man 55+	22%	18%	18%
	Woman 18-34	7%	14%	14%
	Woman 35-54	21%	15%	15%
	Woman 55+	23%	21%	21%
Tenure	Own	67%	59%	59%
	Rent	33%	41%	41%

<sup>18.</sup> Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf

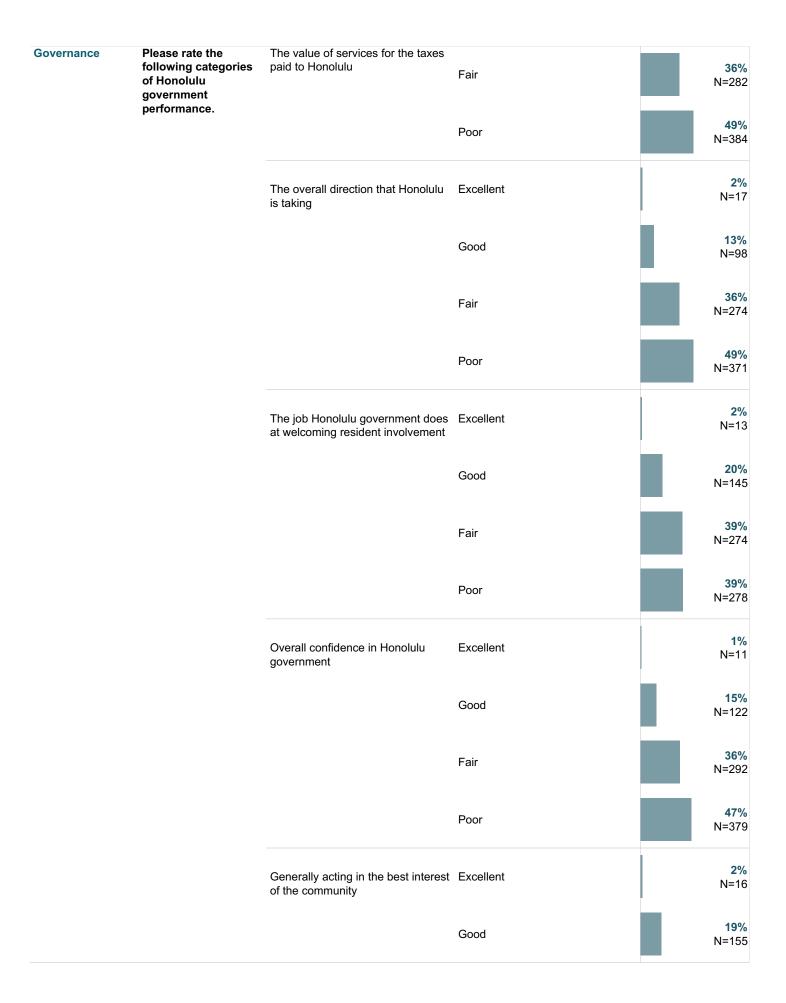
<sup>19.</sup> Targets come from the 2020 Census and 2022 American Community Survey.

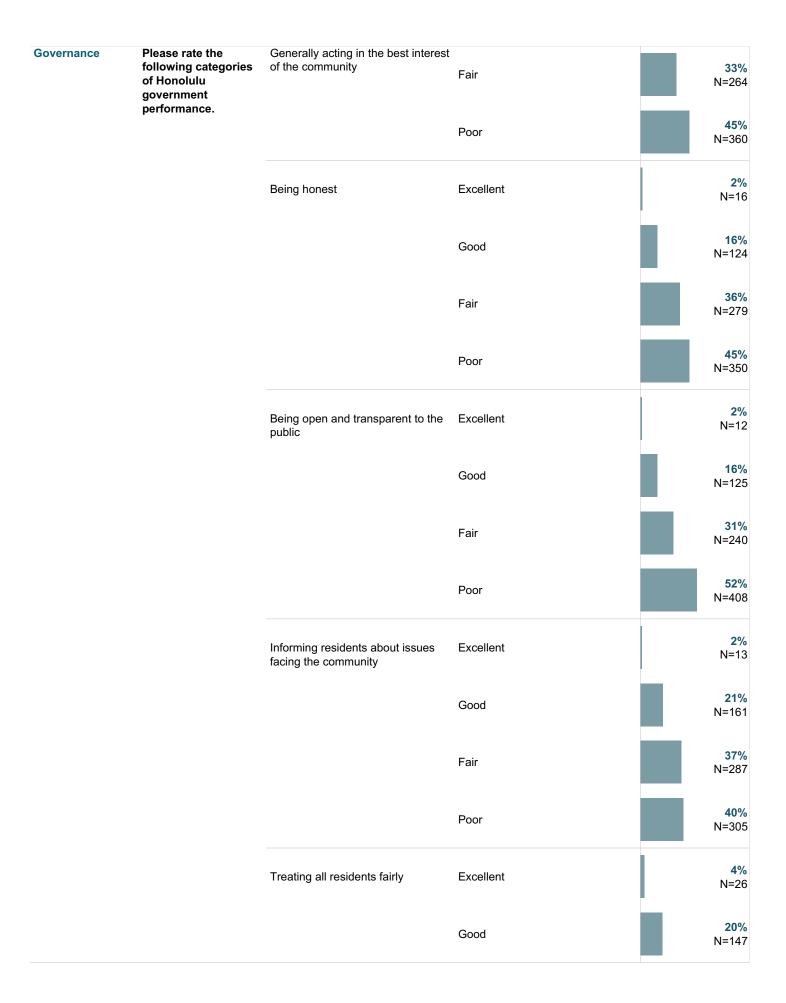
## **Open Participation Survey Results**

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

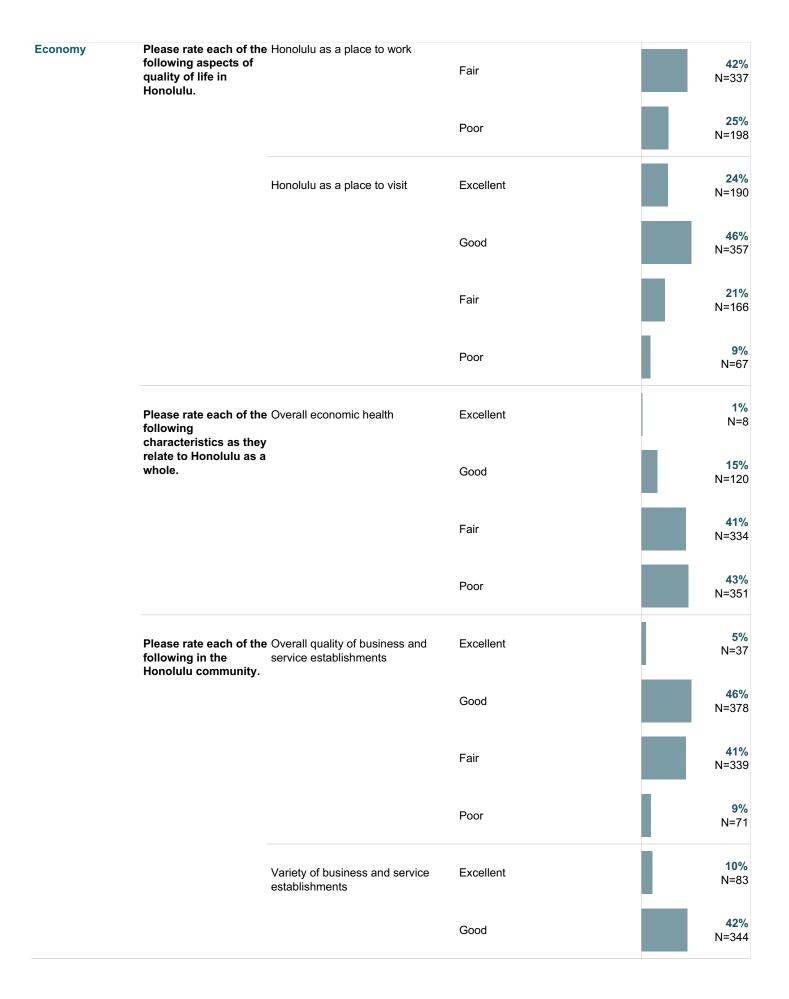


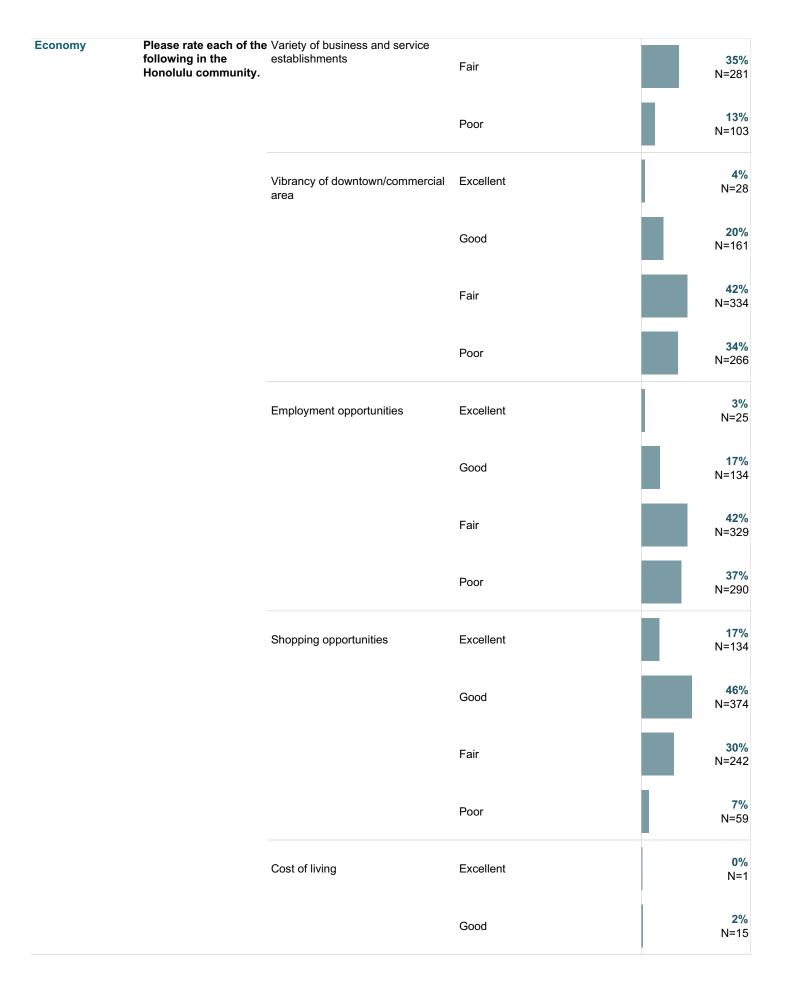
Quality of Life	Please indicate how likely or unlikely you are to do each of the following.	Remain in Honolulu for the next five years	Somewhat unlikely	11% N=86
			Very unlikely	12% N=94
	Please rate each of the following in the Honolulu community.	e Overall image or reputation	Excellent	5% N=37
			Good	36% N=294
			Fair	45% N=364
			Poor	14% N=116
Governance	Please rate the quality of each of the following services in Honolulu.	Public information services	Excellent	3% N=22
			Good	27% N=200
			Fair	45% N=328
			Poor	25% N=186
		Overall customer service by Honolulu employees	Excellent	7% N=52
			Good	34% N=252
			Fair	37% N=275
			Poor	21% N=158
	Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Excellent	1% N=9
			Good	14% N=112



