

The National Citizen Survey™

Honolulu, HI
2013



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2013

City and County of Honolulu

Office of the City Auditor

March 2014

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2013)

This is the fifth National Citizen Survey of Honolulu residents conducted for the City and the fourth administered in conjunction with the Service Efforts and Accomplishments Report. The National Citizen Survey (NCS) is a collaborative effort between the National Research Center and the International City/County Management Association. The survey and its administration are standardized to assure high quality research methods and directly comparable results across over 500 NCS communities. Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected.

The NCS captures residents' opinions within the three pillars of a community--Community Characteristics, Governance and Participation, and across eight facets of community--Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement. This year's citizen survey is redesigned into four reports, Community Livability, Dashboard Summary of Findings, Trends Over Time, and Technical Appendices.

The results from this year's NCS indicate:

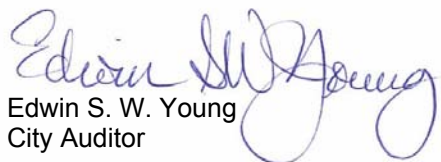
- Honolulu residents enjoy a high quality of life
- Natural Environment is a feature that makes Honolulu a livable community
- Honolulu received favorable ratings for air and water quality
- Honolulu has high rates of participation in environmentally friendly activities like conserving water, making homes more energy efficient and recycling
- Residents identified homeless and/or homelessness as a priority for the City to address.

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

We solicit inputs and any suggestions for improving this report. The 2013 National Citizen Survey and the Service Efforts and Accomplishments (FY 2013) reports are posted on our website at <http://www1.honolulu.gov/council/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

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Respectfully submitted,



Edwin S. W. Young
City Auditor

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The National Citizen Survey™

Honolulu, HI

Community Livability Report

2013

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About

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

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

The Community Livability Report provides the opinions of a representative sample selected from 1,200 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for the entire sample (352 completed surveys). The methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

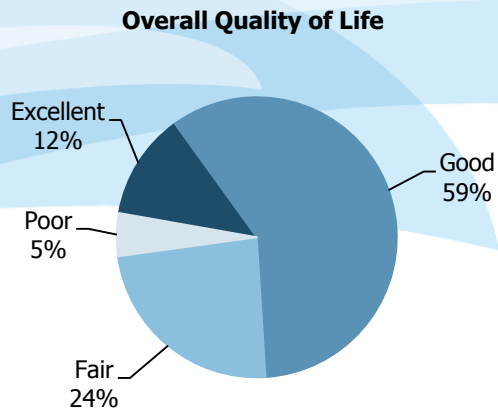


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Quality of Life in Honolulu

About 7 in 10 residents rate the quality of life in Honolulu as “excellent” or “good.” These ratings were similar to other communities across the nation.

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

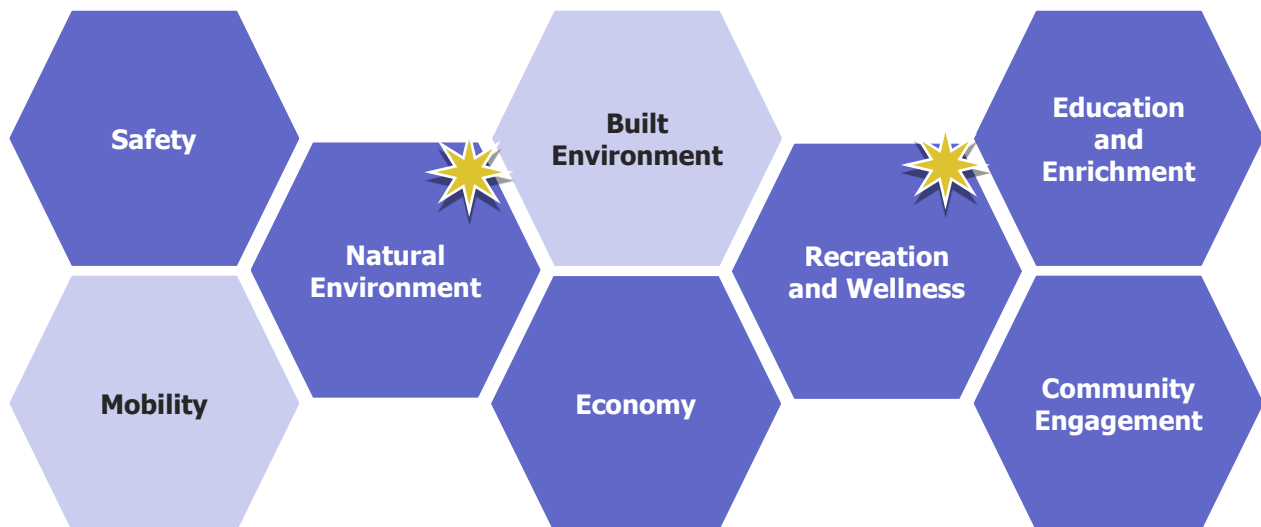


In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important to residents’ overall quality of life. Residents identified these facets of community life (Natural Environment and Recreation and Wellness) as the most central to what makes Honolulu their home. It is noteworthy that Honolulu residents gave favorable ratings to both of these facets of community. Ratings for Safety, Economy, Education and Enrichment and Community Engagement were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark
- Benchmark comparison not available
- Most important to quality of life



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Community Characteristics

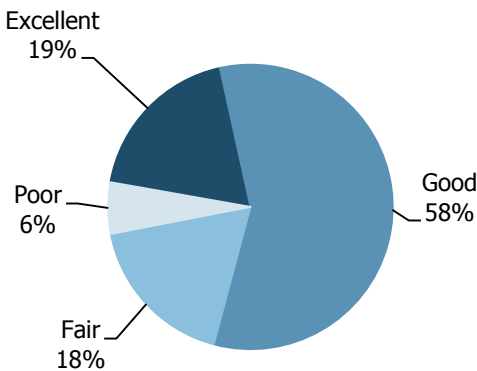
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, about three-quarters of respondents rated the City and County as an “excellent” or “good” place to live. Respondents’ ratings of Honolulu as a place to live were lower than ratings in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. These aspects were all rated as “excellent” or “good” by a majority of respondents. Ratings for the overall image, neighborhood, and Honolulu as a place to retire were similar to other comparison communities, while ratings for Honolulu as a place to raise children and overall appearance were lower than in other communities across the nation.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. The three aspects of Safety were rated as “excellent” or “good” by 6 in 10 respondents or more, although comparisons to the benchmark were mixed; ratings for overall feeling of safety and safe downtown/commercial area were lower than in comparison communities, while ratings of safety in neighborhoods were higher. Aspects within Mobility were rated less positively; less than a majority of residents rated each aspect as “excellent” or “good,” and 6 out of 8 aspects were lower than the benchmark comparisons (two were similar to the benchmark). Natural Environment ratings tended to be positive; and at least 6 in 10 residents gave positive ratings to the overall natural environment and air quality. Built Environment aspects were lower than the benchmark and were rated positively by less than a majority of residents (ratings ranged from 9% “excellent” or “good” and 44%). The highest rated aspect across all facets of Community Characteristics was Honolulu as a place to visit with 84% of respondents rating it “excellent” or “good;” this rating was higher than ratings in comparison communities. All aspects of Community Engagement were rated as “excellent” or “good” by a majority of respondents and were similar to the benchmark comparisons.

Place to Live



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

Comparison to national benchmark
■ Higher ■ Similar ■ Lower

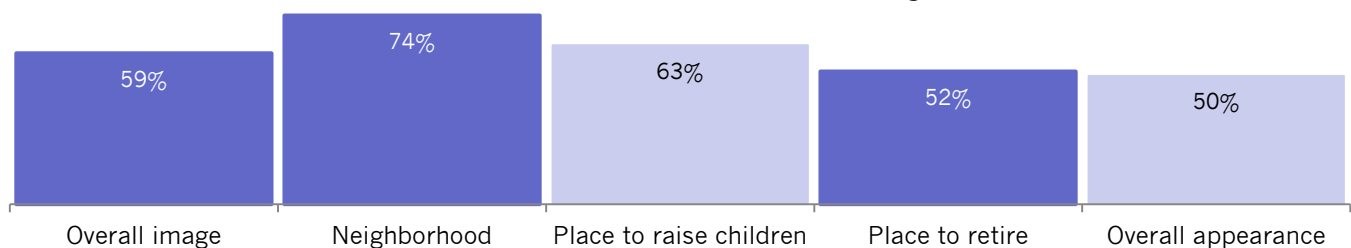
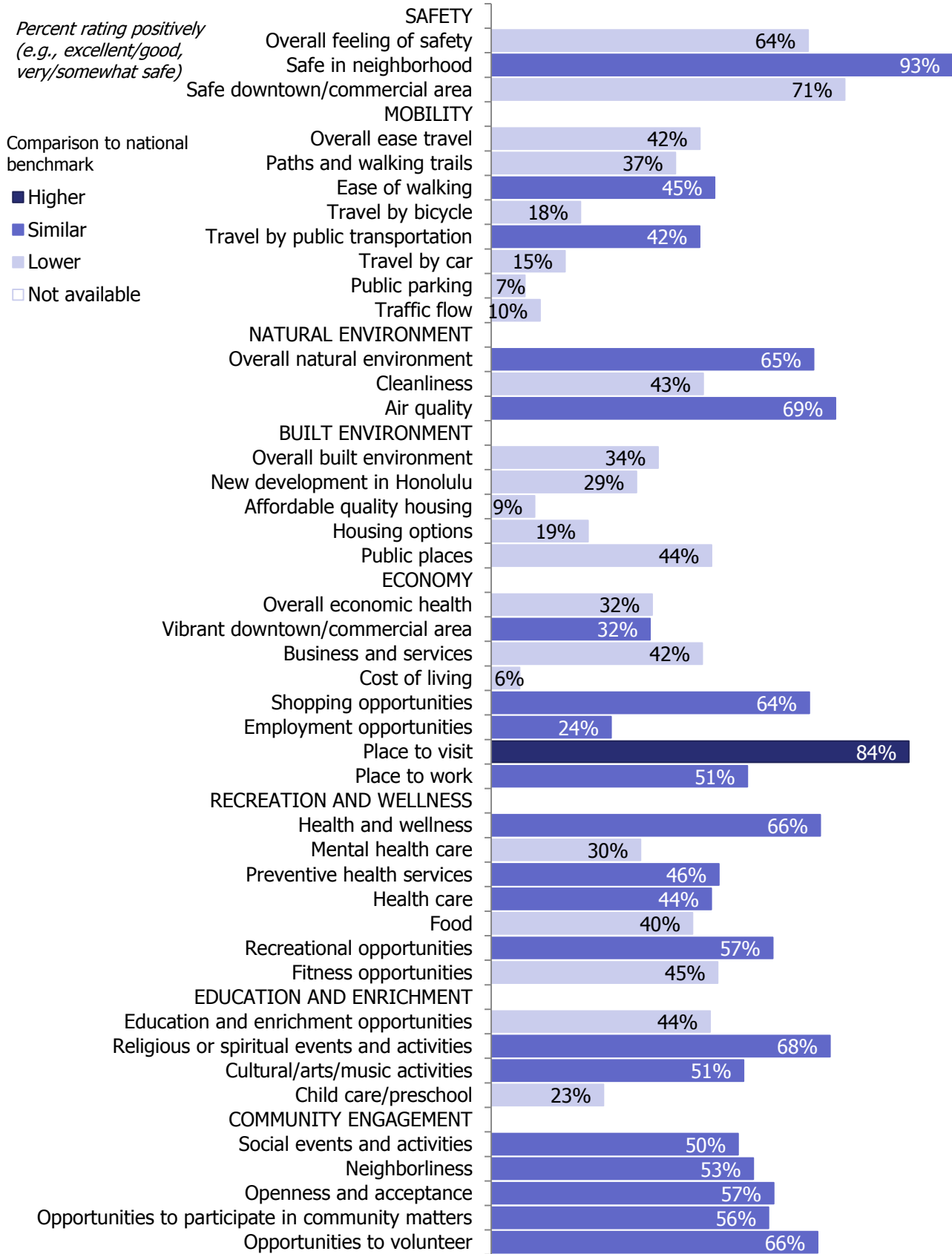


Figure 1: Aspects of Community Characteristics



Governance

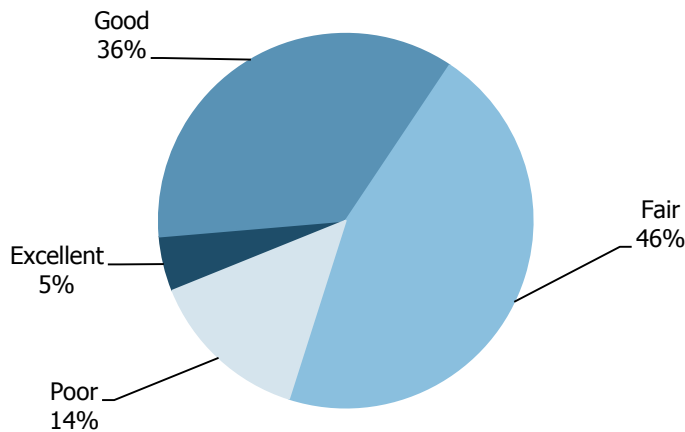
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by the City and County of Honolulu as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City and County were rated as “excellent” or “good” by 41% of respondents, services provided by the Federal Government were rated similarly. Both of these ratings declined from 2012 to 2013 (see the *Trends over Time* report provided under separate cover). Ratings for the overall quality of City and County services were lower than in comparison communities, while ratings for the Federal Government were similar to ratings across the nation.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. These ratings were lower than ratings in comparison communities, and were rated as “excellent” or “good” by no more than 37% of residents.

Respondents evaluated over 30 individual services and amenities available in Honolulu. These ratings tended to be similar to or lower than the benchmark comparisons. The most positively rated aspects of Governance were within the facets of Safety and Natural Environment; about 8 in 10 respondents rated fire services and ambulance or emergency medical services as “excellent” or “good” while about 7 in 10 respondents rated garbage collection and drinking water as “excellent” or “good.” Ratings for each of these aspects were similar to the benchmark comparison. Ratings within the facet of Mobility were among the lowest rated aspects.