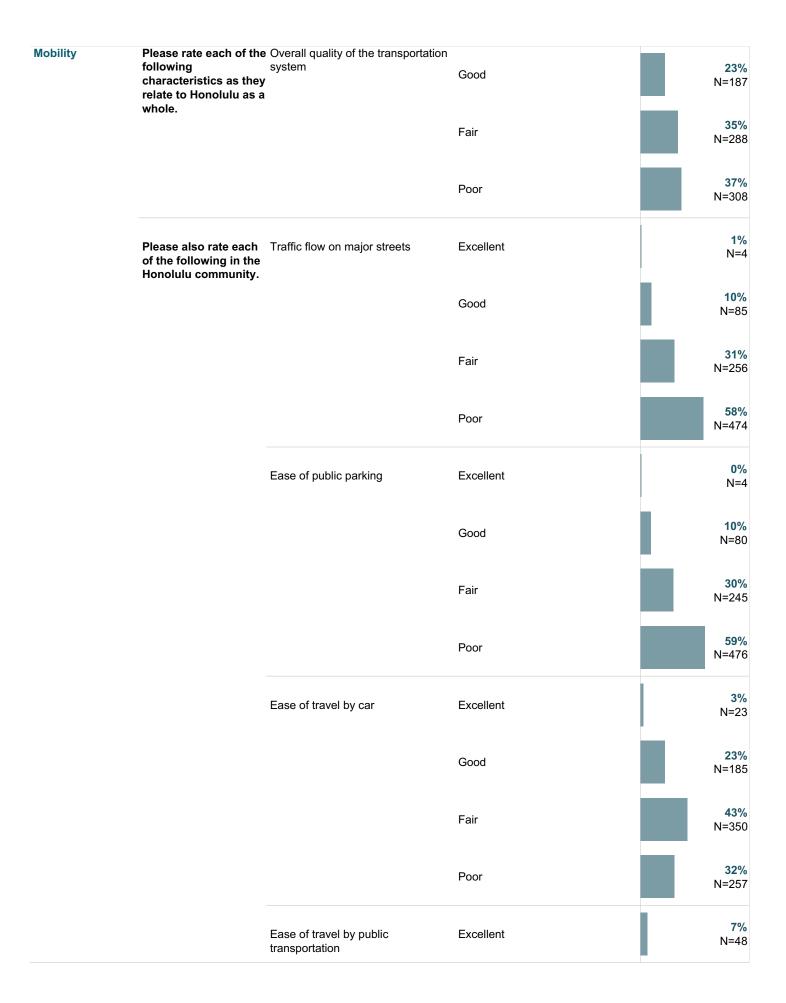


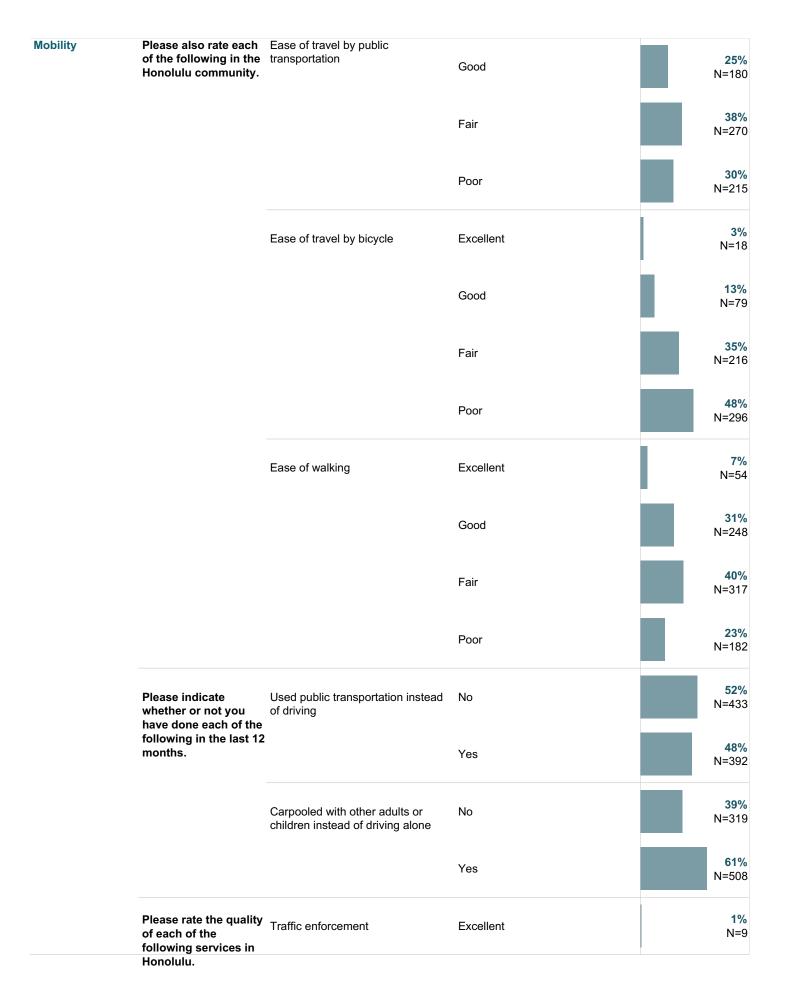
Governance	Please rate the following categories of Honolulu government performance.	Treating all residents fairly	Fair	36% N=263
			Poor	<b>40</b> % N=291
		Treating residents with respect	Excellent	5% N=35
			Good	30% N=224
			Fair	37% N=273
			Poor	28% N=211
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Honolulu	Excellent	2% N=15
			Good	27% N=220
			Fair	41% N=330
			Poor	30% N=237
		The Federal Government	Excellent	3% N=25
			Good	25% N=188
			Fair	44% N=333
			Poor	29% N=219
Economy	Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to work	Excellent	4% N=31
			Good	<b>29</b> % N=230

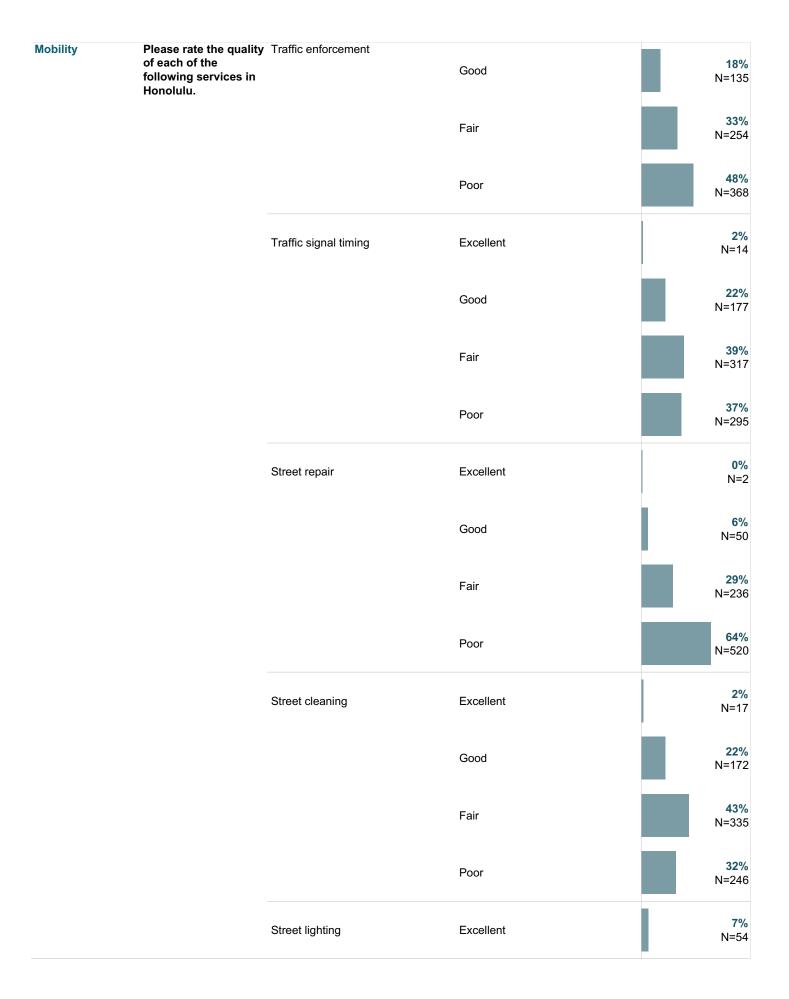




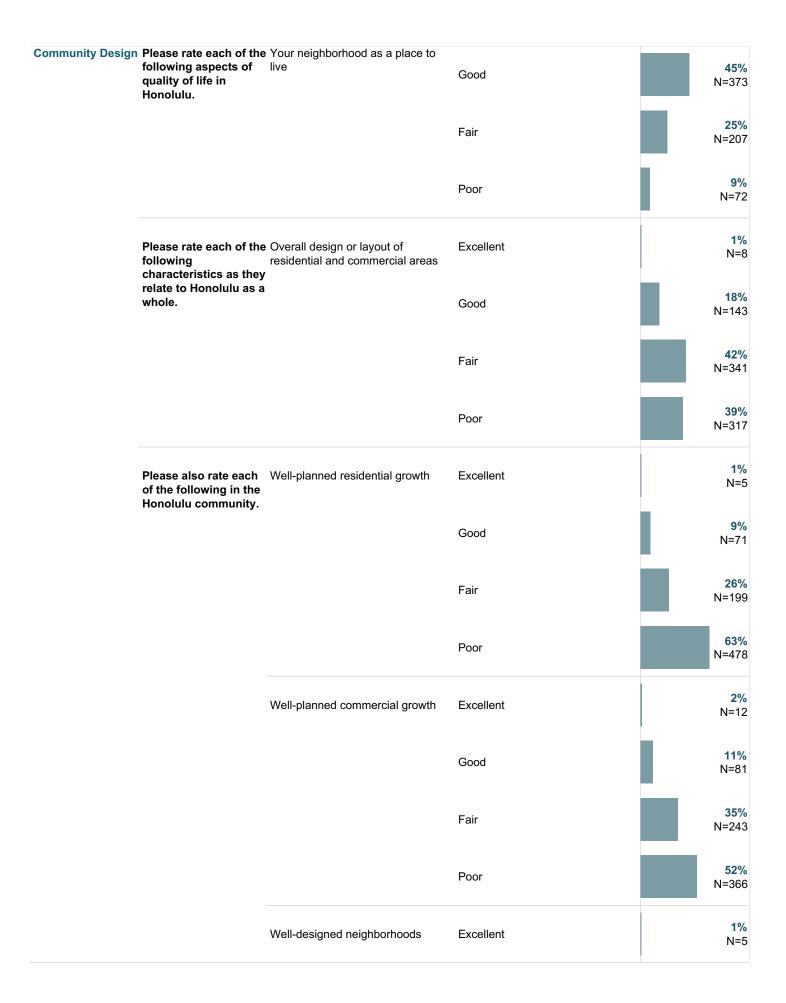
Economy	Please rate each of the following in the Honolulu community.	Cost of living	Fair	12% N=103
			Poor	86% N=707
	Please rate the quality of each of the following services in	Economic development	Excellent	1% N=4
	Honolulu.		Good	15% N=107
			Fair	43% N=310
			Poor	42% N=301
	Please rate how important, if at all, you think it is for the	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:	Essential	<b>56</b> % N=452
	Honolulu community to focus on each of the following in the coming two years.		Very important	36% N=291
			Somewhat important	7% N=60
			Not at all important	1% N=7
			Very positive	3% N=25
			Somewhat positive	12% N=95
			Neutral	45% N=370
			Somewhat negative	27% N=226
			Very negative	13% N=108
Mobility	Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the transportation system	Excellent	5% N=40







Mobility	Please rate the quality of each of the following services in Honolulu.	Street lighting	Good	33% N=267
			Fair	43% N=349
			Poor	18% N=143
		Sidewalk maintenance	Excellent	1% N=9
			Good	17% N=134
			Fair	39% N=306
			Poor	43% N=345
		Bus or transit services	Excellent	11% N=75
			Good	39% N=265
			Fair	35% N=243
			Poor	15% N=102
	Please rate how important, if at all, you think it is for the	Overall quality of the transportation system	Essential	45% N=366
	Honolulu community to focus on each of the following in the coming two years.		Very important	36% N=297
			Somewhat important	16% N=128
			Not at all important	3% N=25
Community Design	quality of life in	Your neighborhood as a place to live	Excellent	21% N=172
	Honolulu			



Community Design Please also rate each Well-designed neighborhoods of the following in the 14% Good Honolulu community. N=107 41% Fair N=314 45% Poor N=346 4% Excellent Preservation of the historical or N=34 cultural character of the community 27% Good N=208 41% Fair N=319 28% Poor N=213 6% Public places where people want to Excellent N=48 spend time 25% Good N=202 41% Fair N=331 28% Poor N=231 0% Variety of housing options Excellent N=3 7% Good N=54 26% Fair N=208