Overall Quality of City and County Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

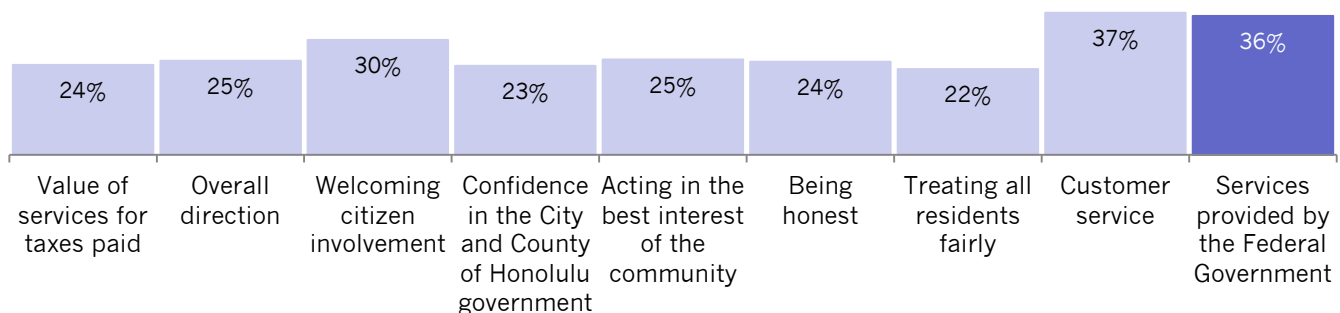


Figure 2: Aspects of Governance

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

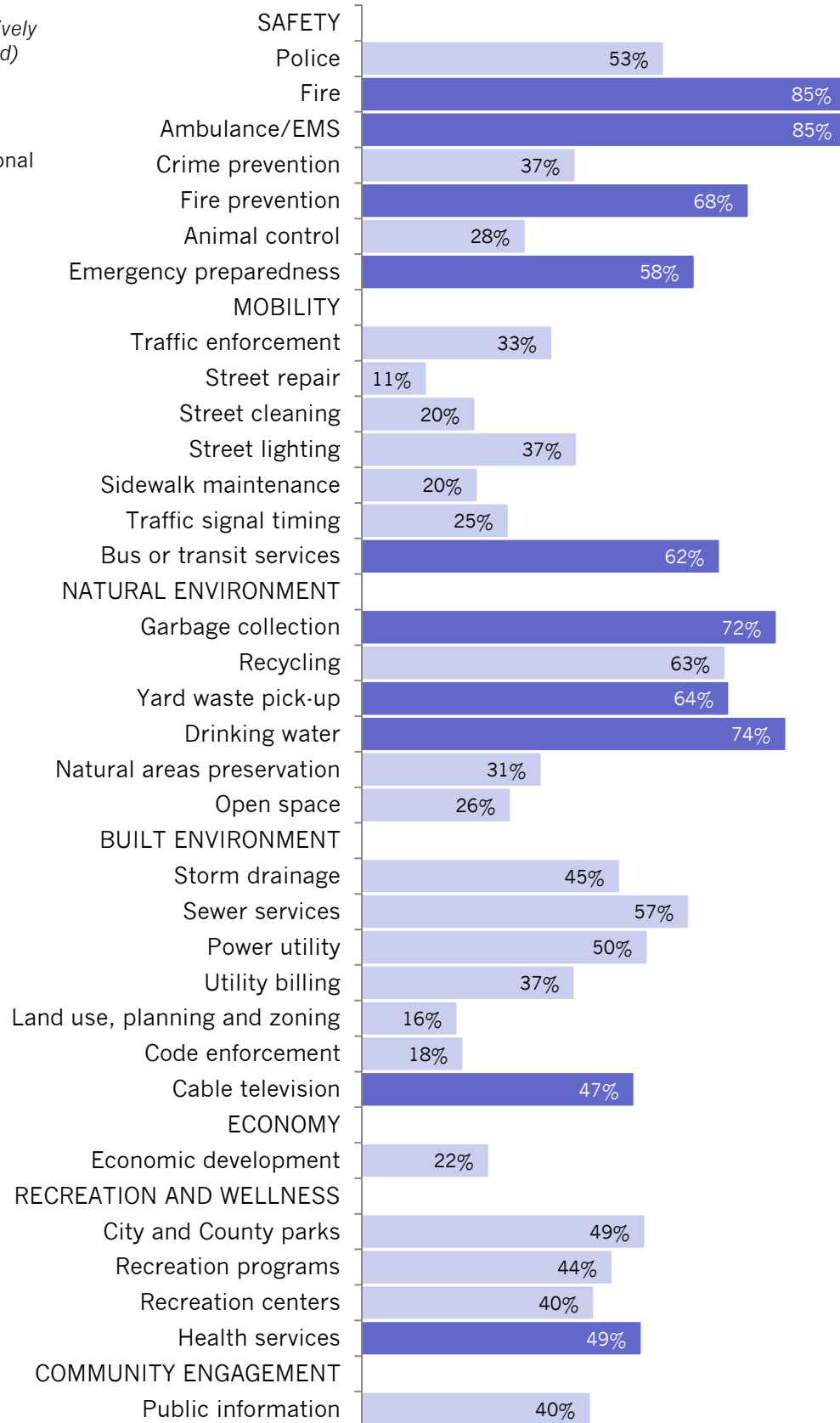
Comparison to national
benchmark

■ Higher

■ Similar

■ Lower

□ Not available



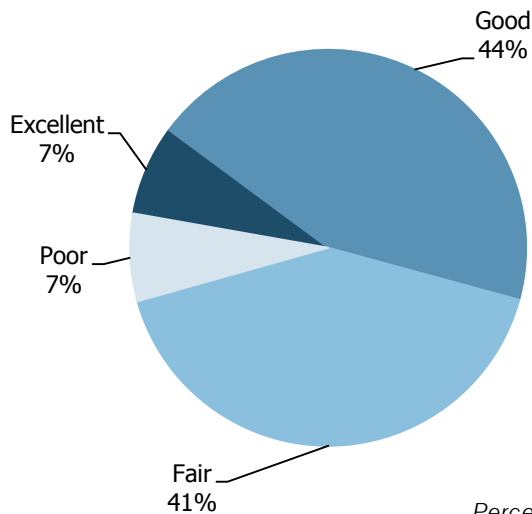
Participation

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

An engaged community is a livable community. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About half of Honolulu’s residents rated the overall sense of community as “excellent” or “good.” This was similar to ratings across the nation, but had decreased from 2012 to 2013 (see the *Trends over Time* report provided under separate cover). A majority of respondents would recommend Honolulu as a place to live and plan to stay in Honolulu for the next five years. Less than half had been in contact with a City employee in the last 12 months – this rate of contact remained stable from 2012 to 2013 and was similar to rates of contact in comparison communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Most aspects of Participation were similar to the benchmarks, three were above the benchmarks and three were below. The aspects of Participation that were higher than reported in comparisons communities were stocking supplies for an emergency, working in Honolulu and using public transportation instead of driving. Aspects of Participation that saw lower rates of participation than reported in most other communities were those that had not observed a code violation, were not under housing cost stress, and those who attended a City and County-sponsored event. All aspects within the facets of Safety, Natural Environment and Recreation and Wellness were rated positively by a majority of residents.

Sense of Community



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

Comparison to national benchmark

- Higher
- Similar
- Lower

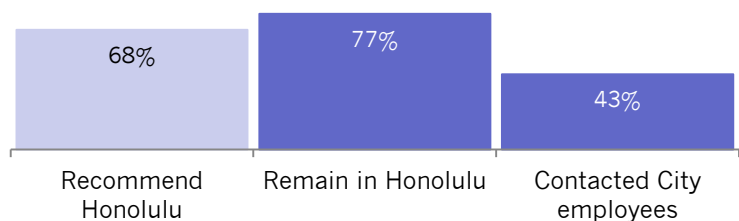


Figure 3: Aspects of Participation

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

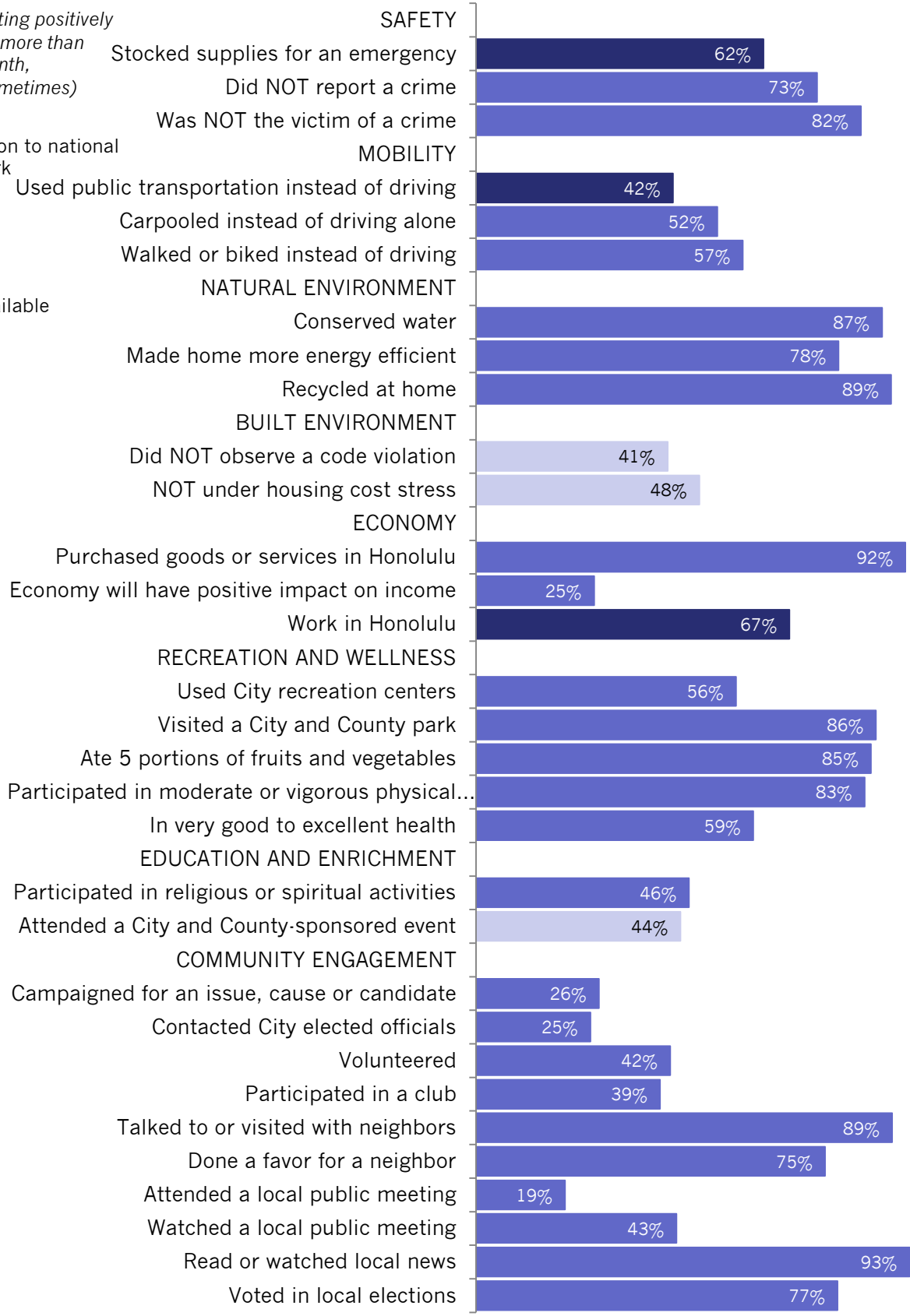
Comparison to national
benchmark

■ Higher

■ Similar

■ Lower

□ Not available

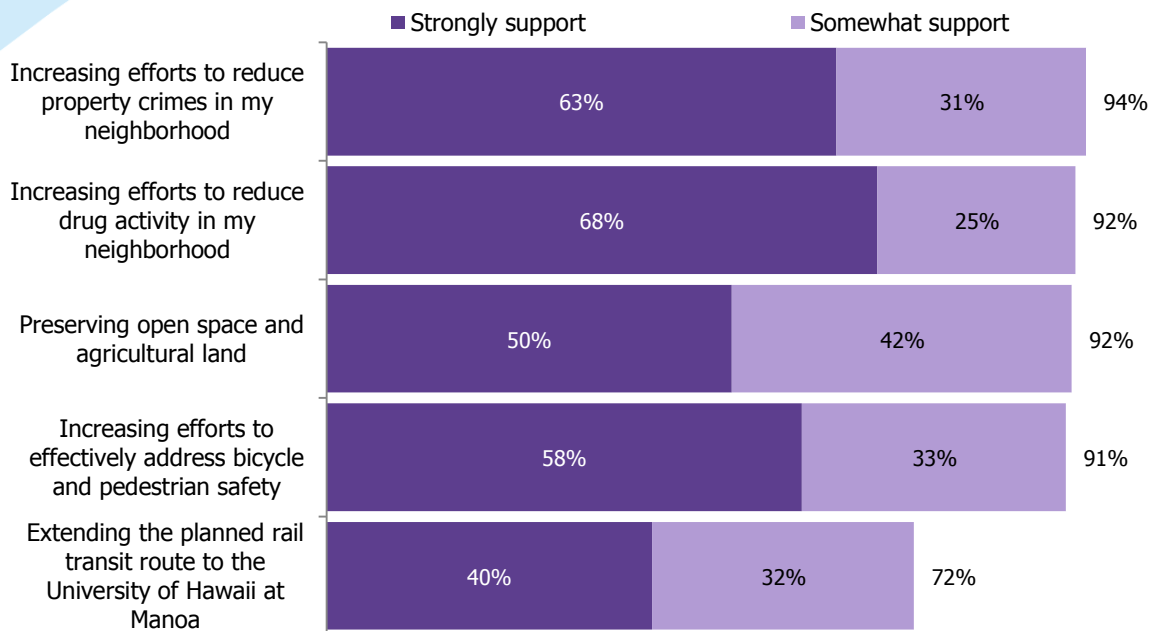


Special Topics

The City and County of Honolulu included three questions of special interest on The NCS. The first special interest question asked residents to indicate their support for several items, even if it involved raising taxes, fees or fares. All of the items received support by a majority of respondents, with 9 in 10 or more supporting: increasing efforts to reduce property crime in their neighborhood; increasing efforts to reduce drug activity in their neighborhood; preserving open space and agricultural land; and increasing efforts to address bicycle and pedestrian safety. Receiving the lowest ratings of support was extending the planned rail transit route to the University of Hawaii at Manoa with about 7 in 10 respondents “strongly” or “somewhat” supporting it.

Figure 4: Question 13a

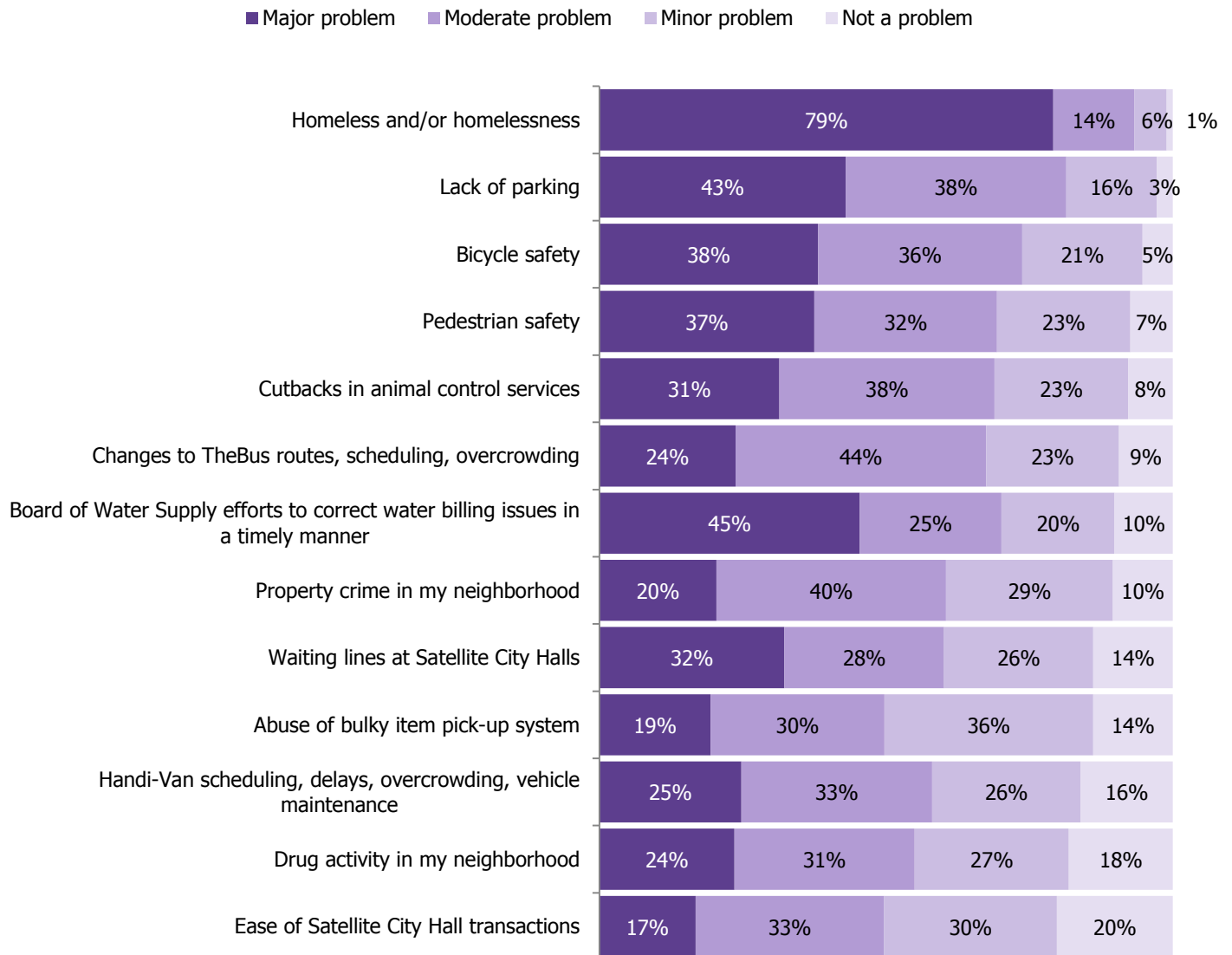
Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes, fees or fares:



The second special interest question asked residents to rate a number of items on a scale of “not a problem, minor problem, moderate problem or major problem.” About half of respondents rated the ease of Satellite City Hall transactions, abuse of bulky item pick-up system and drug activity in their neighborhood as either “not a problem” or a “minor problem.” Items that were seen as larger problems were homeless and/or homelessness, lack of parking, bicycle safety and Board of Water Supply efforts to correct water billing issues in a timely manner.

Figure 5: Question 13b

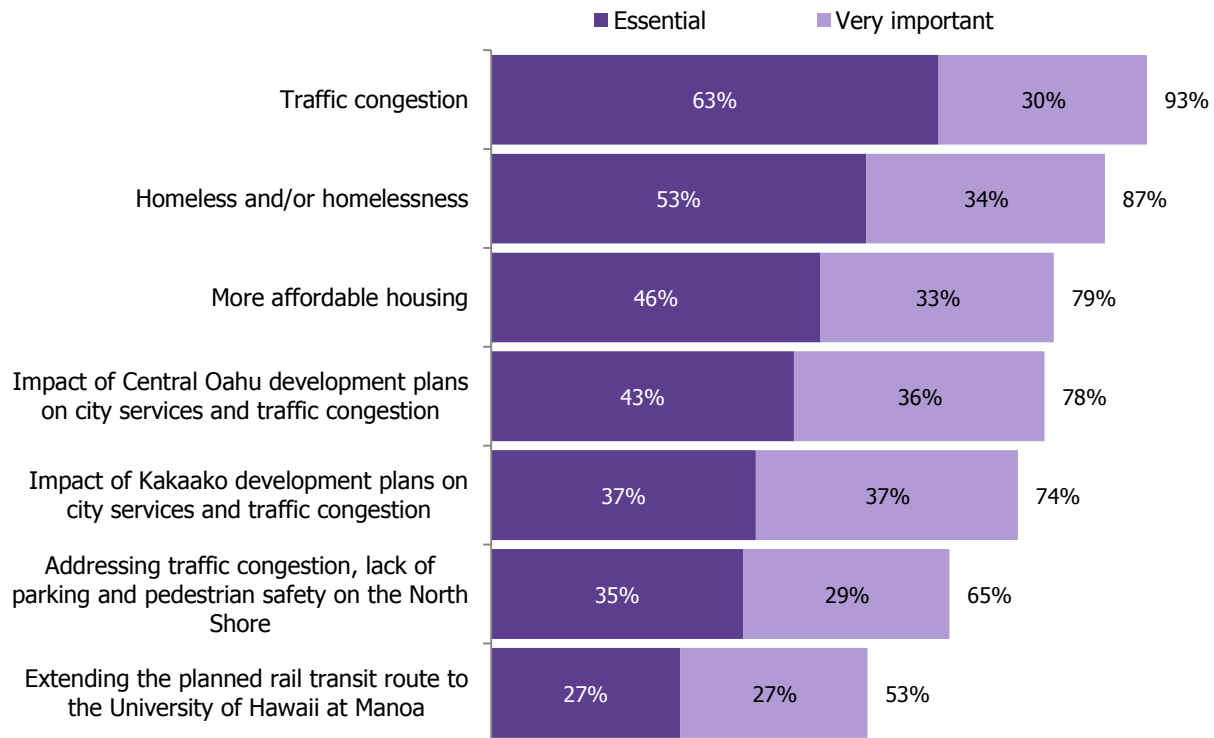
To what degree, if at all, are the following problems in the City and County of Honolulu?



The third special interest question asked residents to rate the importance of several items for the City and County of Honolulu to address over the next two years. While all seven of the items were rated as “essential” or “very important” by a majority of respondents, the items receiving the highest importance ratings were traffic congestion, homeless and/or homelessness, more affordable housing, and the impact of development plans on City services and traffic congestion.

Figure 6: Question 13c

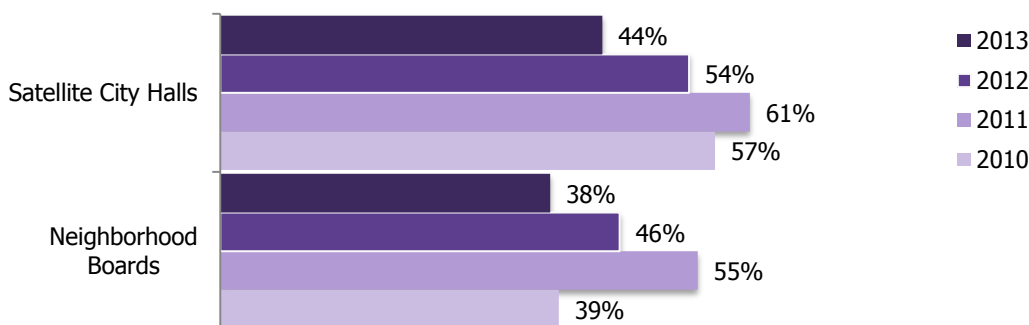
How important, if at all, are the following items for the City and County of Honolulu to address in the next two years?



The City and County of Honolulu opted to include some additional services that were specific to the City and County. The percent rating Satellite City Halls and Neighborhood Boards as “excellent” or “good” are shown below. Full frequencies for the 2013 results can be found under separate cover (*Honolulu 2013 Technical Appendices*).

Figure 7: City and County of Honolulu Specific Items by Year

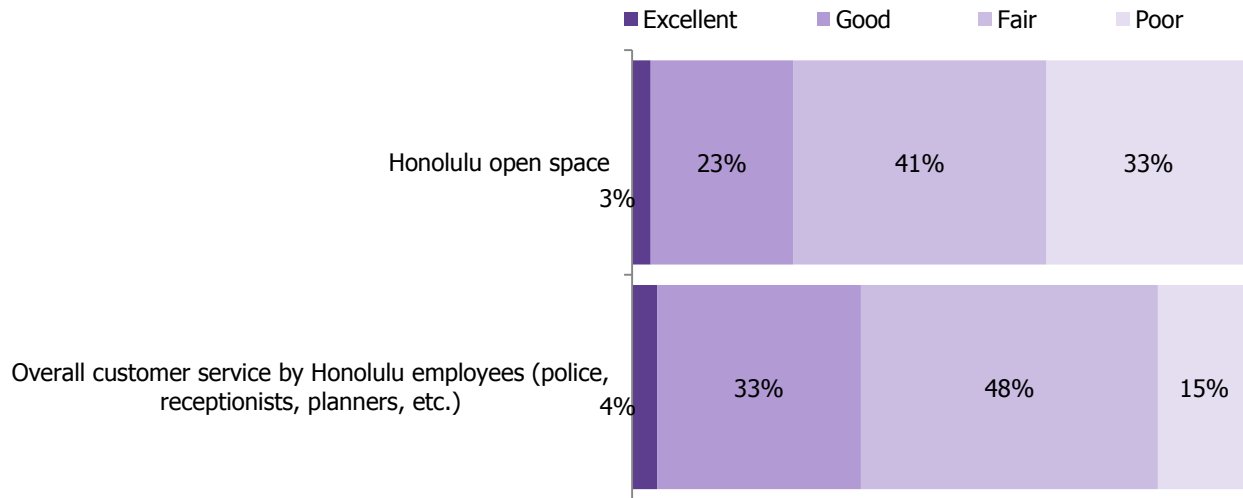
Please rate the quality of each of the following services in the City and County of Honolulu as a whole:



Two of the standard questions on the survey were of special interest to Honolulu: Honolulu open space and the overall customer service by Honolulu employees. The 2013 results for these questions are found below. Additional information regarding these questions can be found separate cover in the *Trends Over Time Report*, the *Dashboard Report* and the *Technical Appendices*.

Figure 8: Question 10

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



Conclusions

Honolulu residents enjoy a high quality of life.

Most residents rate their overall quality of life as “excellent” or “good” and a majority of residents would be “very” or “somewhat” likely to recommend Honolulu as a place to live to someone who asks. Honolulu’s overall appearance and overall image along with the city as a place to live, to raise children and to retire received favorable ratings by at least half of respondents. Many of the aspects that aid in community livability were rated positively and were similar to the national benchmark comparisons.

Natural Environment is a feature that makes Honolulu a livable community.

Natural Environment was identified as one of the facets most important to residents’ quality of life. Overall, Honolulu received favorable ratings for aspects in this facet including air quality, the overall quality of the natural environment, drinking water and saw high rates of participation in environmentally friendly activities like conserving water, making homes more energy efficient and recycling.

Residents identified homeless and/or homelessness as a priority for the City to address.

Two of Honolulu’s special interest questions contained items related to the homeless and/or homelessness. About 8 in 10 respondents rated homelessness as a “major problem” in Honolulu. No other items listed as potential problems came close to homelessness as a “major problem” (for full frequencies for survey questions see *Technical Appendices* provided under separate cover). Additionally, respondents were asked to rate the importance of several items for the City to address in the next two years; 87% of respondents rated the homeless and/or homelessness as “essential” or “very important.”

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The National Citizen Survey™

Honolulu, HI

Dashboard Summary of Findings

2013

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Summary

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

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

Most Participation ratings were similar when compared to other communities across the nation. Many Community Characteristics were similar to other communities; in the pillar of Governance most ratings were lower than in other communities. Ratings for the Built Environment were lower than the benchmark across all three pillars, while ratings for the Natural Environment were similar across all three pillars. This information can be helpful in identifying the areas that may merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	25	25	0	11	32	3	27	4
General	0	4	3	0	1	2	0	2	1
Safety	0	1	2	0	4	3	1	2	0
Mobility	0	2	6	0	1	6	1	2	0
Natural Environment	0	2	1	0	3	3	0	3	0
Built Environment	0	0	5	0	1	6	0	0	2
Economy	1	4	3	0	0	1	1	2	0
Recreation and Wellness	0	4	3	0	1	3	0	5	0
Education and Enrichment	0	2	2	0	0	0	0	1	0
Community Engagement	0	6	0	0	0	8	0	10	1

Legend	
	Higher
	Similar
	Lower
	Not applicable

The National Citizen Survey™

Figure 2: Detailed Dashboard

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall appearance	↔	↓	50%	Customer service provided by the City and County of Honolulu Services provided by the Federal Government	↓	↓↓	37%	Recommend Honolulu	↔	↓	68%
Overall quality of life	↔	↔	71%		↓	↓	40%	Remain in Honolulu	↔	↔	77%
Place to retire	↓	↔	52%		↓	↔	36%	Contacted City employees	↔	↔	43%
Place to raise children	↔	↓	63%								
Place to live	↔	↓	76%								
Neighborhood	↔	↔	74%								
Overall image	↔	↔	59%								
Overall feeling of safety	*	↓	64%	Police	↓	↓	53%	Was NOT the victim of a crime	↓	↔	82%
Safe in neighborhood	↔	↔	93%	Crime prevention	↔	↓	37%	Did NOT report a crime	*	↔	73%
Safe downtown/commercial area	↔	↓	71%	Fire	↔	↔	85%	Stocked supplies for an emergency	*	↑↑	62%
				Fire prevention	↔	↔	68%				
				Ambulance/EMS	↔	↔	85%				
				Emergency preparedness	↔	↔	58%				
				Animal control	↓	↓↓	28%				
Traffic flow	↔	↓↓	10%	Traffic enforcement	↔	↓↓	33%	Carpoled instead of driving alone	*	↔	52%
Travel by car	↔	↓↓	15%	Street repair	↔	↓↓	11%	Walked or biked instead of driving	*	↔	57%
Travel by bicycle	↔	↓↓	18%	Street cleaning	↓	↓↓	20%	Used public transportation instead of driving	*	↑	42%
Ease of walking	↓	↔	45%	Street lighting	↔	↓	37%				
Travel by public transportation	*	↔	42%	Sidewalk maintenance	↔	↓↓	20%				
Overall ease travel	*	↓↓	42%	Traffic signal timing	↔	↓	25%				
Public parking	*	↓↓	7%	Bus or transit services	↔	↔	62%				
Paths and walking trails	↔	↓	37%								
Overall natural environment	↔	↔	65%	Garbage collection	↔	↔	72%	Recycled at home	↔	↔	89%
Air quality	↔	↔	69%	Recycling	↔	↓	63%	Conserved water	*	↔	87%
Cleanliness	↔	↓	43%	Yard waste pick-up	↔	↔	64%	Made home more energy efficient	*	↔	78%
				Drinking water	↔	↔	74%				
				Open space	*	↓↓	26%				
				Natural areas preservation	↓	↓	31%				
New development in Honolulu	↓	↓	29%	Sewer services	↔	↓	57%	NOT experiencing housing cost stress	↔	↓	48%
Affordable quality housing	↔	↓↓	9%	Storm drainage	↔	↓	45%	Did NOT observe a code violation	*	↓	41%
Housing options	↔	↓↓	19%	Power utility	*	↓	50%				
Overall built environment	*	↓	34%	Utility billing	*	↓↓	37%				
Public places	*	↓	44%	Land use, planning and zoning	↓	↓↓	16%				
				Code enforcement	↔	↓↓	18%				
				Cable television	*	↔	47%				