Poor

Excellent

Availability of affordable quality

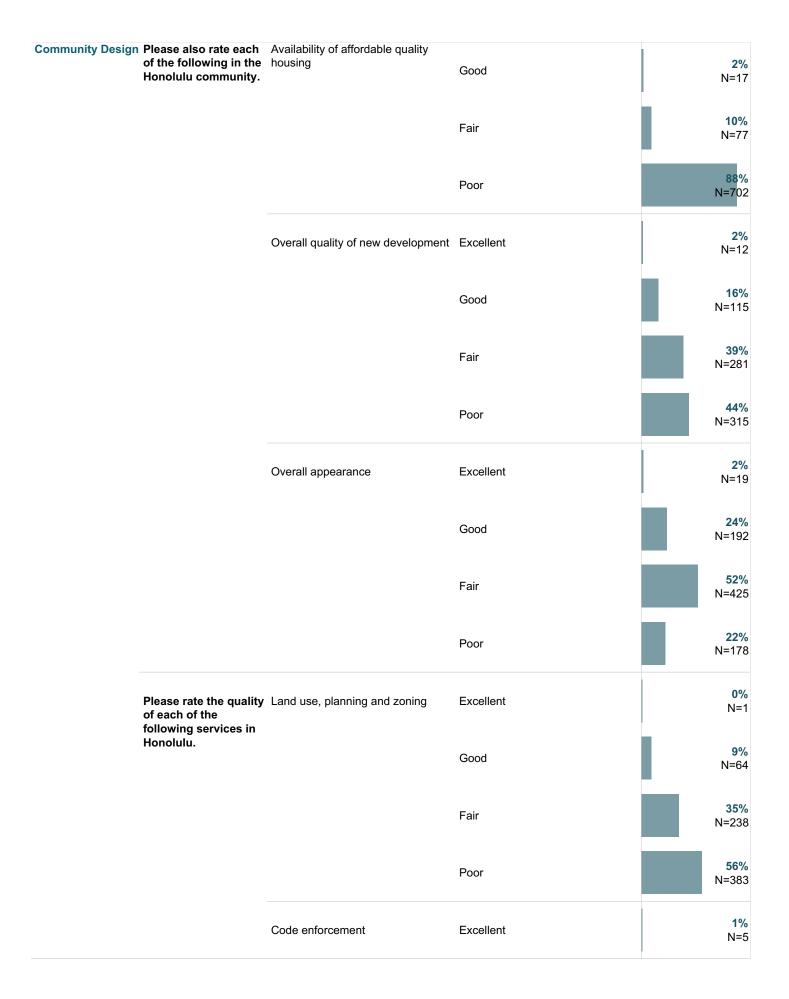
housing

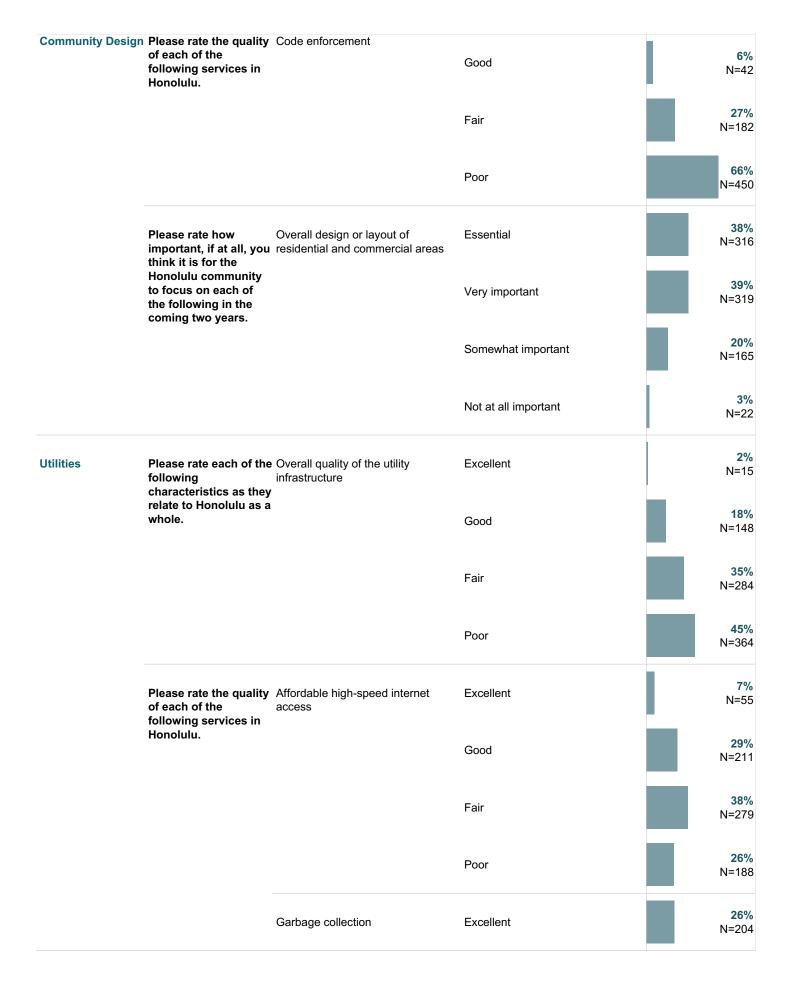
67%

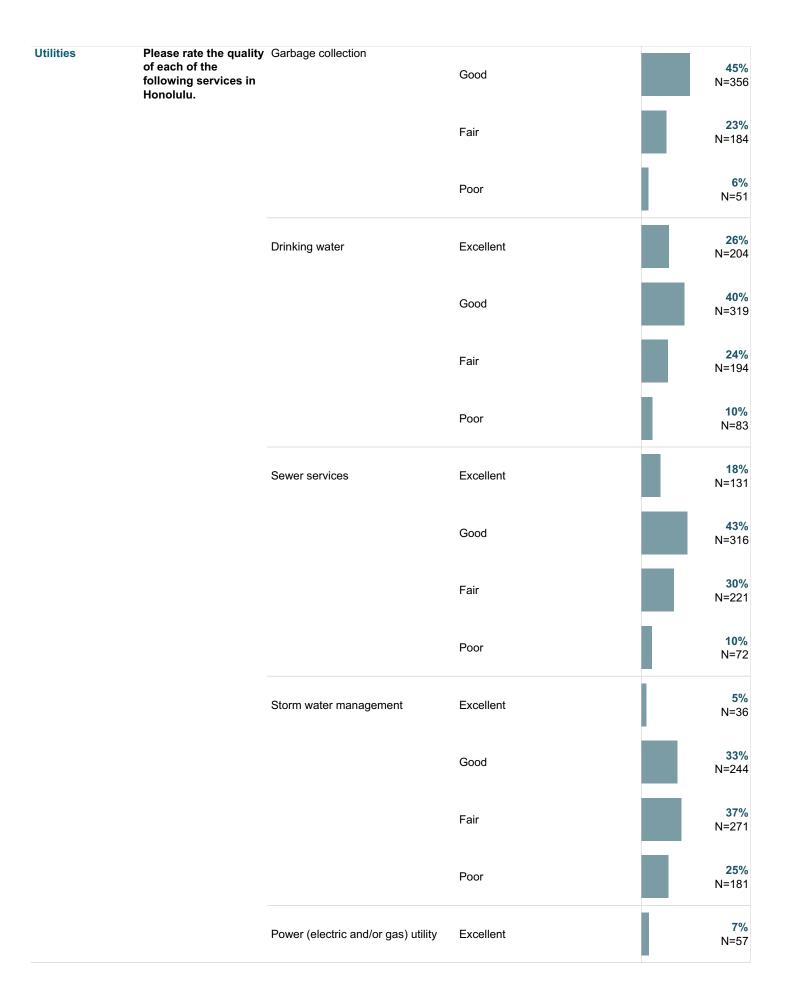
0%

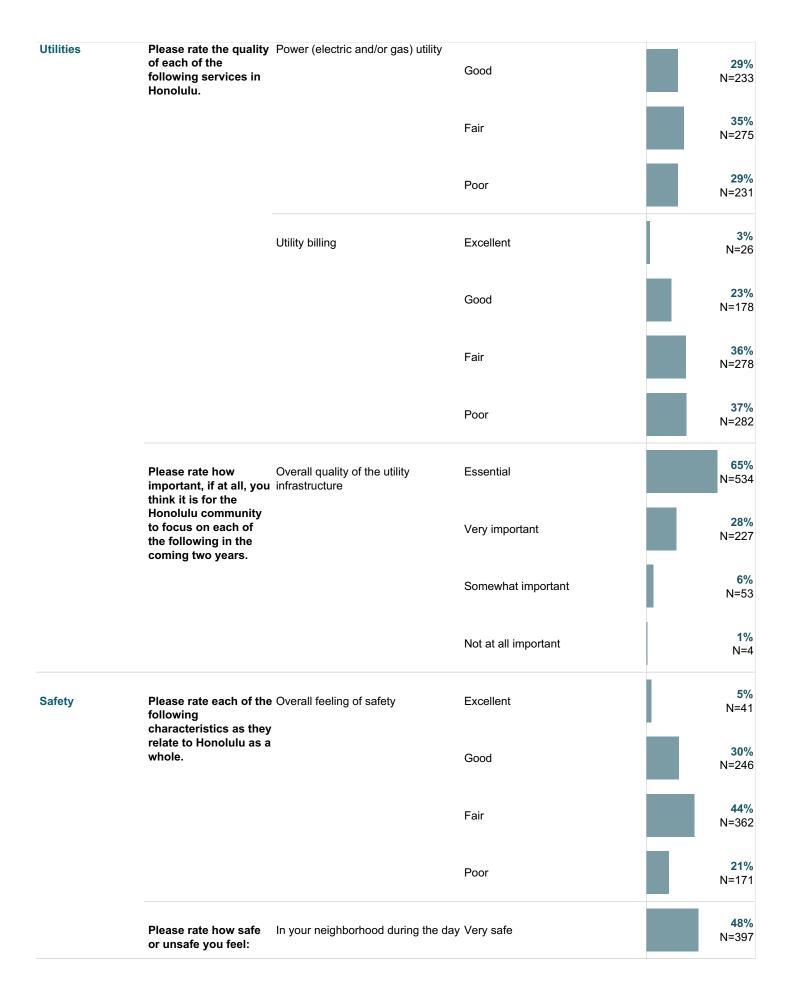
N=2

N=534



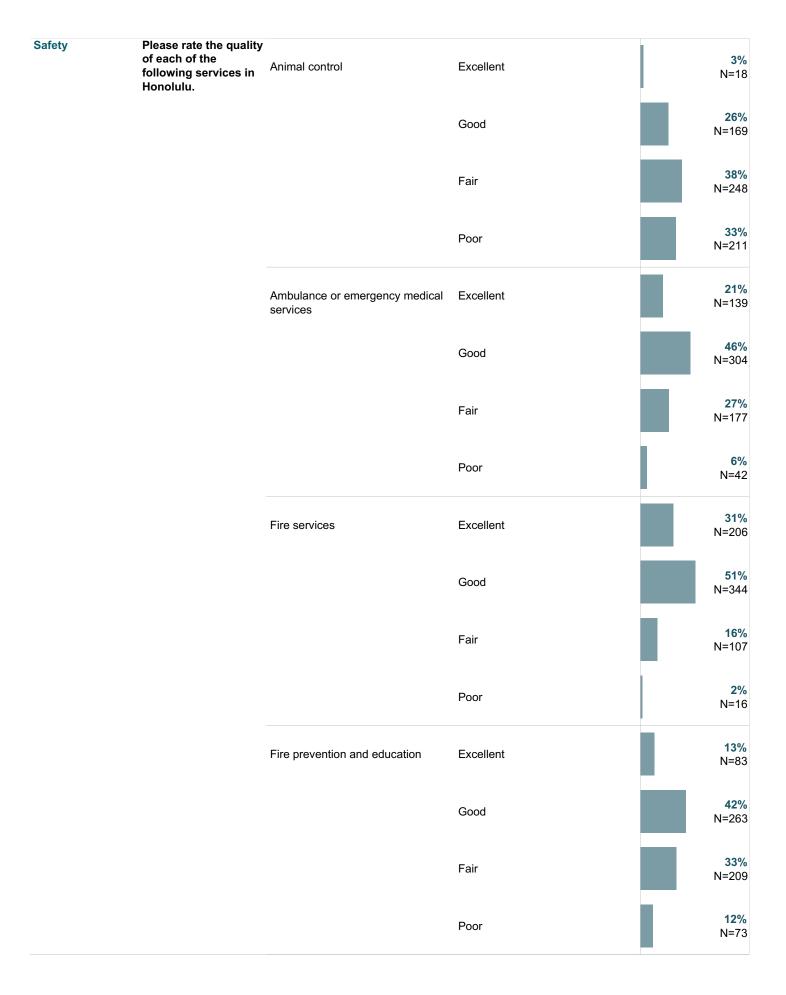




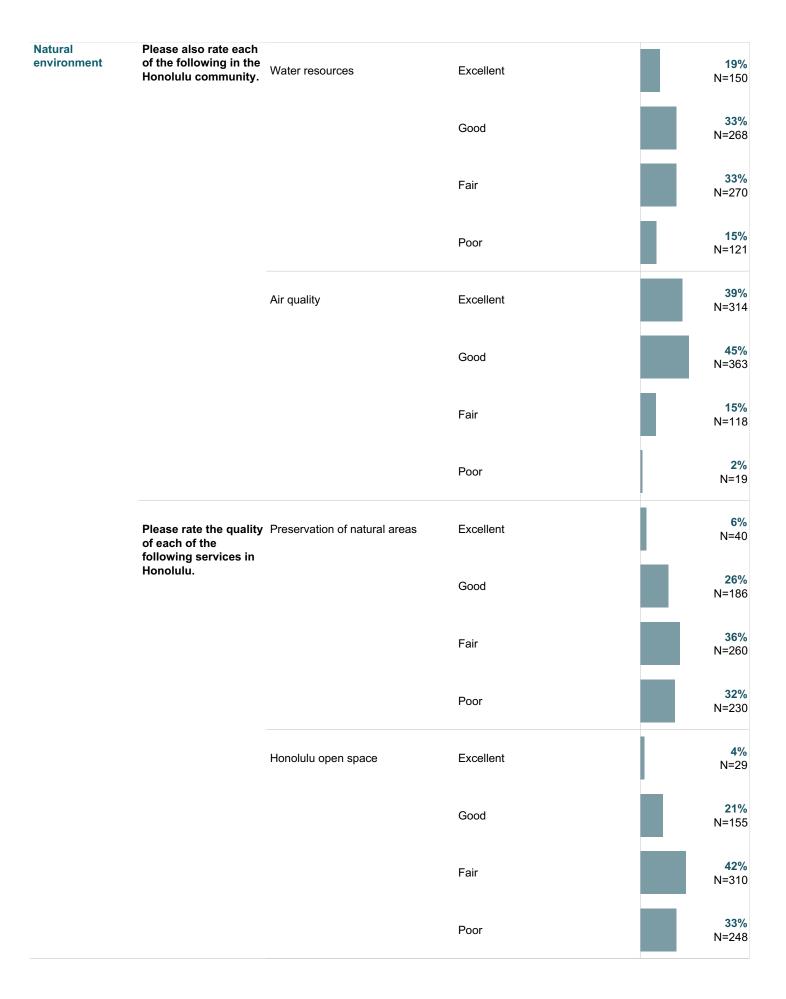


Safety	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Somewhat safe	34% N=285
			Neither safe nor unsafe	7% N=55
			Somewhat unsafe	8% N=67
			Very unsafe	3% N=24
		In Honolulu's downtown/commercial area during the day	Very safe	14% N=112
			Somewhat safe	35% N=289
			Neither safe nor unsafe	16% N=134
			Somewhat unsafe	25% N=203
			Very unsafe	10% N=81
		From property crime	Very safe	8% N=63
			Somewhat safe	31% N=252
			Neither safe nor unsafe	19% N=157
			Somewhat unsafe	28% N=228
			Very unsafe	14% N=118
		From violent crime	Very safe	13% N=106
			Somewhat safe	31% N=256

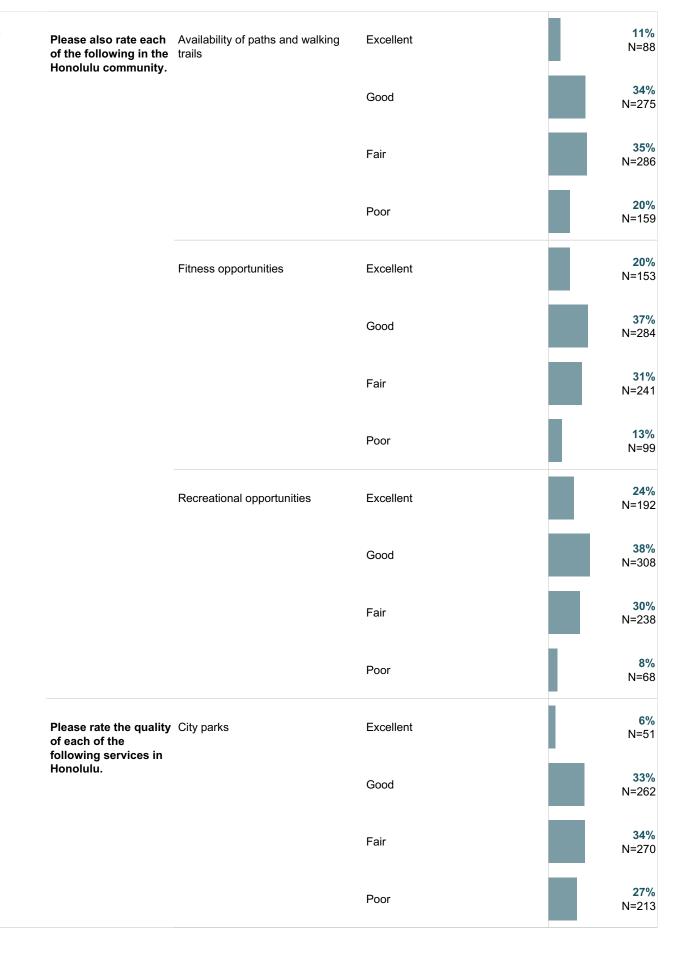
Safety	Please rate how safe or unsafe you feel:	From violent crime	Neither safe nor unsafe	19% N=156
			Somewhat unsafe	23% N=191
			Very unsafe	13% N=105
		From fire, flood, or other natural disaster	Very safe	10% N=84
			Somewhat safe	39% N=319
			Neither safe nor unsafe	24% N=196
			Somewhat unsafe	17% N=136
			Very unsafe	10% N=79
	Please rate the quality of each of the following services in	Police/Sheriff services	Excellent	7% N=54
	Honolulu.		Good	29% N=215
			Fair	38% N=278
			Poor	25% N=186
		Crime prevention	Excellent	1% N=11
			Good	18% N=130
			Fair	37% N=272
			Poor	44% N=325

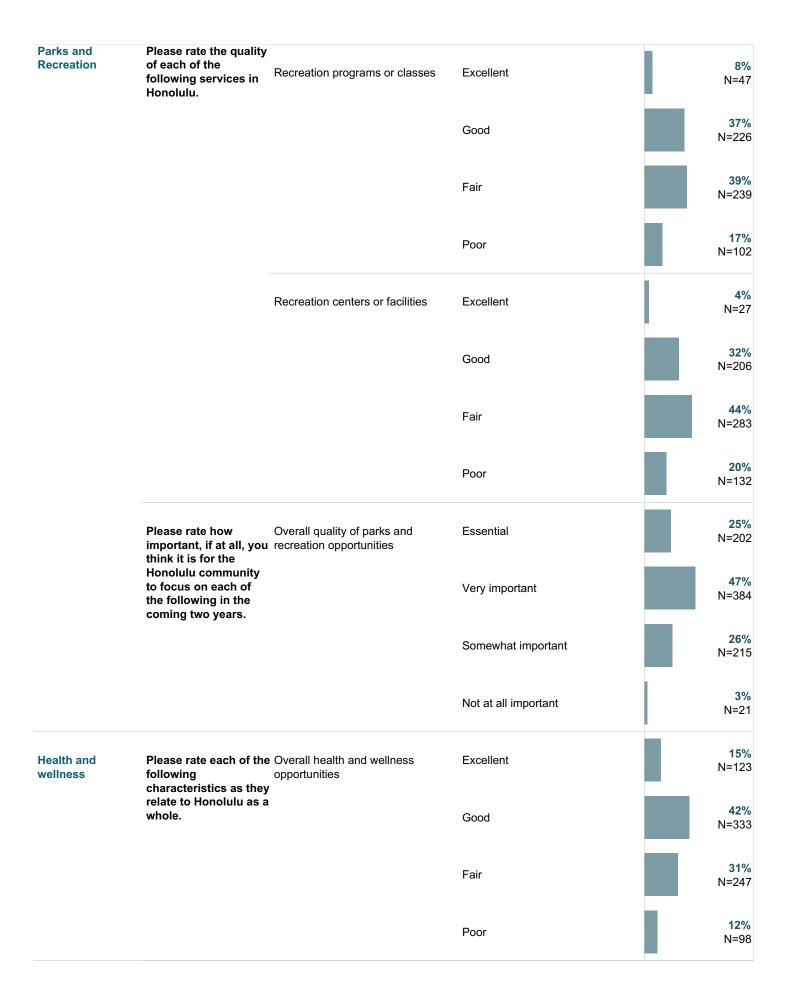


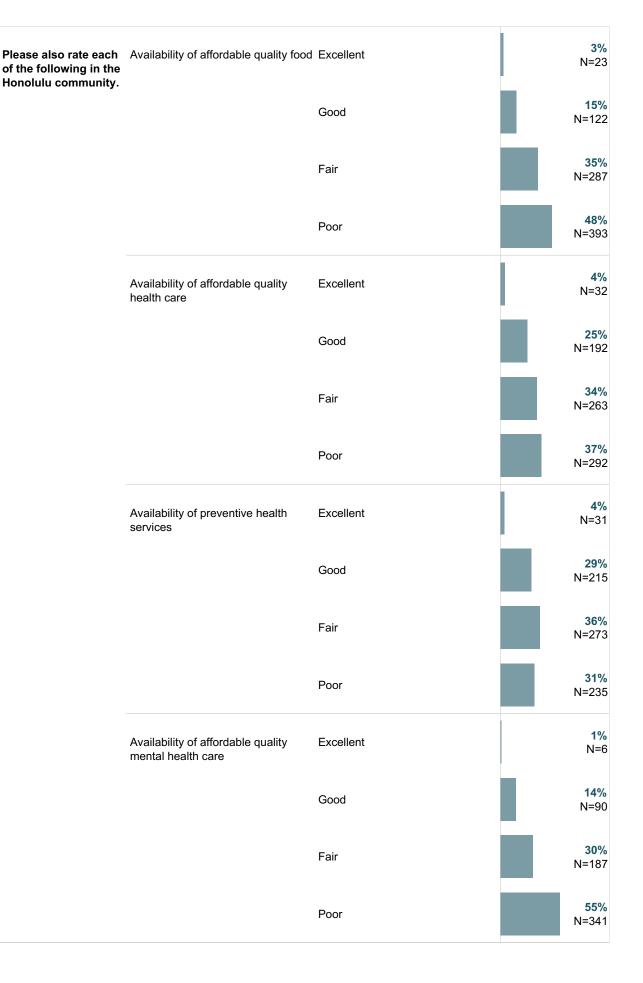
Safety	Please rate the quality of each of the following services in Honolulu.	Emergency preparedness	Excellent	7% N=47
			Good	31% N=225
			Fair	35% N=258
			Poor	27% N=196
	Please rate how important, if at all, you think it is for the	Overall feeling of safety	Essential	52% N=425
	Honolulu community to focus on each of the following in the coming two years.		Very important	36% N=293
	,		Somewhat important	12% N=100
			Not at all important	1% N=5
Natural environment	Please rate each of the following characteristics as they	Overall quality of natural environment	Excellent	18% N=152
	relate to Honolulu as a whole.	Good	36% N=298	
			Fair	31% N=255
		Poor	15% N=121	
	Please also rate each of the following in the Honolulu community.	Cleanliness	Excellent	1% N=11
	nonolulu community.		Good	16% N=129
			Fair	42% N=344
			Poor	41% N=332



Natural environment	Please rate the quality of each of the following services in Honolulu.	Recycling	Excellent	7% N=54
			Good	<b>26%</b> N=195
			Fair	32% N=243
			Poor	35% N=270
		Yard waste pick-up	Excellent	16% N=103
			Good	39% N=244
			Fair	30% N=188
			Poor	15% N=93
	Please rate how important, if at all, you think it is for the	Overall quality of natural environment	Essential	46% N=381
	Honolulu community to focus on each of the following in the coming two years.		Very important	<b>36</b> % N=295
			Somewhat important	16% N=136
			Not at all important	1% N=11
Parks and Recreation	Please rate each of the following characteristics as they	Overall quality of parks and recreation opportunities	Excellent	11% N=88
	relate to Honolulu as a	ate to Honolulu as a	Good	34% N=278
			Fair	34% N=277
			Poor	22% N=180