Legend

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

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Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall economic health	*	↓	32%	Economic development	↓	↓	22%	Economy will have positive impact on income	↔	↔	25%
Shopping opportunities	↓	↔	64%					Purchased goods or services in Honolulu	*	↔	92%
Employment opportunities	↓	↔	24%					Work in Honolulu	*	↑↑	67%
Place to visit	*	↑	84%								
Cost of living	*	↓↓	6%								
Vibrant downtown/commercial area	*	↔	32%								
Place to work	↔	↔	51%								
Business and services	↓	↓	42%								
Fitness opportunities	*	↓	45%	City and County parks	↔	↓↓	49%	In very good to excellent health	*	↔	59%
Recreational opportunities	↓	↔	57%	Recreation centers	↓	↓	40%	Used City recreation centers	↔	↔	56%
Health care	↑	↔	44%	Recreation programs	↓	↓	44%	Visited a City or County park	↔	↔	86%
Food	↔	↓	40%	Health services	*	↔	49%	Ate 5 portions of fruits and vegetables	*	↔	85%
Mental health care	*	↓	30%					Participated in moderate or vigorous physical activity	*	↔	83%
Health and wellness	*	↔	66%								
Preventive health services	↔	↔	46%								
Cultural/arts/music activities	↓	↔	51%					Participated in religious or spiritual activities	↔	↔	46%
Child care/preschool	↑	↓	23%								
Religious or spiritual events and activities	↔	↔	68%								
Overall education and enrichment	*	↓	44%								
Opportunities to participate in community matters	↔	↔	56%	Public information	↔	↓	40%	Voted in local elections	↑	↔	77%
Opportunities to volunteer	↓	↔	66%	Overall direction	↔	↓↓	25%	Talked to or visited with neighbors	*	↔	89%
Sense of community	↓	↔	51%	Value of services for taxes paid	↓	↓	24%	Attended a local public meeting	↔	↔	19%
Openness and acceptance	↓	↔	57%	Welcoming citizen involvement	↔	↓	30%	Watched a local public meeting	↓	↔	43%
Social events and activities	↓	↔	50%	Confidence in the City and County of Honolulu government	*	↓	23%	Volunteered	↓	↔	42%
Neighborhoodness	*	↔	53%	Acting in the best interest of the community	*	↓	25%	Participated in a club	↑	↔	39%
				Being honest	*	↓↓	24%	Campaigned for an issue, cause or candidate	*	↔	26%
				Treating all residents fairly	*	↓↓	22%	Contacted City elected officials	*	↔	25%
								Attended a City and County-sponsored event	*	↓	44%
								Read or watched local news	*	↔	93%
								Done a favor for a neighbor	*	↔	75%

Legend

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

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The National Citizen Survey™

Honolulu, HI

Trends Over Time

2013

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Contents

Summary 1

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Summary

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

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2012 and 2013 surveys, otherwise the comparison between 2012 and 2013 are noted as being "similar." Additionally benchmark comparison for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Honolulu for 2013 generally remained stable. Of the 85 items for which comparisons were available, 54 items were rated similarly in 2012 and 2013, 27 items showed a decrease in ratings and four showed an increase in ratings. Notable trends over time included the following:

- There were declines within all facets of Governance; ratings decreased from 2012 to 2013 for: police services; animal control; street cleaning; preservation of natural areas; land use, planning and zoning; economic development; recreation centers; recreation programs; value of services for taxes paid; customer service by City employees; services provided by the City and County of Honolulu; and services provided by the Federal Government. All other aspects of Governance were rated similarly from 2012 to 2013.
- Almost all aspects of Participation remained stable from 2012 to 2013. Three aspects of Participation decreased: the percent of respondents who had not been the victim of a crime, who had watched a local public meeting and who had volunteered in the 12 months prior to the survey. Two aspects of Participation increased; the percent of respondents who had voted in local elections and participated in a club in the 12 months prior to the survey.
- In the pillar of Community Characteristics, 12 aspects decreased from 2012 to 2013, while two increased. Ratings for health care and child care/preschool increased from 2012 to 2013.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2013 compared to 2012					Comparison to benchmark				
	2006	2010	2011	2012	2013	2013 compared to 2012	2013 compared to 2012	2013 compared to 2012	2013 compared to 2012	2013 compared to 2012	2010	2011	2012	2013	
Overall quality of life	77%	75%	70%	74%	71%	Similar	Similar	Similar	Similar	Lower	Lower	Lower	Lower		
Overall image	NA	65%	66%	65%	59%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar		
Place to live	77%	84%	80%	81%	76%	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Lower		
Neighborhood	82%	78%	70%	76%	74%	Similar	Similar	Similar	Similar	Similar	Much lower	Lower	Similar		
Place to raise children	71%	66%	60%	63%	63%	Similar	Similar	Similar	Similar	Much lower	Much lower	Much lower	Lower		
Place to retire	68%	63%	53%	63%	52%	Lower	Lower	Lower	Lower	Similar	Much lower	Similar	Similar		
Overall appearance	NA	52%	53%	54%	50%	Similar	Similar	Similar	Similar	Much lower	Much lower	Much lower	Lower		

Table 2: Community Characteristics by Facet

	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2013 compared to 2012	Comparison to benchmark						
	2006	2010	2011	2012	2013		2010	2011	2012	2013			
Safety	Overall feeling of safety	NA	NA	NA	NA	64%	NA	NA	NA	NA	Lower	Lower	Lower
	Safe in neighborhood	NA	89%	87%	92%	93%	Similar	Lower	Lower	Lower	Much lower	Much lower	Lower
	Safe downtown/commercial area	NA	71%	66%	68%	71%	Similar	NA	Much lower	Much lower	NA	Much lower	Lower
	Overall ease travel	NA	NA	NA	NA	42%	NA	NA	NA	NA	NA	NA	Much lower
	Paths and walking trails	NA	31%	37%	36%	37%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Lower
	Ease of walking	NA	47%	51%	52%	45%	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Similar
	Travel by bicycle	NA	22%	21%	21%	18%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Travel by public transportation	NA	NA	NA	NA	42%	NA	NA	NA	NA	NA	NA	Similar
	Travel by car	NA	25%	23%	20%	15%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Public parking	NA	NA	NA	NA	7%	NA	NA	NA	NA	NA	NA	Much lower
Mobility	Traffic flow	13%	10%	12%	11%	10%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Overall natural environment	NA	67%	67%	71%	65%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Natural Environment	Cleanliness	NA	40%	41%	40%	43%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Lower
	Air quality	NA	75%	70%	72%	69%	Similar	Much higher	Higher	Higher	Much higher	Higher	Similar
Built Environment	Overall built environment	NA	NA	NA	NA	34%	NA	NA	NA	NA	NA	NA	Lower

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2013 compared to 2012	Comparison to benchmark					
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013	
Economy	New development in Honolulu	NA	39%	39%	40%	29%	Lower	Much lower	Much lower	Much lower	Lower	
	Affordable quality housing	NA	6%	9%	9%	9%	Similar	Much lower	Much lower	Much lower	Much lower	
	Housing options	NA	24%	25%	24%	19%	Similar	Much lower	Much lower	Much lower	Much lower	
	Public places	NA	NA	NA	NA	44%	NA	NA	NA	NA	Lower	
	Overall economic health	NA	NA	NA	NA	32%	NA	NA	NA	NA	Lower	
	Vibrant downtown/commercial area	NA	NA	NA	NA	32%	NA	NA	NA	NA	Similar	
	Business and services	NA	43%	51%	57%	42%	Lower	Much lower	Lower	Lower	Lower	
	Cost of living	NA	NA	NA	NA	6%	NA	NA	NA	NA	Much lower	
	Shopping opportunities	NA	70%	72%	74%	64%	Lower	Much higher	Much higher	Much higher	Similar	
	Employment opportunities	NA	22%	26%	34%	24%	Lower	NA	Lower	Similar	Similar	
	Place to visit	NA	NA	NA	NA	84%	NA	NA	NA	NA	Higher	
	Place to work	NA	53%	53%	57%	51%	Similar	NA	Similar	Similar	Similar	
	Health and wellness	NA	NA	NA	NA	66%	NA	NA	NA	NA	Similar	
Mental health care	NA	NA	NA	NA	30%	NA	NA	NA	NA	Lower		
Recreation and Wellness	Preventive health services	NA	40%	41%	47%	46%	Similar	Much lower	Much lower	Much lower	Similar	
	Health care	NA	33%	34%	37%	44%	Higher	Much lower	Much lower	Much lower	Similar	
	Food	NA	48%	40%	43%	40%	Similar	Much lower	Much lower	Much lower	Lower	
	Recreational opportunities	NA	71%	69%	73%	57%	Lower	Much higher	Much higher	Much higher	Similar	
	Fitness opportunities	NA	NA	NA	NA	45%	NA	NA	NA	NA	Lower	
	Religious or spiritual events and activities	NA	71%	68%	67%	68%	Similar	NA	Lower	Much lower	Similar	
	Cultural/arts/music activities	NA	70%	71%	69%	51%	Lower	Much higher	Much higher	Much higher	Similar	
	Child care/preschool	NA	14%	15%	14%	23%	Higher	Much lower	Much lower	Much lower	Lower	
	Social events and activities	NA	59%	60%	65%	50%	Lower	Similar	Similar	Similar	Similar	
	Neighborhood	NA	NA	NA	NA	53%	NA	NA	NA	NA	Similar	
	Openness and acceptance	NA	62%	63%	67%	57%	Lower	Similar	Similar	Higher	Similar	
	Education and Enrichment											
Community Engagement												

	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013
	Opportunities to participate in community matters	NA	56%	58%	58%		56%	Similar	NA	Lower	Similar
Opportunities to volunteer	NA	73%	70%	75%	66%	Lower	NA	Similar	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013
	Services provided by the City and County of Honolulu	71%	45%	53%	53%		40%	Lower	Much lower	Much lower	Much lower
Customer service	67%	65%	60%	63%	37%	Lower	Much lower	Much lower	Much lower	Much lower	
Value of services for taxes paid	68%	33%	35%	33%	24%	Lower	Much lower	Much lower	Much lower	Lower	
Overall direction	76%	29%	32%	30%	25%	Similar	Much lower	Much lower	Much lower	Much lower	
Welcoming citizen involvement	81%	33%	37%	35%	30%	Similar	Much lower	Much lower	Much lower	Lower	
Confidence in the City and County of Honolulu government	NA	NA	NA	NA	23%	NA	NA	NA	NA	Lower	
Acting in the best interest of the community	NA	NA	NA	NA	25%	NA	NA	NA	NA	Lower	
Being honest	NA	NA	NA	NA	24%	NA	NA	NA	NA	Much lower	
Treating all residents fairly	NA	NA	NA	NA	22%	NA	NA	NA	NA	Much lower	
Services provided by the Federal Government	NA	48%	48%	54%	36%	Lower	Much higher	Much higher	Much higher	Similar	

Table 4: Governance by Facet

	Percent rating positively (e.g., excellent/good)					2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013
	Police	74%	64%	63%	64%		53%	Lower	Much lower	Much lower	Much lower
Fire	92%	91%	89%	89%	85%	Similar	Similar	Similar	Similar	Similar	
Ambulance/EMS	84%	90%	86%	86%	85%	Similar	Similar	Similar	Similar	Similar	
Safety						Much lower	Similar	Similar	Lower	Similar	

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	Percent rating positively (e.g., excellent/good)					2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013
	Crime prevention	NA	44%	42%	42%	37%	Similar	Much lower	Much lower	Much lower	Lower
	Fire prevention	74%	67%	70%	72%	68%	Similar	Much lower	Much lower	Much lower	Similar
	Animal control	NA	40%	37%	39%	28%	Lower	Much lower	Much lower	Much lower	Much lower
	Emergency preparedness	NA	57%	67%	60%	58%	Similar	Similar	Higher	Similar	Similar
	Traffic enforcement	52%	40%	42%	35%	33%	Similar	Lower	Much lower	Much lower	Much lower
	Street repair	27%	13%	13%	17%	11%	Similar	Much lower	Much lower	Much lower	Much lower
	Street cleaning	NA	27%	30%	27%	20%	Lower	NA	Much lower	Much lower	Much lower
	Street lighting	76%	41%	46%	40%	37%	Similar	Much higher	Much lower	Much lower	Lower
	Sidewalk maintenance	53%	28%	26%	26%	20%	Similar	NA	Much lower	Much lower	Much lower
	Traffic signal timing	46%	37%	35%	30%	25%	Similar	Lower	Much lower	Much lower	Lower
Mobility	Bus or transit services	77%	67%	68%	58%	62%	Similar	Much higher	Much higher	Higher	Similar
	Garbage collection	83%	73%	76%	73%	72%	Similar	Lower	Lower	Much lower	Similar
	Recycling	NA	70%	63%	63%	63%	Similar	NA	Lower	Much lower	Lower
	Yard waste pick-up	67%	64%	65%	64%	64%	Similar	Lower	Lower	Much lower	Similar
	Drinking water	84%	75%	74%	72%	74%	Similar	Much higher	Much higher	Higher	Similar
	Natural areas preservation	NA	39%	49%	39%	31%	Lower	Much lower	Much lower	Much lower	Lower
Natural Environment	Open space	NA	NA	NA	NA	26%	NA	NA	NA	NA	Much lower
	Storm drainage	46%	51%	50%	47%	45%	Similar	Lower	Lower	Much lower	Lower
	Sewer services	48%	57%	59%	59%	57%	Similar	Much lower	Much lower	Much lower	Lower
	Power utility	NA	NA	NA	NA	50%	NA	NA	NA	NA	Lower
Built Environment	Utility billing	NA	NA	NA	NA	37%	NA	NA	NA	NA	Much lower