Health and wellness	Please rate the quality	Health services	Excellent	
	of each of the following services in Honolulu.		Good	
			Fair	
			Poor	
	Please rate how important, if at all, you think it is for the	Overall health and wellness opportunities	Essential	
	Honolulu community to focus on each of the following in the coming two years.		Very important	
			Somewhat important	
			Not at all important	
		Please rate your overall health.	Excellent	
			Very good	
			Good	
			Fair	

			Fair	9% N=76
			Poor	2% N=14
Education, Arts and Culture		Overall opportunities for education, culture, and the arts	Excellent	<b>5%</b> N=40
	relate to Honolulu as a whole.		Good	<b>35%</b> N=288
			Fair	<b>40</b> % N=325

**4%** N=29

**33%** N=241

**43%** N=309

**20%** N=142

**29%** N=234

**42%** N=348

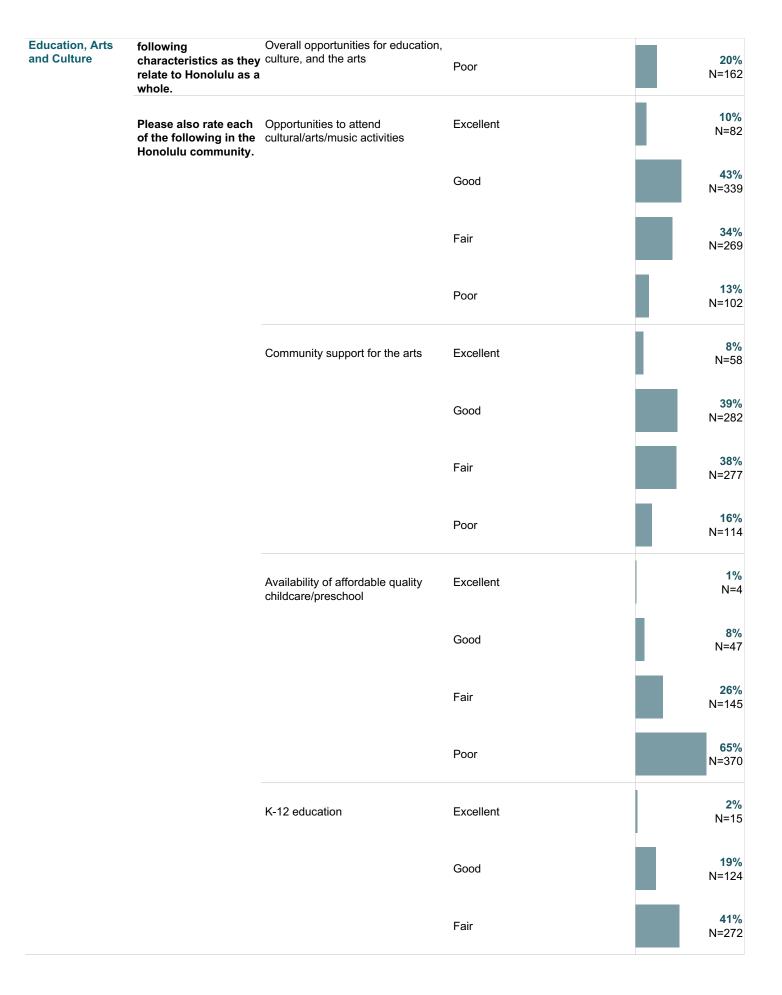
**25%** N=210

> **4%** N=30

**21%** N=174

**43%** N=351

**25%** N=209



**Education, Arts** Please also rate each K-12 education and Culture of the following in the 39% Poor Honolulu community. N=260 3% Excellent Adult educational opportunities N=17 25% Good N=157 47% Fair N=298 26% Poor N=163 13% Opportunities to attend special Excellent N=101 events and festivals 46% Good N=364 32% Fair N=253 10% Poor N=77 23% Please rate the quality Public library services Excellent N=156 of each of the following services in Honolulu. 45% Good N=301 27% Fair N=179 6% Poor N=40 31% Overall opportunities for education, Essential Please rate how N=251 important, if at all, you culture, and the arts think it is for the Honolulu community 40% to focus on each of Very important N=330 the following in the

coming two years.

Somewhat important

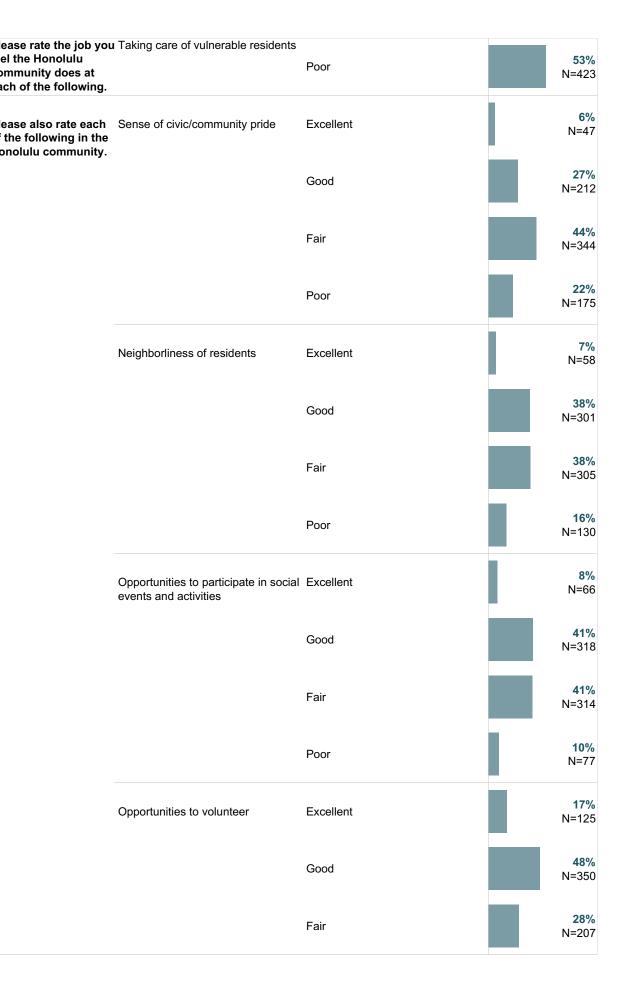
27%

N=223

Education, Arts and Culture	Honolulu community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Not at all important	2% N=20
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in	Honolulu as a place to raise children	Excellent	10% N=75
	Honolulu.		Good	34% N=251
			Fair	32% N=236
			Poor	25% N=184
		Honolulu as a place to retire	Excellent	7% N=52
			Good	23% N=169
			Fair	<b>29</b> % N=217
			Poor	41% N=310
		Sense of community	Excellent	12% N=101
			Good	39% N=312
			Fair	33% N=263
			Poor	16% N=132
	Please rate each of the following characteristics as they	Residents' connection and engagement with their community	Excellent	3% N=27
	relate to Honolulu as a whole.		Good	30% N=235
			Fair	<b>45</b> % N=358

Inclusivity and Engagement	following characteristics as they relate to Honolulu as a whole.	Residents' connection and engagement with their community	Poor	22% N=174
	Please rate the job you feel the Honolulu community does at	Making all residents feel welcome	Excellent	9% N=68
	each of the following.		Good	34% N=267
			Fair	42% N=331
			Poor	16% N=129
		Attracting people from diverse backgrounds	Excellent	16% N=125
			Good	37% N=287
			Fair	31% N=239
			Poor	15% N=115
		Valuing/respecting residents from diverse backgrounds	Excellent	15% N=118
			Good	40% N=313
			Fair	29% N=228
			Poor	16% N=126
		Taking care of vulnerable residents	Excellent	3% N=28
			Good	15% N=122
			Fair	28% N=225

Inclusivity and Engagement	Please rate the joing feel the Honolulu community does a each of the follow
	Please also rate e of the following ir Honolulu commu

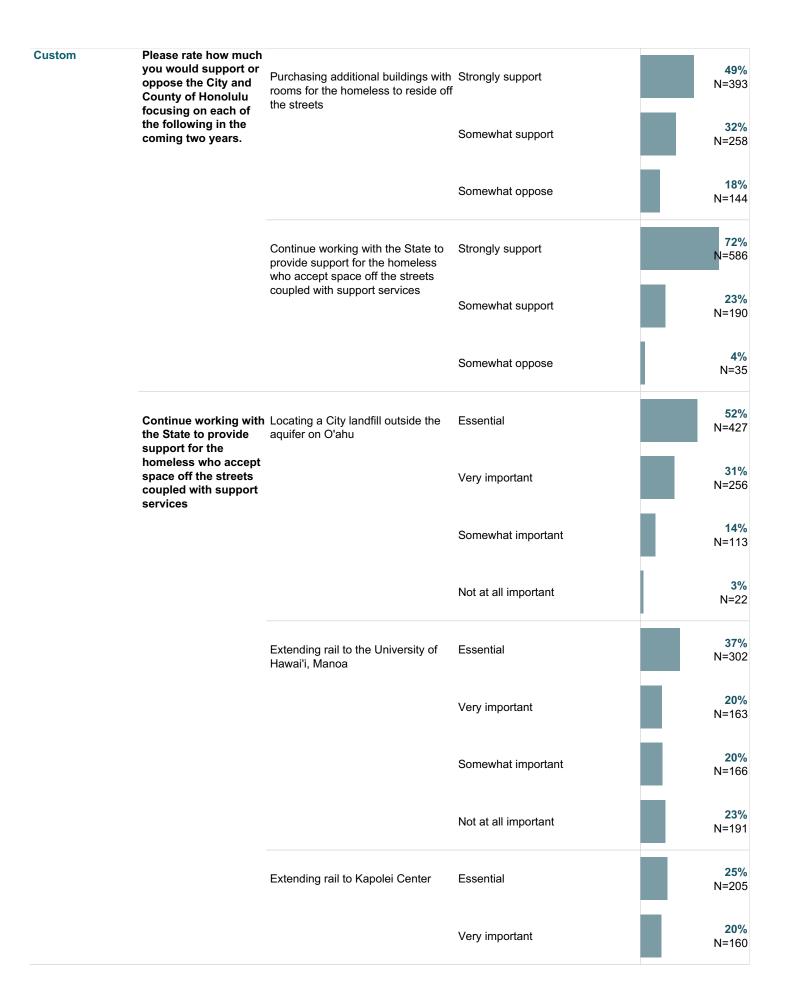


Inclusivity and Engagement	Please also rate each of the following in the Honolulu community.	Opportunities to volunteer	Poor	7% N=52
		Opportunities to participate in community matters	Excellent	7% N=54
			Good	37% N=268
			Fair	<b>40</b> % N=291
			Poor	16% N=118
		Openness and acceptance of the community toward people of diverse backgrounds	Excellent	13% N=103
		backgrounds	Good	39% N=304
			Fair	31% N=242
			Poor	17% N=132
	Please rate how important, if at all, you think it is for the	Residents' connection and engagement with their community	Essential	27% N=226
	Honolulu community to focus on each of the following in the coming two years.		Very important	38% N=313
	<b>.</b>		Somewhat important	31% N=254
			Not at all important	4% N=31
Participation	Please indicate whether or not you have done each of the	Contacted the City of Honolulu for help or information	No	49% N=404
	following in the last 12 months.		Yes	51% N=423
		Contacted Honolulu elected officials to express your opinion	No	67% N=556