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	Percent rating positively (e.g., excellent/good)										2013 compared to 2012	Comparison to benchmark					
	2010					2011						2012	2013	2010	2011	2012	2013
	2006	2010	2011	2012	2013	2006	2010	2011	2012	2013							
Economy	Land use, planning and zoning	36%	21%	29%	24%	16%	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Code enforcement	49%	22%	28%	19%	18%	Similar	Much lower	Much lower	Much lower	Much lower	Similar	Much lower	Much lower	Much lower	Much lower	Much lower
	Cable television	NA	NA	NA	NA	47%	NA	NA	NA	NA	47%	NA	NA	NA	NA	NA	Similar
Recreation and Wellness	Economic development	49%	24%	27%	30%	22%	Lower	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Lower
	City and County parks	70%	54%	60%	52%	49%	Similar	Much lower	Much lower	Much lower	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Recreation programs	70%	54%	56%	56%	44%	Lower	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Lower
Community Engagement	Recreation centers	NA	45%	52%	50%	40%	Lower	NA	NA	40%	Lower	NA	Much lower	Much lower	Much lower	Much lower	Lower
	Health services	NA	NA	NA	NA	49%	NA	NA	NA	49%	NA	NA	NA	NA	NA	NA	Similar
	Public information	62%	41%	47%	42%	40%	Similar	Much lower	Much lower	Much lower	Similar	Similar	Much lower	Much lower	Much lower	Much lower	Lower

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2013 compared to 2012	Comparison to benchmark						
	2010			2011				2012	2013	2006	2010	2011	2012	2013
	2006	2010	2011	2012	2013	2006								
Sense of community	NA	54%	50%	61%	51%	Lower	Lower	NA	Lower	Lower	Lower	Similar	Similar	
	NA	66%	63%	65%	68%	Similar	Similar	NA	Much lower	Much lower	Much lower	Much lower	Lower	
	NA	80%	73%	78%	77%	Similar	Similar	NA	Higher	Lower	Lower	Similar	Similar	
Contacted the City	NA	47%	40%	44%	43%	Similar	Similar	NA	Much lower	Much lower	Much lower	Much lower	Similar	

Table 6: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2013 compared to 2012	Comparison to benchmark						
	2010			2011				2012	2013	2006	2010	2011	2012	2013
	2006	2010	2011	2012	2013	2006								
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	NA	NA	NA	NA	NA	NA	Much higher	
	Did NOT report a crime	NA	NA	NA	NA	73%	NA	NA	NA	NA	NA	NA	Similar	
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	Lower	NA	Similar	Lower	Lower	Similar	Similar	

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013		2006	2010	2011	2012	2013
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	57%	NA	NA	NA	NA	Similar
	Conserved water	NA	NA	NA	NA	87%	NA	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	NA	NA	78%	NA	NA	NA	NA	Similar
Natural Environment	Recycled at home	NA	90%	89%	90%	89%	Similar	Much higher	Much higher	Much higher	Similar
	Did NOT observe a code violation	NA	NA	NA	NA	41%	NA	NA	NA	NA	Lower
Built Environment	NOT under housing cost stress	NA	46%	39%	41%	48%	Similar	Much lower	Much lower	Much lower	Lower
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	NA	NA	NA	NA	Similar
	Economy will have positive impact on income	NA	20%	16%	19%	25%	Similar	Higher	Similar	Similar	Similar
Economy	Work in Honolulu	NA	NA	NA	NA	67%	NA	NA	NA	NA	Much higher
	Used City recreation centers	NA	57%	52%	57%	56%	Similar	Similar	Lower	Similar	Similar
	Visited a City or County park	NA	87%	86%	87%	86%	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	NA	NA	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	NA	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	NA	NA	59%	NA	NA	NA	NA	Similar
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	Similar	Lower	Similar	Much lower	Similar
	Attended a City or County-sponsored event	NA	NA	NA	NA	44%	NA	NA	NA	NA	Lower
Education and Enrichment	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	NA	NA	NA	NA	Similar
	Contacted City elected officials	NA	NA	NA	NA	25%	NA	NA	NA	NA	Similar
	Volunteered	NA	48%	50%	53%	42%	Lower	Higher	Much higher	Much higher	Similar
Community Engagement	Participated in a club	NA	32%	36%	30%	39%	Higher	Similar	Higher	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	89%	NA	NA	NA	NA	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2013 compared to 2012	Comparison to benchmark				
	2006	2010	2011	2012	2013	2006		2010	2011	2012	2013	
	Done a favor for a neighbor	NA	NA	NA	NA	75%		NA	NA	NA	NA	Similar
Attended a local public meeting	NA	25%	21%	24%	19%	Similar	Lower	Much lower	Similar	Similar		
Watched a local public meeting	NA	59%	47%	56%	43%	Lower	Much higher	Much higher	Much higher	Similar		
Read or watched local news	NA	NA	NA	NA	93%	NA	NA	NA	NA	Similar		
Voted in local elections	NA	65%	63%	69%	77%	Higher	Much lower	Much lower	Lower	Similar		

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Technical Appendices

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Appendix A: Complete Survey Responses

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

Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Honolulu:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	19% N=66	58% N=201	18% N=62	6% N=20	100% N=349
Your neighborhood as a place to live	25% N=89	49% N=170	22% N=78	3% N=12	100% N=350
Honolulu as a place to raise children	12% N=39	51% N=167	28% N=94	9% N=30	100% N=330
Honolulu as a place to work	8% N=26	44% N=147	37% N=125	11% N=38	100% N=335
Honolulu as a place to visit	39% N=134	45% N=152	12% N=41	4% N=14	100% N=341
Honolulu as a place to retire	18% N=59	34% N=111	28% N=90	20% N=66	100% N=326
The overall quality of life in Honolulu	12% N=43	59% N=206	24% N=83	5% N=17	100% N=350

Table 2: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	6% N=21	58% N=202	30% N=104	7% N=23	100% N=349
Overall ease of getting to the places you usually have to visit	6% N=20	36% N=126	40% N=141	18% N=62	100% N=350
Quality of overall natural environment in Honolulu	15% N=51	50% N=171	28% N=94	8% N=27	100% N=343
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=17	29% N=101	44% N=155	22% N=77	100% N=350
Health and wellness opportunities in Honolulu	16% N=55	50% N=170	26% N=89	8% N=26	100% N=340
Overall opportunities for education and enrichment	6% N=19	38% N=127	38% N=127	18% N=59	100% N=333
Overall economic health of Honolulu	3% N=10	29% N=99	52% N=176	15% N=51	100% N=336
Sense of community	7% N=24	44% N=146	41% N=137	7% N=24	100% N=330
Overall image or reputation of Honolulu	6% N=22	53% N=181	34% N=116	7% N=23	100% N=342

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Honolulu to someone who asks	15% N=51	53% N=182	18% N=61	14% N=48	100% N=342
Remain in Honolulu for the next five years	50% N=166	28% N=93	11% N=36	12% N=39	100% N=334

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	52% N=184	40% N=140	5% N=18	2% N=6	0% N=2	100% N=350
In Honolulu’s downtown/commercial area during the day	18% N=59	53% N=180	17% N=57	9% N=29	3% N=11	100% N=337

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Table 5: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Traffic flow on major streets	1% N=2	9% N=32	31% N=107	59% N=208	100% N=349
Ease of public parking	1% N=2	6% N=21	42% N=145	51% N=175	100% N=343
Ease of travel by car in Honolulu	1% N=3	14% N=48	46% N=158	39% N=132	100% N=340
Ease of travel by public transportation in Honolulu	8% N=22	34% N=94	40% N=110	19% N=52	100% N=278
Ease of travel by bicycle in Honolulu	5% N=11	13% N=31	35% N=82	47% N=112	100% N=237
Ease of walking in Honolulu	9% N=32	36% N=121	44% N=150	11% N=37	100% N=341
Availability of paths and walking trails	5% N=16	32% N=94	37% N=110	26% N=78	100% N=298
Air quality	21% N=73	48% N=167	26% N=89	5% N=19	100% N=348
Cleanliness of Honolulu	4% N=15	38% N=134	40% N=141	17% N=60	100% N=350
Overall appearance of Honolulu	5% N=17	46% N=157	40% N=136	10% N=35	100% N=344
Public places where people want to spend time	6% N=20	38% N=130	39% N=133	16% N=56	100% N=339
Variety of housing options	2% N=7	17% N=57	37% N=122	43% N=142	100% N=328
Availability of affordable quality housing	1% N=3	8% N=25	26% N=81	66% N=208	100% N=316
Fitness opportunities (including exercise classes and paths or trails, etc.)	15% N=48	31% N=101	42% N=139	12% N=40	100% N=328
Recreational opportunities	17% N=58	39% N=132	36% N=119	8% N=27	100% N=335
Availability of affordable quality food	8% N=29	32% N=112	35% N=123	24% N=85	100% N=349
Availability of affordable quality health care	8% N=28	36% N=118	38% N=124	18% N=60	100% N=331
Availability of preventive health services	7% N=21	39% N=118	40% N=121	14% N=43	100% N=303
Availability of affordable quality mental health care	5% N=12	24% N=55	40% N=91	30% N=68	100% N=226

Table 6: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Availability of affordable quality child care/preschool	4% N=9	19% N=45	45% N=108	33% N=80	100% N=242
Opportunities to attend cultural/arts/music activities	13% N=41	38% N=120	40% N=128	9% N=29	100% N=319
Opportunities to participate in religious or spiritual events and activities	18% N=50	50% N=136	28% N=77	4% N=10	100% N=274
Employment opportunities	3% N=9	21% N=68	40% N=128	36% N=114	100% N=319
Shopping opportunities	26% N=88	38% N=131	29% N=101	7% N=23	100% N=342
Cost of living in Honolulu	1% N=4	4% N=16	22% N=77	72% N=250	100% N=347
Overall quality of business and service establishments in Honolulu	3% N=10	39% N=131	47% N=156	11% N=36	100% N=333
Vibrant downtown/commercial area	4% N=12	28% N=91	52% N=168	16% N=51	100% N=323
Overall quality of new development in Honolulu	4% N=11	26% N=81	49% N=154	22% N=69	100% N=314
Opportunities to participate in social events and activities	10% N=33	40% N=131	43% N=141	8% N=26	100% N=332
Opportunities to volunteer	18% N=53	48% N=142	31% N=93	3% N=9	100% N=298
Opportunities to participate in community matters	11% N=32	45% N=130	39% N=114	5% N=15	100% N=291
Openness and acceptance of the community toward people of diverse backgrounds	11% N=37	46% N=151	31% N=104	12% N=39	100% N=332
Neighborhoodness of Honolulu	8% N=26	45% N=148	40% N=133	7% N=23	100% N=330

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total
Made efforts to conserve water	13%	N=46	87%	N=304	100% N=349
Made efforts to make your home more energy efficient	22%	N=78	78%	N=271	100% N=349
Observed a code violation or other hazard in Honolulu	41%	N=142	59%	N=204	100% N=345
Household member was a victim of a crime	82%	N=287	18%	N=61	100% N=348
Reported a crime to the police	73%	N=253	27%	N=93	100% N=347
Stocked supplies in preparation for an emergency	38%	N=133	62%	N=214	100% N=347
Campaigned or advocated for an issue, cause or candidate	74%	N=255	26%	N=91	100% N=346
Contacted the City (in-person, phone, email or web) for help or information	57%	N=198	43%	N=149	100% N=348
Contacted City elected officials (in-person, phone, email or web) to express your opinion	75%	N=262	25%	N=85	100% N=348

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
Used City recreation centers or their services	12%	N=43	14%	N=47	30%	N=103	44%	N=154	100% N=348
Visited a neighborhood park or City and County park	18%	N=61	29%	N=100	39%	N=136	14%	N=50	100% N=347
Participated in religious or spiritual activities in Honolulu	9%	N=30	18%	N=63	18%	N=62	54%	N=185	100% N=340
Attended a City and County-sponsored event	1%	N=3	4%	N=15	38%	N=132	56%	N=193	100% N=344
Used TheBus, Handi-Van or other public transportation instead of driving	19%	N=65	10%	N=36	13%	N=47	58%	N=202	100% N=349
Carpooled with other adults or children instead of driving alone	16%	N=56	16%	N=56	19%	N=67	48%	N=167	100% N=346
Walked or biked instead of driving	20%	N=71	18%	N=61	19%	N=66	43%	N=149	100% N=347
Volunteered your time to some group/activity in Honolulu	8%	N=29	10%	N=36	23%	N=80	58%	N=203	100% N=347
Participated in a club	8%	N=28	15%	N=51	17%	N=57	61%	N=210	100% N=346
Talked to or visited with your immediate neighbors	33%	N=114	33%	N=117	23%	N=80	11%	N=38	100% N=348
Done a favor for a neighbor	17%	N=59	19%	N=65	39%	N=136	25%	N=88	100% N=349

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
Attended a local public meeting	0%	N=1	2%	N=6	17%	N=59	81%	N=279	100% N=345
Watched (online or on television) a local public meeting	3%	N=11	13%	N=44	27%	N=92	57%	N=196	100% N=343

Table 10: Question 10

Please rate the quality of each of the following services in Honolulu:	Excellent		Good		Fair		Poor		Total
Police services	12%	N=38	41%	N=130	32%	N=101	16%	N=49	100% N=319
Fire services	28%	N=88	56%	N=175	14%	N=44	1%	N=4	100% N=311
Ambulance or emergency medical services	26%	N=73	59%	N=169	14%	N=39	2%	N=4	100% N=285
Crime prevention	4%	N=11	33%	N=99	43%	N=128	20%	N=59	100% N=297
Fire prevention and education	13%	N=35	55%	N=150	29%	N=78	4%	N=10	100% N=274
Traffic enforcement	5%	N=16	28%	N=88	37%	N=114	30%	N=95	100% N=313
Street repair	2%	N=6	9%	N=31	23%	N=77	66%	N=223	100% N=338