Participation	Please indicate whether or not you nave done each of the ollowing in the last 12 nonths.  Contacted Honolulu elected of to express your opinion		Yes	33% N=273
		Attended a local public meeting	No	<b>70</b> % N=581
			Yes	30% N=247
		Watched a local public meeting	No	50% N=414
			Yes	50% N=414
		Volunteered your time to some group/activity	No	46% N=378
			Yes	<b>54%</b> N=449
		Campaigned or advocated for a local issue, cause, or candidate	No	70% N=579
			Yes	30% N=246
	In general, how many times do you:	Access the internet from your home	Several times a day	<b>8</b> 5% N=700
			Once a day	7% N=60
			A few times a week	4% N=32
			Every few weeks	1% N=7
			Less often or never	3% N=25
		Access the internet from your cell phone	Several times a day	<b>88</b> % N=726
			Once a day	7% N=56

Participation	In general, how many times do you:	Access the internet from your cell phone	A few times a week	3% N=27
			Every few weeks	1% N=4
			Less often or never	1% N=11
		Visit social media sites	Several times a day	47% N=386
			Once a day	16% N=132
			A few times a week	11% N=86
			Every few weeks	4% N=33
			Less often or never	22% N=179
		Use or check email	Several times a day	79% N=646
			Once a day	16% N=130
			A few times a week	4% N=33
			Every few weeks	0% N=1
			Less often or never	1% N=8
		Share your opinions online	Several times a day	11% N=89
			Once a day	5% N=44
			A few times a week	15% N=121

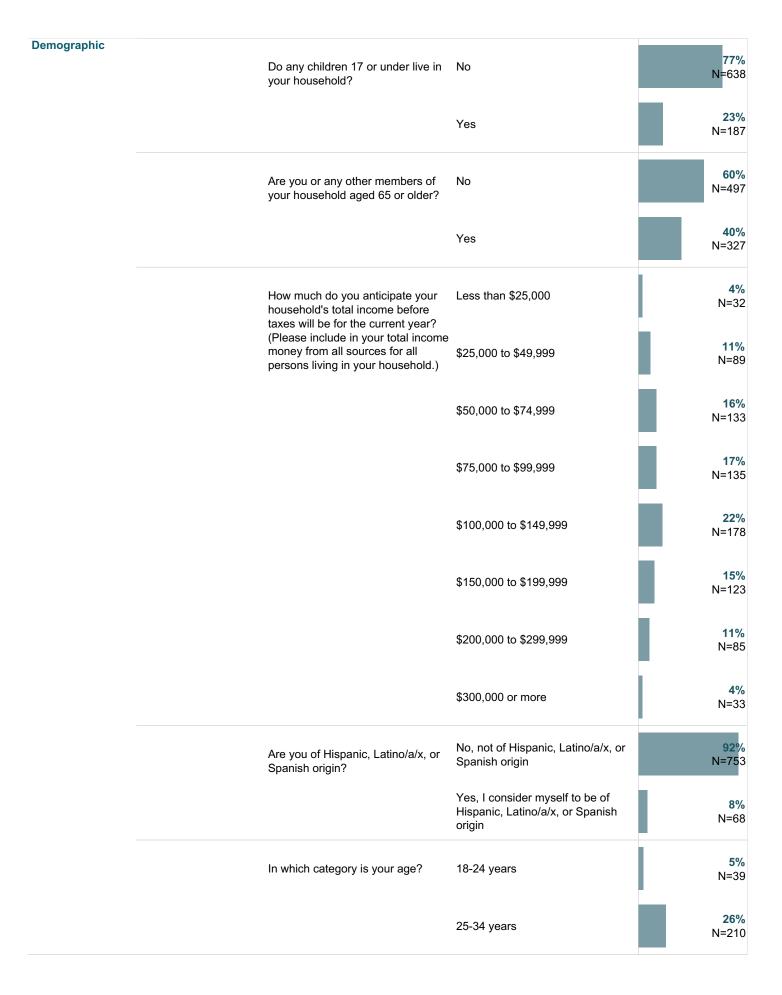
Participation	In general, how many times do you:	Share your opinions online	Every few weeks	15% N=120
			Less often or never	54% N=444
		Shop online	Several times a day	11% N=89
			Once a day	7% N=54
			A few times a week	34% N=270
			Every few weeks	36% N=289
			Less often or never	12% N=93
Custom	Please rate how much you would support or oppose the City and	spaces clean and sanitary for the general public even if it requires the homeless to move so the City can	Strongly support	73% N=590
	County of Honolulu homeless to		Somewhat support	19% N=158
	<b>.</b>		Somewhat oppose	8% N=64
		Providing shelter space for our homeless to have a safe place to reside off the streets	Strongly support	73% N=588
			Somewhat support	<b>20</b> % N=158
			Somewhat oppose	7% N=58
	Gaining data on those in the homeless community who choose to	Strongly support	64% N=511	
	th h	live on streets/public spaces rather than shelters/permanent supportive housing to better allocate City resources	Somewhat support	26% N=212
			Somewhat oppose	10% N=78

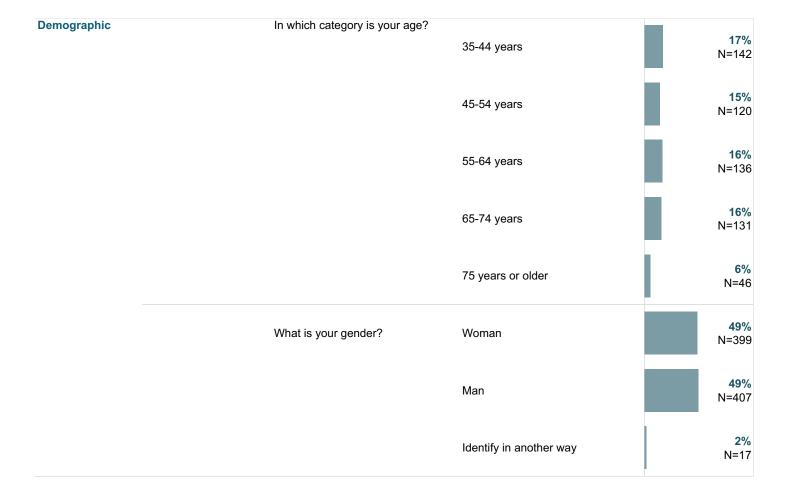


the State to provide support for the homeless who acce		Extending rail to Kapolei Center	Somewhat important	27% N=225
	space off the streets coupled with support services		Not at all important	28% N=229
		Locating and designating land for a public-community based racetrack for recreational car racing on O'ahu	Essential	8% N=67
		Ü	Very important	11% N=89
			Somewhat important	20% N=166
			Not at all important	61% N=498
	How prepared do you think the City & County of Honolulu is	Hurricanes	Very prepared	9% N=70
	to respond to the following natural disasters?		Adequately prepared	<b>26</b> % N=203
			Somewhat prepared	43% N=331
			Not at all prepared	22% N=167
		Tsunamis	Very prepared	9% N=65
			Adequately prepared	22% N=167
			Somewhat prepared	43% N=325
			Not at all prepared	27% N=205
		Earthquakes	Very prepared	4% N=31
			Adequately prepared	17% N=123

Custom	How prepared do you think the City & County of Honolulu is to respond to the	Earthquakes	Somewhat prepared	39% N=285
	following natural disasters?		Not at all prepared	39% N=284
		Wildfires	Very prepared	2% N=13
			Adequately prepared	11% N=87
			Somewhat prepared	35% N=263
			Not at all prepared	52% N=396
		What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native	6% N=51
		,	Asian	59% N=486
			Black or African American	<b>4</b> % N=29
			Native Hawaiian or Other Pacific Islander	20% N=166
			White	44% N=365
			A race not listed	7% N=59
Demographic		How many years have you lived in Honolulu?	Less than 2 years	3% N=25
			2-5 years	9% N=70
			6-10 years	7% N=58
			11-20 years	13% N=107

Demographic	How many years have you liv Honolulu?	red in More than 20 years	69% N=567
	Which best describes the buil you live in?	lding Single-family detached home	46% N=379
		Townhouse or duplex (may share walls but no units above or below you)	10% N=83
		Condominium or apartment (have units above or below you)	41% N=343
		Other	3% N=23
	Do you rent or own your hom	e? Rent	41% N=340
		Own	59% N=486
	About how much is your mon housing cost for the place you (including rent, mortgage pay	u live	2% N=18
	property tax, property insuran homeowners' association (HC fees)?	ice and	4% N=31
		\$600 to \$999	5% N=44
		\$1,000 to \$1,499	11% N=92
		\$1,500 to \$2,499	30% N=244
		\$2,500 to \$3,999	29% N=230
		\$4,000 to \$6,999	15% N=119
		\$7,000 to \$9,999	3% N=20
		\$10,000 or more	1% N=9





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 confidential and no identifying information will be shared.

1.	Please rate each of the following aspects of qu	uality of life in Honolulu
1.	i lease rate each of the following aspects of q	uanty of fife in Honorula.

	<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		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>	Don't know
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, broadband)	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.

	Very <u>likelv</u>	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	
Recommend living in Honolulu to someone who asks		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:

	Very <u>safe</u>	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very <u>unsafe</u>	Don't <u>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.

	Excellent	<u>uoou</u>	<u>ran</u>	<u> </u>	DOIL CKHOW
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 in the Honolulu community.

	<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		2	3	4	5 .5
Cost of living in Honolulu	1	2	3	4	5 5
Overall image or reputation of Honolulu	1	2	3	4	5 දි



#### 7. Please also rate each of the following in the Honolulu community. Excellent Good Poor Don't know Fair Traffic flow on major streets ......1 Ease of travel by public transportation in Honolulu ......1 Ease of travel by bicycle in Honolulu......1 Ease of walking in Honolulu......1 Well-planned residential growth......1 Well-planned commercial growth......1 Well-designed neighborhoods......1 Public places where people want to spend time......1 Variety of housing options......1 Availability of affordable quality housing......1 Overall quality of new development in Honolulu......1 Overall appearance of Honolulu......1 Cleanliness of Honolulu ......1 Air quality ......1 Availability of paths and walking trails......1 Fitness opportunities (including exercise classes and paths or trails, etc.)....1 Recreational opportunities ......1 Availability of affordable quality food......1 Availability of affordable quality health care ......1 Availability of preventive health services......1 Availability of affordable quality mental health care......1 Opportunities to attend cultural/arts/music activities......1 Community support for the arts ......1 K-12 education......1 Adult educational opportunities......1 Sense of civic/community pride ......1 Neighborliness of residents in Honolulu......1 Opportunities to participate in social events and activities......1 Opportunities to attend special events and festivals......1 Opportunities to volunteer......1 Opportunities to participate in community matters......1 Openness and acceptance of the community toward people of diverse backgrounds ......1 Please indicate whether or not you have done each of the following in the last 12 months. No <u>Yes</u> Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information... 1 Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) ...... 1

Walked or biked instead of driving....... 1

### The City of Honolulu 2023 Community Survey

	9.	Please rate the qu	ality of each of tl	he following service	s in Honolulu.
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Public information services	Excellent	Good 2	<u>Fair</u> 3	Poor 4	<u>Don't know</u> 5
Economic development		2	3	4	5
Traffic enforcement		2	3	4	5
Traffic signal timing		2	3	4	5
Street repair		2	3	4	5
Street cleaning		2	3	4	5
Street lighting		2	3	4	5
Sidewalk maintenance		2	3	4	5
Bus or transit services		2	3	4	5
Land use, planning, and zoning		2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)		2	3	4	5
Affordable high-speed internet access		2	3	4	5
Garbage collection		2	3	4	5
Drinking water		2	3	4	5
Sewer services		2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)		2	3	4	5
Power (electric and/or gas) utility		2	3	4	5
Utility billing		2	3	4	5
Police/Sheriff services		2	3	4	5
Crime prevention		2	3	4	5
Animal control		2	3	4	5
Ambulance or emergency medical services		2	3	4	5
Fire services		2	3	4	5
Fire prevention and education		2	3	4	5
Emergency preparedness (services that prepare the community	1	4	3	Т	3
for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbel		2	3	4	5
Honolulu open space	•	2	3	4	5
Recycling		2	3	4	5
Yard waste pick-up		2	3	4	5
City parks		2	3	4	5
Recreation programs or classes		2	3	4	5
Recreation centers or facilities		2	3	4	5
Health services		2	3	4	5
Public library services		2	3	4	5
Overall customer service by Honolulu employees		_		•	3
(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 Honolulu1	2	3	4	5
The overall direction that Honolulu is taking1	2	3	4	5
The job Honolulu government does at welcoming resident involvement1	2	3	4	5
Overall confidence in Honolulu government1	2	3	4	5
Generally acting in the best interest of the community1	2	3	4	5
Being honest1	2	3	4	5
Being open and transparent to the public1	2	3	4	5
Informing residents about issues facing the community1	2	3	4	5
Treating all residents fairly1	2	3	4	5
Treating residents with respect1	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>	Don't know
The City and County of Honolulu	1	2	3	4	5 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.

	Very	Somewhat	Not at all
<u>Essential</u>	<u>important</u>	<u>important</u>	<u>important</u>
Overall economic health of Honolulu1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus)			
in Honolulu1	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, broadband)1	2	3	4
Overall feeling of safety in Honolulu1	2	3	4
Overall quality of natural environment in Honolulu1	2	3	4
Overall quality of parks and recreation opportunities1	2	3	4
Overall health and wellness opportunities in Honolulu1	2	3	4
Overall opportunities for education, culture, and the arts1	2	3	4
Residents' connection and engagement with their community1	2	3	4

# 13. Please rate how much you would support or oppose the City and County of Honolulu focusing on each of the following in the coming two years.

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't <u>know</u>
Keeping sidewalks and public spaces clean and sanitary for					
the general public even if it requires the homeless					
to move so the City can clean public spaces	1	2	3	4	5
Providing shelter space for our homeless to have a safe place	e				
to reside off the streets	1	2	3	4	5
Gaining data on those in the homeless community who choo	se				
to live on streets/public spaces rather than shelters/perm	anent				
supportive housing to better allocate City resources	1	2	3	4	5
Purchasing additional buildings with rooms for the homeles	S				
to reside off the streets	1	2	3	4	5
Continue working with the State to provide support for the					
homeless who accept space off the streets coupled with					
support services	1	2	3	4	5

## 14. Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on the following in the coming two years:

Essen	Very tial important	Somewhat important	Not at all important
Locating a City landfill outside the aquifer on O'ahu1	2	3	4
Extending rail to the University of Hawai'i, Manoa1	2	3	4
Extending rail to Kapolei Center1	2	3	4
Locating and designating land for a public-community based			
racetrack for recreational car racing on O'ahu1	2	3	4

#### 15. How prepared do you think the City & County of Honolulu is to respond to the following natural disasters?

	Very	Adequately	Somewhat	Not at all	Don't	
	prepared	prepared	prepared	prepared	<u>know</u>	
Hurricanes	1	2	3	4	5	
Tsunamis	1	2	3	4	5	
Earthquakes	1	2	3	4	5	
Wildfires	1	2	3	4	5	

### The City of Honolulu 2023 Community Survey

Our last questions are about you and your household. Again, all of your responses to this survey are confidential and no identifying information will be shared

1154	in, an or your responses t	to tills survey are con	macm	iai aiia ii	o ideliti	rying imormae.	ion win be si	iai ca.	
D1.	In general, how many	times do you:		eral s a day	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often or never	Don't <u>know</u>
	Access the internet from					·			
	a computer, laptop, or				2	3	4	5	6
	Access the internet from Visit social media sites si			1	2	3	4	5	6
	Twitter, Nextdoor, etc.			1	2	3	4	5	6
	Use or check email			1	2	3	4	5	6
	Share your opinions onli				2	3	4	5	6
	Shop online			1	2	3	4	5	6
D2.	Please rate your overa	ıll health.							
	O Excellent O V	ery good O G	ood	O Fa	air	O Poor			
D3.	What impact, if any, do Do you think the impa		nomy	will hav	e on yo	ur family inco	me in the ne	ext 6 months	?
		<b>O</b> Somewhat positiv	re C	<b>)</b> Neutra	ıl	Somewhat ne	egative	O Very negat	ive
D4.	How many years have Honolulu?	you lived in		D10		nuch do you a ne before taxes			
	O Less than 2 years					se include in y			
	O 2-5 years					es for all perso			
	<b>O</b> 6-10 years					s than \$25,000		, ,000 to \$149,	-
	O 11-20 years				O \$25	5,000 to \$49,99			
	O More than 20 years					0,000 to \$74,99			999
D5.	Which best describes in?	the building you liv	⁄e	D11		5,000 to \$99,99		,000 or more	wiain?
	O Single-family detache	ed home		חות	. Areyo	ou of Hispanic, O Yes	, Launo/a/x,	or spanish o	rigini
	O Townhouse or duplex (may share walls but no units above or below you)			D40			() f		_
				D12		is your race? ate what race			
		ium or apartment (have units				erican Indian o	<b>≓</b>	-	be.j
	above or below you)  O Mobile home						n Alaskali Na	itive	
	O Other					ck or African A	merican		
D6	Do you rent or own yo	ur homo?				ive Hawaiian c		fic Islander	
DO.	O Rent	ui nome:			☐ Wh				
	O Own					ace not listed			
D <b>7</b>	About how much is yo	ur monthly housin	σ	D13		ich category i			
υ/.	cost for the place you					24 years			
	mortgage payment, pr	`	-			34 years	O 65-74		
	insurance, and homeo					44 years 54 years	<b>O</b> 75 ye	ars or older	
	(HOA) fees)?			D14					
	O Less than \$300	O \$2,500 to \$3,99		D14		is your gende	r <i>?</i>		
	O \$300 to \$599	O \$4,000 to \$6,99			O Wo O Ma				
	• \$600 to \$999 • \$1,000 to \$1,499	• \$7,000 to \$9,99 • \$10,000 or mo				n ntify in anothe	rway → go t	o D14a	
	• \$1,500 to \$1,499 • \$1,500 to \$2,499	<b>3</b> \$10,000 01 1110	16	D		you identify in	•		d vou
D8.	Do any children 17 or	under live in your		L D		escribe your g		iy, now would	ı you
	household?			O Age	ender/I don't id	dentify with a	any gender		
	O No O Yes					nderqueer/gend	ler fluid		
D9.	Are you or any other n	nembers of your				n-binary			
	household aged 65 or					insgender man			
	O No O Yes					nsgender wom o-spirit	an		
						o-spirit ntify in anothe	r way		
Th.	nlewoul	Dlogge weturn the	mulat	d current					
1 IId	nk you!	Please return the co	mpiete	a survey	in the p	ostage-paid env	relope to:		

National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Thank you!

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