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Please rate the quality of each of the following services in Honolulu:		Excellent	Good	Fair	Poor	Total
Street cleaning		3% N=9	17% N=55	42% N=138	38% N=125	100% N=327
Street lighting		5% N=17	32% N=109	39% N=133	23% N=79	100% N=338
Sidewalk maintenance		2% N=7	18% N=60	42% N=140	38% N=125	100% N=330
Traffic signal timing		4% N=13	22% N=72	44% N=146	31% N=103	100% N=333
Bus or transit services		15% N=40	47% N=125	29% N=76	9% N=23	100% N=265
Garbage collection		19% N=65	53% N=176	24% N=81	3% N=11	100% N=333
Recycling		16% N=51	48% N=154	27% N=86	10% N=32	100% N=323
Yard waste pick-up		14% N=38	50% N=139	24% N=68	12% N=32	100% N=277
Storm drainage		4% N=12	41% N=112	38% N=105	17% N=47	100% N=276
Drinking water		26% N=90	48% N=161	19% N=64	7% N=24	100% N=338
Sewer services		10% N=28	47% N=137	33% N=95	10% N=29	100% N=289
Power (electric and/or gas) utility		9% N=28	41% N=136	34% N=112	16% N=54	100% N=330
Utility billing		5% N=15	32% N=102	39% N=124	24% N=75	100% N=316
City and County parks		8% N=26	41% N=134	40% N=129	11% N=35	100% N=324
Recreation programs or classes		9% N=21	35% N=82	49% N=116	7% N=18	100% N=237
Recreation centers or facilities		6% N=15	34% N=82	49% N=117	11% N=26	100% N=240
Land use, planning and zoning		2% N=5	14% N=36	46% N=116	38% N=95	100% N=252
Code enforcement (weeds, abandoned buildings, etc.)		1% N=3	16% N=40	41% N=104	41% N=102	100% N=249
Animal control		3% N=7	26% N=67	40% N=104	31% N=81	100% N=259
Economic development		2% N=7	20% N=54	52% N=145	26% N=71	100% N=276
Health services		7% N=19	42% N=126	43% N=128	8% N=24	100% N=298
Public information services		4% N=12	36% N=104	49% N=143	11% N=32	100% N=290
Cable television		8% N=24	39% N=116	37% N=109	15% N=45	100% N=294
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		13% N=41	45% N=139	34% N=107	8% N=24	100% N=311
Preservation of natural areas such as open space, farmlands and greenbelts		4% N=12	27% N=81	40% N=119	29% N=85	100% N=297
Honolulu open space		3% N=9	23% N=68	41% N=121	33% N=99	100% N=296
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)		4% N=14	33% N=103	48% N=151	15% N=48	100% N=316
Satellite City Halls		7% N=21	37% N=112	43% N=128	13% N=40	100% N=301
Neighborhood Boards		5% N=10	33% N=65	50% N=97	12% N=23	100% N=195

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?		Excellent	Good	Fair	Poor	Total
The City and County of Honolulu		5% N=15	36% N=116	46% N=148	14% N=45	100% N=325
The Federal Government		4% N=12	33% N=100	42% N=131	21% N=65	100% N=309
The State Government		3% N=9	31% N=95	46% N=140	20% N=63	100% N=306

Table 12: Question 12

Please rate the following categories of the City and County of Honolulu government performance:		Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to the City and County of Honolulu		2% N=5	22% N=67	45% N=138	32% N=98	100% N=309
The overall direction that the City and County of Honolulu is taking		2% N=5	23% N=68	45% N=136	30% N=90	100% N=299
The job the City and County of Honolulu government does at welcoming citizen involvement		2% N=6	28% N=75	49% N=131	21% N=57	100% N=269

Please rate the following categories of the City and County of Honolulu government performance:						
	Excellent	Good	Fair	Poor	Total	
Overall confidence in the City and County of Honolulu government	2% N=6	21% N=69	45% N=144	32% N=103	100%	N=322
Generally acting in the best interest of the community	2% N=6	23% N=73	47% N=150	28% N=88	100%	N=316
Being honest	2% N=7	22% N=66	40% N=120	36% N=108	100%	N=301
Treating all residents fairly	2% N=5	21% N=62	43% N=129	34% N=102	100%	N=297

Table 13: Question 13a

Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes, fees or fares:						
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total	
Preserving open space and agricultural land	50% N=161	42% N=136	6% N=19	2% N=8	100%	N=324
Extending the planned rail transit route to the University of Hawaii at Manoa	40% N=127	32% N=103	11% N=35	17% N=53	100%	N=318
Increasing efforts to effectively address bicycle and pedestrian safety	58% N=198	33% N=111	4% N=15	4% N=15	100%	N=339
Increasing efforts to reduce property crimes in my neighborhood	63% N=215	31% N=106	2% N=7	4% N=14	100%	N=342
Increasing efforts to reduce drug activity in my neighborhood	68% N=218	25% N=79	2% N=5	6% N=19	100%	N=321

Table 14: Question 13b

To what degree, if at all, are the following problems in the City and County of Honolulu?						
	Not a problem	Minor problem	Moderate problem	Major problem	Total	
Abuse of bulky item pick-up system	14% N=39	36% N=102	30% N=85	19% N=54	100%	N=281
Lack of parking	3% N=10	16% N=54	38% N=133	43% N=148	100%	N=345
Pedestrian safety	7% N=25	23% N=79	32% N=108	37% N=128	100%	N=340
Bicycle safety	5% N=17	21% N=67	36% N=114	38% N=123	100%	N=321
Homeless and/or homelessness	1% N=4	6% N=20	14% N=49	79% N=275	100%	N=348
Cutbacks in animal control services	8% N=22	23% N=66	38% N=105	31% N=88	100%	N=281
Changes to TheBus routes, scheduling, overcrowding	9% N=24	23% N=60	44% N=113	24% N=61	100%	N=258
Handi-Van scheduling, delays, overcrowding, vehicle maintenance	16% N=26	26% N=42	33% N=54	25% N=40	100%	N=163
Board of Water Supply efforts to correct water billing issues in a timely manner	10% N=25	20% N=48	25% N=60	45% N=111	100%	N=244
Property crime in my neighborhood	10% N=33	29% N=92	40% N=126	20% N=64	100%	N=315
Drug activity in my neighborhood	18% N=53	27% N=79	31% N=93	24% N=69	100%	N=295
Ease of Satellite City Hall transactions	20% N=60	30% N=90	33% N=98	17% N=50	100%	N=298
Waiting lines at Satellite City Halls	14% N=42	26% N=80	28% N=85	32% N=99	100%	N=306

Table 15: Question 13c

How important, if at all, are the following issues for the City to address in the next two years?						
	Essential	Very important	Somewhat important	Not at all important	Total	
Traffic congestion	63% N=219	30% N=103	7% N=24	0% N=2	100%	N=348
Extending the planned rail transit route to the University of Hawaii at Manoa	27% N=85	27% N=85	26% N=84	20% N=65	100%	N=318
More affordable housing	46% N=154	33% N=110	18% N=58	3% N=10	100%	N=332
Homeless and/or homelessness	53% N=177	34% N=113	10% N=34	3% N=10	100%	N=335
Impact of Kakaako development plans on city services and traffic congestion	37% N=115	37% N=115	21% N=65	5% N=14	100%	N=310
Impact of Central Oahu development plans on city services and traffic congestion	43% N=138	36% N=115	18% N=58	4% N=13	100%	N=323
Addressing traffic congestion, lack of parking and pedestrian safety on the North Shore	35% N=112	29% N=93	27% N=87	8% N=25	100%	N=316

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Table 16: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total
	6%	N=19	6%	N=19	11%	N=38	29%	N=101	49%	N=170	
Recycle at home	4%	N=13	4%	N=14	18%	N=61	43%	N=147	31%	N=107	100% N=343
Purchase goods or services from a business located in Honolulu	4%	N=12	12%	N=41	37%	N=129	28%	N=98	19%	N=67	100% N=347
Eat at least 5 portions of fruits and vegetables a day	5%	N=16	12%	N=42	31%	N=107	30%	N=105	22%	N=77	100% N=347
Participate in moderate or vigorous physical activity	3%	N=12	4%	N=13	16%	N=56	30%	N=105	47%	N=162	100% N=347
Read or watch local news (via television, paper, computer, etc.)	18%	N=64	4%	N=14	8%	N=29	16%	N=54	53%	N=183	100% N=344
Vote in local elections											

Table 17: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=64
Very good	41%	N=142
Good	28%	N=96
Fair	10%	N=36
Poor	3%	N=9
Total	100%	N=348

Table 18: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=12
Somewhat positive	22%	N=75
Neutral	45%	N=154
Somewhat negative	25%	N=85
Very negative	5%	N=18
Total	100%	N=344

Table 19: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=211
Working part time for pay	5%	N=16
Unemployed, looking for paid work	6%	N=21
Unemployed, not looking for paid work	6%	N=20
Fully retired	21%	N=73
Total	100%	N=340

Table 20: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	63%	N=205
Yes, from home	4%	N=15
No	33%	N=108
Total	100%	N=327

Table 21: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	8%	N=28
2 to 5 years	9%	N=30
6 to 10 years	4%	N=15
11 to 20 years	9%	N=30
More than 20 years	70%	N=244
Total	100%	N=347

Table 22: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=172
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=153
Other	6%	N=22
Total	100%	N=347

Table 23: Question D8

Is this house or apartment...	Percent	Number
Rented	44%	N=150
Owned	56%	N=195
Total	100%	N=345

Table 24: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=16
\$300 to \$599 per month	9%	N=31
\$600 to \$999 per month	11%	N=37
\$1,000 to \$1,499 per month	25%	N=85
\$1,500 to \$2,499 per month	24%	N=83
\$2,500 or more per month	26%	N=88
Total	100%	N=342

Table 25: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=235
Yes	31%	N=108
Total	100%	N=343

Table 26: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	68%	N=232
Yes	32%	N=111
Total	100%	N=342

Table 27: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=56
\$25,000 to \$49,999	20%	N=68
\$50,000 to \$99,999	29%	N=98
\$100,000 to \$149,999	22%	N=73
\$150,000 or more	12%	N=38
Total	100%	N=334

Table 28: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=314
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=26
Total	100%	N=340

Table 29: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=8
Black or African American	1%	N=3
White	37%	N=129
Other	6%	N=21
Native Hawaiian or other Pacific Islander	18%	N=61
Asian	57%	N=197

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

Table 30: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=19
25 to 34 years	24%	N=84
35 to 44 years	14%	N=50
45 to 54 years	19%	N=66
55 to 64 years	15%	N=53
65 to 74 years	12%	N=41
75 years or older	10%	N=33
Total	100%	N=345

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Table 31: Question D16

What is your sex?	Percent	Number
Female	50%	N=172
Male	50%	N=170
Total	100%	N=342

Table 32: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	56%	N=193
Land line	20%	N=69
Both	24%	N=83
Total	100%	N=345

Responses including “don’t know”

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

Table 33: Question 1

Please rate each of the following aspects of quality of life in Honolulu:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	19% N=66	58% N=201	18% N=62	6% N=20	0% N=0	100% N=350
Your neighborhood as a place to live	25% N=89	49% N=170	22% N=78	3% N=12	0% N=0	100% N=350
Honolulu as a place to raise children	11% N=39	48% N=167	27% N=94	9% N=30	5% N=17	100% N=347
Honolulu as a place to work	7% N=26	43% N=147	36% N=125	11% N=38	2% N=9	100% N=343
Honolulu as a place to visit	39% N=134	44% N=152	12% N=41	4% N=14	1% N=4	100% N=345
Honolulu as a place to retire	17% N=59	33% N=111	27% N=90	19% N=66	4% N=14	100% N=340
The overall quality of life in Honolulu	12% N=43	59% N=206	24% N=83	5% N=17	0% N=0	100% N=350

Table 34: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	6% N=21	58% N=202	30% N=104	7% N=23	0% N=1	100% N=350
Overall ease of getting to the places you usually have to visit	6% N=20	36% N=126	40% N=141	18% N=62	0% N=0	100% N=350
Quality of overall natural environment in Honolulu	15% N=51	50% N=171	27% N=94	8% N=27	0% N=1	100% N=344
Overall “built environment” of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=17	29% N=101	44% N=155	22% N=77	0% N=1	100% N=351
Health and wellness opportunities in Honolulu	16% N=55	49% N=170	26% N=89	7% N=26	3% N=9	100% N=350
Overall opportunities for education and enrichment	6% N=19	36% N=127	37% N=127	17% N=59	5% N=16	100% N=348
Overall economic health of Honolulu	3% N=10	28% N=99	51% N=176	15% N=51	3% N=11	100% N=347
Sense of community	7% N=24	42% N=146	40% N=137	7% N=24	4% N=14	100% N=345
Overall image or reputation of Honolulu	6% N=22	52% N=181	33% N=116	7% N=23	2% N=6	100% N=348

Table 35: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Honolulu to someone who asks	15% N=51	52% N=182	17% N=61	14% N=48	2% N=5	100% N=348
Remain in Honolulu for the next five years	48% N=166	27% N=93	10% N=36	11% N=39	3% N=9	100% N=343

Table 36: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	52% N=184	40% N=140	5% N=18	2% N=6	0% N=2	0% N=0	100% N=350
In Honolulu’s downtown/commercial area during the day	17% N=59	52% N=180	16% N=57	8% N=29	3% N=11	3% N=10	100% N=347

Table 37: Question 5

County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	1% N=2	9% N=32	31% N=107	59% N=208	0% N=0	100% N=349
Ease of public parking	1% N=2	6% N=21	41% N=145	50% N=175	2% N=7	100% N=350
Ease of travel by car in Honolulu	1% N=3	14% N=48	46% N=158	38% N=132	2% N=6	100% N=346
Ease of travel by public transportation in Honolulu	6% N=22	27% N=94	32% N=110	15% N=52	20% N=69	100% N=346
Ease of travel by bicycle in Honolulu	3% N=11	9% N=31	24% N=82	33% N=112	31% N=108	100% N=345
Ease of walking in Honolulu	9% N=32	35% N=121	44% N=150	11% N=37	1% N=4	100% N=345
Availability of paths and walking trails	5% N=16	27% N=94	32% N=110	22% N=78	14% N=49	100% N=347
Air quality	21% N=73	48% N=167	26% N=89	5% N=19	0% N=1	100% N=349
Cleanliness of Honolulu	4% N=15	38% N=134	40% N=141	17% N=60	0% N=1	100% N=351
Overall appearance of Honolulu	5% N=17	45% N=157	39% N=136	10% N=35	1% N=4	100% N=348
Public places where people want to spend time	6% N=20	38% N=130	38% N=133	16% N=56	2% N=8	100% N=347
Variety of housing options	2% N=7	16% N=57	35% N=122	41% N=142	5% N=18	100% N=346
Availability of affordable quality housing	1% N=3	7% N=25	23% N=81	60% N=208	9% N=31	100% N=347
Fitness opportunities (including exercise classes and paths or trails, etc.)	14% N=48	29% N=101	40% N=139	11% N=40	6% N=22	100% N=350
Recreational opportunities	17% N=58	38% N=132	34% N=119	8% N=27	4% N=14	100% N=349
Availability of affordable quality food	8% N=29	32% N=112	35% N=123	24% N=85	0% N=1	100% N=350
Availability of affordable quality health care	8% N=28	34% N=118	36% N=124	17% N=60	6% N=20	100% N=350
Availability of preventive health services	6% N=21	34% N=118	35% N=121	13% N=43	12% N=41	100% N=344
Availability of affordable quality mental health care	4% N=12	16% N=55	26% N=91	19% N=68	35% N=124	100% N=350

Table 38: Question 6

County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Availability of affordable quality child care/preschool	3% N=9	13% N=45	31% N=108	23% N=80	30% N=105	100% N=346
Opportunities to attend cultural/arts/music activities	12% N=41	35% N=120	37% N=128	8% N=29	8% N=26	100% N=345
Opportunities to participate in religious or spiritual events and activities	15% N=50	39% N=136	22% N=77	3% N=10	21% N=73	100% N=346
Employment opportunities	2% N=9	20% N=68	37% N=128	33% N=114	8% N=28	100% N=347
Shopping opportunities	26% N=88	38% N=131	29% N=101	7% N=23	0% N=0	100% N=342
Cost of living in Honolulu	1% N=4	4% N=16	22% N=77	71% N=250	1% N=3	100% N=350
Overall quality of business and service establishments in Honolulu	3% N=10	38% N=131	45% N=156	11% N=36	3% N=11	100% N=344
Vibrant downtown/commercial area	4% N=12	26% N=91	49% N=168	15% N=51	7% N=23	100% N=345
Overall quality of new development in Honolulu	3% N=11	23% N=81	44% N=154	20% N=69	9% N=32	100% N=347
Opportunities to participate in social events and activities	9% N=33	38% N=131	41% N=141	7% N=26	5% N=16	100% N=348
Opportunities to volunteer	15% N=53	41% N=142	27% N=93	3% N=9	14% N=49	100% N=347
Opportunities to participate in community matters	9% N=32	39% N=130	34% N=114	4% N=15	14% N=46	100% N=338
Openness and acceptance of the community toward people of diverse backgrounds	11% N=37	44% N=151	30% N=104	11% N=39	4% N=15	100% N=348
Neighborhoodness of Honolulu	7% N=26	43% N=148	38% N=133	7% N=23	5% N=16	100% N=347

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Table 39: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total
	N	%	N	%	
Made efforts to conserve water	N=46	13%	N=304	87%	N=349
Made efforts to make your home more energy efficient	N=78	22%	N=271	78%	N=349
Observed a code violation or other hazard in Honolulu	N=142	41%	N=204	59%	N=345
Household member was a victim of a crime	N=287	82%	N=61	18%	N=348
Reported a crime to the police	N=253	73%	N=93	27%	N=347
Stocked supplies in preparation for an emergency	N=133	38%	N=214	62%	N=347
Campaigned or advocated for an issue, cause or candidate	N=255	74%	N=91	26%	N=346
Contacted the City (in-person, phone, email or web) for help or information	N=198	57%	N=149	43%	N=348
Contacted City elected officials (in-person, phone, email or web) to express your opinion	N=262	75%	N=85	25%	N=348

Table 40: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	N	%	N	%	N	%	N	%	
Used City recreation centers or their services	N=43	12%	N=47	14%	N=103	30%	N=154	44%	N=348
Visited a neighborhood park or City and County park	N=61	18%	N=100	29%	N=136	39%	N=50	14%	N=347
Participated in religious or spiritual activities in Honolulu	N=30	9%	N=63	18%	N=62	18%	N=185	54%	N=340
Attended a City and County-sponsored event	N=3	1%	N=15	4%	N=132	38%	N=193	56%	N=344
Used TheBus, Handi-Van or other public transportation instead of driving	N=65	19%	N=36	10%	N=47	13%	N=202	58%	N=349
Carpooled with other adults or children instead of driving alone	N=56	16%	N=56	16%	N=67	19%	N=167	48%	N=346
Walked or biked instead of driving	N=71	20%	N=61	18%	N=66	19%	N=149	43%	N=347
Volunteered your time to some group/activity in Honolulu	N=29	8%	N=36	10%	N=80	23%	N=203	58%	N=347
Participated in a club	N=28	8%	N=51	15%	N=57	17%	N=210	61%	N=346
Talked to or visited with your immediate neighbors	N=114	33%	N=117	33%	N=80	23%	N=38	11%	N=348
Done a favor for a neighbor	N=59	17%	N=65	19%	N=136	39%	N=88	25%	N=349

Table 41: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	N	%	N	%	N	%	N	%	
Attended a local public meeting	N=1	0%	N=6	2%	N=59	17%	N=279	81%	N=345
Watched (online or on television) a local public meeting	N=11	3%	N=44	13%	N=92	27%	N=196	57%	N=343

Table 42: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total
	N	%	N	%	N	%	N	%	N	%	
Police services	N=38	11%	N=130	38%	N=101	30%	N=49	14%	N=23	7%	N=341
Fire services	N=88	26%	N=175	51%	N=44	13%	N=4	1%	N=30	9%	N=341
Ambulance or emergency medical services	N=73	22%	N=169	50%	N=39	11%	N=4	1%	N=54	16%	N=339
Crime prevention	N=11	3%	N=99	29%	N=128	38%	N=59	17%	N=42	12%	N=339
Fire prevention and education	N=35	10%	N=150	44%	N=78	23%	N=10	3%	N=65	19%	N=338
Traffic enforcement	N=16	5%	N=88	26%	N=114	34%	N=95	28%	N=25	7%	N=337

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Please rate the quality of each of the following services in the City and County of Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N		
Street repair	2%	N=6	9%	N=31	23%	N=77	65%	N=223	1%	N=5	100%	N=343
Street cleaning	3%	N=9	16%	N=55	40%	N=138	37%	N=125	4%	N=15	100%	N=341
Street lighting	5%	N=17	32%	N=109	39%	N=133	23%	N=79	0%	N=1	100%	N=340
Sidewalk maintenance	2%	N=7	18%	N=60	41%	N=140	37%	N=125	2%	N=7	100%	N=338
Traffic signal timing	4%	N=13	21%	N=72	43%	N=146	30%	N=103	2%	N=7	100%	N=341
Bus or transit services	12%	N=40	37%	N=125	22%	N=76	7%	N=23	22%	N=76	100%	N=341
Garbage collection	19%	N=65	52%	N=176	24%	N=81	3%	N=11	2%	N=8	100%	N=341
Recycling	15%	N=51	45%	N=154	25%	N=86	9%	N=32	5%	N=16	100%	N=339
Yard waste pick-up	11%	N=38	41%	N=139	20%	N=68	9%	N=32	19%	N=65	100%	N=343
Storm drainage	4%	N=12	33%	N=112	31%	N=105	14%	N=47	18%	N=62	100%	N=338
Drinking water	26%	N=90	47%	N=161	19%	N=64	7%	N=24	1%	N=4	100%	N=342
Sewer services	8%	N=28	40%	N=137	28%	N=95	9%	N=29	15%	N=52	100%	N=341
Power (electric and/or gas) utility	8%	N=28	40%	N=136	33%	N=112	16%	N=54	4%	N=12	100%	N=342
Utility billing	4%	N=15	30%	N=102	36%	N=124	22%	N=75	7%	N=24	100%	N=340
City and County parks	8%	N=26	40%	N=134	38%	N=129	10%	N=35	5%	N=16	100%	N=340
Recreation programs or classes	6%	N=21	24%	N=82	34%	N=116	5%	N=18	30%	N=103	100%	N=340
Recreation centers or facilities	4%	N=15	24%	N=82	35%	N=117	8%	N=26	29%	N=98	100%	N=339
Land use, planning and zoning	2%	N=5	11%	N=36	34%	N=116	28%	N=95	26%	N=87	100%	N=339
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=3	12%	N=40	30%	N=104	30%	N=102	27%	N=91	100%	N=340
Animal control	2%	N=7	20%	N=67	31%	N=104	24%	N=81	24%	N=80	100%	N=339
Economic development	2%	N=7	16%	N=54	42%	N=145	21%	N=71	19%	N=64	100%	N=340
Health services	6%	N=19	37%	N=126	38%	N=128	7%	N=24	12%	N=41	100%	N=339
Public information services	4%	N=12	31%	N=104	42%	N=143	9%	N=32	14%	N=47	100%	N=337
Cable television	7%	N=24	34%	N=116	32%	N=109	13%	N=45	14%	N=46	100%	N=340
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=41	41%	N=139	31%	N=107	7%	N=24	9%	N=30	100%	N=341
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=12	24%	N=81	35%	N=119	25%	N=85	13%	N=44	100%	N=341
Honolulu open space	3%	N=9	20%	N=68	36%	N=121	29%	N=99	12%	N=39	100%	N=335
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	4%	N=14	30%	N=103	44%	N=151	14%	N=48	8%	N=26	100%	N=342
Satellite City Halls	6%	N=21	33%	N=112	37%	N=128	12%	N=40	12%	N=42	100%	N=342
Neighborhood Boards	3%	N=10	19%	N=65	29%	N=97	7%	N=23	43%	N=145	100%	N=340

Table 43: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N		
The City and County of Honolulu	5%	N=15	34%	N=116	43%	N=148	13%	N=45	5%	N=17	100%	N=341
The Federal Government	3%	N=12	29%	N=100	38%	N=131	19%	N=65	10%	N=33	100%	N=342
The State Government	3%	N=9	28%	N=95	41%	N=140	18%	N=63	10%	N=35	100%	N=341

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Table 44: Question 12

Please rate the following categories of the City and County of Honolulu government performance:		Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to the City and County of Honolulu		2% N=5	20% N=67	40% N=138	29% N=98	9% N=31	100% N=340
The overall direction that the City and County of Honolulu is taking		2% N=5	20% N=68	40% N=136	27% N=90	11% N=37	100% N=336
The job the City and County of Honolulu government does at welcoming citizen involvement		2% N=6	22% N=75	38% N=131	17% N=57	21% N=71	100% N=341
Overall confidence in the City and County of Honolulu government		2% N=6	20% N=69	43% N=144	31% N=103	4% N=14	100% N=336
Generally acting in the best interest of the community		2% N=6	22% N=73	44% N=150	26% N=88	7% N=25	100% N=341
Being honest		2% N=7	19% N=66	35% N=120	32% N=108	12% N=40	100% N=340
Treating all residents fairly		1% N=5	18% N=62	38% N=129	30% N=102	13% N=43	100% N=340

Table 45: Question 13a

Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes, fees or fares:		Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Preserving open space and agricultural land		47% N=161	39% N=136	5% N=19	2% N=8	6% N=22	100% N=346
Extending the planned rail transit route to the University of Hawaii at Manoa		37% N=127	30% N=103	10% N=35	15% N=53	8% N=28	100% N=346
Increasing efforts to effectively address bicycle and pedestrian safety		57% N=198	32% N=111	4% N=15	4% N=15	2% N=6	100% N=345
Increasing efforts to reduce property crimes in my neighborhood		62% N=215	31% N=106	2% N=7	4% N=14	1% N=4	100% N=346
Increasing efforts to reduce drug activity in my neighborhood		63% N=218	23% N=79	2% N=5	6% N=19	7% N=25	100% N=346

Table 46: Question 13b

To what degree, if at all, are the following problems in the City and County of Honolulu?		Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Abuse of bulky item pick-up system		11% N=39	30% N=102	25% N=85	16% N=54	18% N=62	100% N=343
Lack of parking		3% N=10	16% N=54	38% N=133	42% N=148	1% N=4	100% N=349
Pedestrian safety		7% N=25	23% N=79	31% N=108	37% N=128	2% N=8	100% N=349
Bicycle safety		5% N=17	19% N=67	33% N=114	35% N=123	8% N=27	100% N=349
Homeless and/or homelessness		1% N=4	6% N=20	14% N=49	79% N=275	1% N=2	100% N=350
Cutbacks in animal control services		6% N=22	19% N=66	31% N=105	26% N=88	18% N=61	100% N=342
Changes to TheBus routes, scheduling, overcrowding		7% N=24	17% N=60	32% N=113	17% N=61	26% N=92	100% N=350
Handi-Van scheduling, delays, overcrowding, vehicle maintenance		8% N=26	12% N=42	16% N=54	12% N=40	53% N=185	100% N=348
Board of Water Supply efforts to correct water billing issues in a timely manner		7% N=25	14% N=48	17% N=60	32% N=111	30% N=102	100% N=347
Property crime in my neighborhood		9% N=33	26% N=92	36% N=126	18% N=64	10% N=34	100% N=349
Drug activity in my neighborhood		15% N=53	23% N=79	27% N=93	20% N=69	15% N=53	100% N=348
Ease of Satellite City Hall transactions		17% N=60	26% N=90	28% N=98	14% N=50	15% N=52	100% N=350
Waiting lines at Satellite City Halls		12% N=42	23% N=80	24% N=85	28% N=99	12% N=43	100% N=350

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Table 47: Question 13c

How important, if at all, are the following issues for the City to address in the next two years?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Traffic congestion	63% N=219	29% N=103	7% N=24	0% N=2	0% N=1	100% N=349
Extending the planned rail transit route to the University of Hawaii at Manoa	24% N=85	24% N=85	24% N=84	19% N=65	8% N=29	100% N=347
More affordable housing	44% N=154	32% N=110	17% N=58	3% N=10	4% N=15	100% N=347
Homeless and/or homelessness	51% N=177	33% N=113	10% N=34	3% N=10	3% N=10	100% N=344
Impact of Kakaako development plans on city services and traffic congestion	33% N=115	33% N=115	19% N=65	4% N=14	11% N=40	100% N=350
Impact of Central Oahu development plans on city services and traffic congestion	39% N=138	33% N=115	17% N=58	4% N=13	7% N=25	100% N=349
Addressing traffic congestion, lack of parking and pedestrian safety on the North Shore	32% N=112	27% N=93	25% N=87	7% N=25	10% N=34	100% N=350

Table 48: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	6% N=19	6% N=19	11% N=38	29% N=101	49% N=170	100% N=347
Purchase goods or services from a business located in Honolulu	4% N=13	4% N=14	18% N=61	43% N=147	31% N=107	100% N=343
Eat at least 5 portions of fruits and vegetables a day	4% N=12	12% N=41	37% N=129	28% N=98	19% N=67	100% N=347
Participate in moderate or vigorous physical activity	5% N=16	12% N=42	31% N=107	30% N=105	22% N=77	100% N=347
Read or watch local news (via television, paper, computer, etc.)	3% N=12	4% N=13	16% N=56	30% N=105	47% N=162	100% N=347
Vote in local elections	18% N=64	4% N=14	8% N=29	16% N=54	53% N=183	100% N=344

Table 49: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=64
Very good	41%	N=142
Good	28%	N=96
Fair	10%	N=36
Poor	3%	N=9
Total	100%	N=348

Table 50: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=12
Somewhat positive	22%	N=75
Neutral	45%	N=154
Somewhat negative	25%	N=85
Very negative	5%	N=18
Total	100%	N=344

Table 51: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=211
Working part time for pay	5%	N=16
Unemployed, looking for paid work	6%	N=21
Unemployed, not looking for paid work	6%	N=20
Fully retired	21%	N=73
Total	100%	N=340

Table 52: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	63%	N=205
Yes, from home	4%	N=15
No	33%	N=108
Total	100%	N=327

Table 53: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	8%	N=28
2 to 5 years	9%	N=30
6 to 10 years	4%	N=15
11 to 20 years	9%	N=30
More than 20 years	70%	N=244
Total	100%	N=347

Table 54: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=172
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=153
Other	6%	N=22
Total	100%	N=347

Table 55: Question D8

Is this house or apartment...	Percent	Number
Rented	44%	N=150
Owned	56%	N=195
Total	100%	N=345

Table 56: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=16
\$300 to \$599 per month	9%	N=31
\$600 to \$999 per month	11%	N=37
\$1,000 to \$1,499 per month	25%	N=85
\$1,500 to \$2,499 per month	24%	N=83
\$2,500 or more per month	26%	N=88
Total	100%	N=342

Table 57: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=235
Yes	31%	N=108
Total	100%	N=343

Table 58: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	68%	N=232
Yes	32%	N=111
Total	100%	N=342

Table 59: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=56
\$25,000 to \$49,999	20%	N=68
\$50,000 to \$99,999	29%	N=98
\$100,000 to \$149,999	22%	N=73
\$150,000 or more	12%	N=38
Total	100%	N=334

Table 60: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=314
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=26
Total	100%	N=340

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Table 61: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=8
Black or African American	1%	N=3
White	37%	N=129
Other	6%	N=21
Native Hawaiian or other Pacific Islander	18%	N=61
Asian	57%	N=197

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

Table 62: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=19
25 to 34 years	24%	N=84
35 to 44 years	14%	N=50
45 to 54 years	19%	N=66
55 to 64 years	15%	N=53
65 to 74 years	12%	N=41
75 years or older	10%	N=33
Total	100%	N=345

Table 63: Question D16

What is your sex?	Percent	Number
Female	50%	N=172
Male	50%	N=170
Total	100%	N=342

Table 64: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	56%	N=193
Land line	20%	N=69
Both	24%	N=83
Total	100%	N=345

Appendix B: Benchmark Comparisons

Comparison Data

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 NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City and County of Honolulu chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities with populations over 300,000).

Interpreting the Results

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

In that final column, Honolulu’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Honolulu residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

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

National Benchmark Comparisons

Table 65: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	71%	331	404	18%	Similar
Overall image or reputation of Honolulu	59%	215	299	28%	Similar
Honolulu as a place to live	76%	286	333	14%	Lower
Your neighborhood as a place to live	74%	197	265	26%	Similar
Honolulu as a place to raise children	63%	285	330	14%	Lower
Honolulu as a place to retire	52%	259	313	17%	Similar
Overall appearance of Honolulu	50%	262	304	14%	Lower

Table 66: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	64%	99	111	11%	Lower
	In your neighborhood during the day	93%	218	301	28%	Similar
	In Honolulu's downtown/commercial area during the day	71%	246	258	5%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	42%	16	16	0%	Much lower
	Availability of paths and walking trails	37%	202	231	13%	Lower
	Ease of walking in Honolulu	45%	198	252	22%	Similar
	Ease of travel by bicycle in Honolulu	18%	256	259	1%	Much lower
	Ease of travel by public transportation in Honolulu	42%	41	59	31%	Similar
	Ease of travel by car in Honolulu	15%	260	260	0%	Much lower
	Ease of public parking	7%	10	10	0%	Much lower
Natural Environment	Traffic flow on major streets	10%	292	292	0%	Much lower
	Quality of overall natural environment in Honolulu	65%	174	233	25%	Similar
	Cleanliness of Honolulu	43%	220	235	6%	Lower
Built Environment	Air quality	69%	107	215	50%	Similar
	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	34%	14	14	0%	Lower
	Overall quality of new development in Honolulu	29%	237	247	4%	Lower
	Availability of affordable quality housing	9%	268	268	0%	Much lower
	Variety of housing options	19%	221	221	0%	Much lower
	Public places where people want to spend time	44%	11	12	9%	Lower
	Economy	Overall economic health of Honolulu	32%	14	17	19%
Vibrant downtown/commercial area		32%	7	12	45%	Similar
Overall quality of business and service establishments in Honolulu		42%	193	221	13%	Lower
Cost of living in Honolulu		6%	14	14	0%	Much lower
Shopping opportunities		64%	72	253	72%	Similar
Employment opportunities		24%	198	270	27%	Similar
Honolulu as a place to visit		84%	4	25	88%	Higher
Honolulu as a place to work		51%	211	300	30%	Similar

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	66%	10	14	31%	Similar
	Availability of affordable quality mental health care	30%	10	12	18%	Lower
	Availability of preventive health services	46%	141	173	19%	Similar
	Availability of affordable quality health care	44%	158	218	28%	Similar
	Availability of affordable quality food	40%	175	179	2%	Lower
	Recreational opportunities	57%	169	265	36%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	45%	14	14	0%	Lower
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	68%	144	175	18%	Similar
	Opportunities to attend cultural/arts/music activities	51%	128	266	52%	Similar
	Availability of affordable quality child care/preschool	23%	213	219	3%	Lower
Community Engagement	Opportunities to participate in social events and activities	50%	151	212	29%	Similar
	Neighborliness of Honolulu	53%	10	14	31%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	57%	177	249	29%	Similar
	Opportunities to participate in community matters	56%	142	220	36%	Similar
	Opportunities to volunteer	66%	155	223	31%	Similar

Table 67: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	40%	369	376	2%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	37%	321	322	0%	Much lower
Value of services for the taxes paid to the City and County of Honolulu	24%	352	355	1%	Lower
Overall direction that the City and County of Honolulu is taking	25%	283	290	2%	Much lower
Job the City and County of Honolulu government does at welcoming citizen involvement	30%	252	270	7%	Lower
Overall confidence in the City and County of Honolulu government	23%	15	15	0%	Lower
Generally acting in the best interest of the community	25%	14	14	0%	Lower
Being honest	24%	14	14	0%	Much lower
Treating all residents fairly	22%	14	14	0%	Much lower
Services provided by the Federal Government	36%	150	221	32%	Similar

Table 68: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	53%	369	375	2%	Lower
	Fire services	85%	287	317	9%	Similar
	Ambulance or emergency medical services	85%	260	295	12%	Similar
	Crime prevention	37%	296	306	3%	Lower
	Fire prevention and education	68%	221	250	12%	Similar
	Animal control	28%	286	287	0%	Much lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	145	244	41%	Similar
Mobility	Traffic enforcement	33%	328	328	0%	Much lower
	Street repair	11%	383	385	1%	Much lower
	Street cleaning	20%	254	254	0%	Much lower
	Street lighting	37%	277	285	3%	Lower
	Sidewalk maintenance	20%	255	259	2%	Much lower
	Traffic signal timing	25%	220	220	0%	Lower
	Bus or transit services	62%	64	194	67%	Similar
Natural Environment	Garbage collection	72%	292	315	7%	Similar
	Recycling	63%	274	319	14%	Lower
	Yard waste pick-up	64%	193	225	14%	Similar
	Drinking water	74%	112	287	61%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	31%	224	227	1%	Lower
Built Environment	Honolulu open space	26%	32	32	0%	Much lower
	Storm drainage	45%	288	318	9%	Lower
	Sewer services	57%	259	269	4%	Lower
	Power (electric and/or gas) utility	50%	125	126	1%	Lower
	Utility billing	37%	29	29	0%	Much lower
	Land use, planning and zoning	16%	254	255	0%	Much lower
	Code enforcement (weeds, abandoned buildings, etc.)	18%	309	317	3%	Much lower
Economy	Cable television	47%	135	174	23%	Similar
	Economic development	22%	224	251	11%	Lower
Recreation and Wellness	City and County parks	49%	281	284	1%	Much lower
	Recreation programs or classes	44%	279	289	3%	Lower
	Recreation centers or facilities	40%	233	241	3%	Lower
	Health services	49%	143	171	16%	Similar
Community Engagement	Public information services	40%	233	241	3%	Lower

Table 69: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	215	269	20%	Similar
Recommend living in Honolulu to someone who asks	68%	208	225	8%	Lower
Remain in Honolulu for the next five years	77%	181	225	20%	Similar
Contacted the City (in-person, phone, email or web) for help or information	43%	191	256	25%	Similar

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Table 70: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	1	12	100%	Much higher
	Did NOT report a crime to the police	73%	11	13	17%	Similar
	Household member was NOT a victim of a crime	82%	197	227	13%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	42%	4	13	75%	Higher
	Carpooled with other adults or children instead of driving alone	52%	3	13	83%	Similar
	Walked or biked instead of driving	57%	5	13	67%	Similar
Natural Environment	Made efforts to conserve water	87%	5	12	64%	Similar
	Made efforts to make your home more energy efficient	78%	9	12	27%	Similar
	Recycle at home	89%	98	216	55%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	41%	10	13	25%	Lower
	NOT experiencing housing costs stress	48%	207	214	3%	Lower
Economy	Purchase goods or services from a business located in Honolulu	92%	12	13	8%	Similar
	Economy will have positive impact on income	25%	44	212	80%	Similar
	Work inside boundaries of Honolulu	67%	2	13	92%	Much higher
Recreation and Wellness	Used City recreation centers or their services	56%	102	186	45%	Similar
	Visited a neighborhood park or City and County park	86%	120	221	46%	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	8	13	42%	Similar
	Participate in moderate or vigorous physical activity	83%	5	13	67%	Similar
	In very good to excellent health	59%	10	13	25%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	46%	115	160	28%	Similar
	Attended City and County-sponsored event	44%	11	13	17%	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	3	13	83%	Similar
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	25%	3	13	83%	Similar
	Volunteered your time to some group/activity in Honolulu	42%	119	218	46%	Similar
	Participated in a club	39%	41	188	79%	Similar
	Talked to or visited with your immediate neighbors	89%	8	13	42%	Similar
	Done a favor for a neighbor	75%	9	11	20%	Similar
	Attended a local public meeting	19%	176	222	21%	Similar
	Watched (online or on television) a local public meeting	43%	49	180	73%	Similar
	Read or watch local news (via television, paper, computer, etc.)	93%	2	13	92%	Similar
	Vote in local elections	77%	103	221	54%	Similar

Communities included in national comparisons

The communities included in Honolulu’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Bryan city, TX.....	76,201
Adams County, CO.....	441,603	Burleson city, TX.....	36,690
Airway Heights city, WA.....	6,114	Cabarrus County, NC.....	178,011
Albany city, GA.....	77,434	Cambridge city, MA.....	105,162
Albany city, OR.....	50,158	Cape Coral city, FL.....	154,305
Albemarle County, VA.....	98,970	Cape Girardeau city, MO.....	37,941
Albert Lea city, MN.....	18,016	Carlisle borough, PA.....	18,682
Altoona city, IA.....	14,541	Carlsbad city, CA.....	105,328
Ames city, IA.....	58,965	Cartersville city, GA.....	19,731
Andover CDP, MA.....	8,762	Carver County, MN.....	91,042
Ankeny city, IA.....	45,582	Cary town, NC.....	135,234
Ann Arbor city, MI.....	113,934	Casa Grande city, AZ.....	48,571
Annapolis city, MD.....	38,394	Casper city, WY.....	55,316
Apple Valley town, CA.....	69,135	Castle Pines North city, CO.....	10,360
Arapahoe County, CO.....	572,003	Castle Rock town, CO.....	48,231
Arlington city, TX.....	365,438	Cedar Falls city, IA.....	39,260
Arlington County, VA.....	207,627	Cedar Rapids city, IA.....	126,326
Arvada city, CO.....	106,433	Centennial city, CO.....	100,377
Asheville city, NC.....	83,393	Centralia city, IL.....	13,032
Ashland city, OR.....	20,078	Chambersburg borough, PA.....	20,268
Ashland town, VA.....	7,225	Chandler city, AZ.....	236,123
Aspen city, CO.....	6,658	Chanhassen city, MN.....	22,952
Auburn city, AL.....	53,380	Chapel Hill town, NC.....	57,233
Auburn city, WA.....	70,180	Charlotte city, NC.....	731,424
Aurora city, CO.....	325,078	Charlotte County, FL.....	159,978
Austin city, TX.....	790,390	Charlottesville city, VA.....	43,475
Bainbridge Island city, WA.....	23,025	Chesapeake city, VA.....	222,209
Baltimore city, MD.....	620,961	Chesterfield County, VA.....	316,236
Baltimore County, MD.....	805,029	Chippewa Falls city, WI.....	13,661
Barnstable Town city, MA.....	45,193	Citrus Heights city, CA.....	83,301
Battle Creek city, MI.....	52,347	Clayton city, MO.....	15,939
Bay City city, MI.....	34,932	Clearwater city, FL.....	107,685
Baytown city, TX.....	71,802	Clive city, IA.....	15,447
Bedford town, MA.....	13,320	Clovis city, CA.....	95,631
Bellevue city, WA.....	122,363	College Park city, MD.....	30,413
Beltrami County, MN.....	44,442	College Station city, TX.....	93,857
Benbrook city, TX.....	21,234	Colleyville city, TX.....	22,807
Benicia city, CA.....	26,997	Collinsville city, IL.....	25,579
Bettendorf city, IA.....	33,217	Columbia city, MO.....	108,500
Billings city, MT.....	104,170	Columbus city, WI.....	4,991
Blaine city, MN.....	57,186	Commerce City city, CO.....	45,913
Bloomfield Hills city, MI.....	3,869	Concord city, CA.....	122,067
Bloomington city, IL.....	76,610	Concord town, MA.....	17,668
Bloomington city, MN.....	82,893	Conyers city, GA.....	15,195
Blue Ash city, OH.....	12,114	Cookeville city, TN.....	30,435
Blue Springs city, MO.....	52,575	Coon Rapids city, MN.....	61,476
Boise City city, ID.....	205,671	Cooper City city, FL.....	28,547
Boonville city, MO.....	8,319	Coronado city, CA.....	18,912
Botetourt County, VA.....	33,148	Corpus Christi city, TX.....	305,215
Boulder city, CO.....	97,385	Corvallis city, OR.....	54,462
Boulder County, CO.....	294,567	Coventry Lake CDP, CT.....	2,990
Bowling Green city, KY.....	58,067	Cranberry township, PA.....	28,098
Branson city, MO.....	10,520	Crested Butte town, CO.....	1,487
Brea city, CA.....	39,282	Cross Roads town, TX.....	1,563
Brevard County, FL.....	543,376	Crystal Lake city, IL.....	40,743
Bristol city, TN.....	26,702	Cupertino city, CA.....	58,302
Broken Arrow city, OK.....	98,850	Dade City city, FL.....	6,437
Brookfield city, WI.....	37,920	Dakota County, MN.....	398,552
Brookline town, NH.....	4,991	Dallas city, OR.....	14,583
Broomfield city, CO.....	55,889	Dallas city, TX.....	1,197,816
Brownsburg town, IN.....	21,285	Dania Beach city, FL.....	29,639

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Davenport city, IA.....	99,685	Gillette city, WY	29,087
Davidson town, NC.....	10,944	Globe city, AZ	7,532
De Pere city, WI.....	23,800	Goodyear city, AZ	65,275
Decatur city, GA.....	19,335	Grafton village, WI.....	11,459
Delray Beach city, FL.....	60,522	Grand Island city, NE	48,520
Denton city, TX.....	113,383	Greely city, CO.....	92,889
Denver city, CO.....	600,158	Green Valley CDP, AZ	21,391
Derby city, KS.....	22,158	Greenwood Village city, CO.....	13,925
Des Moines city, IA	203,433	Greer city, SC	25,515
Destin city, FL.....	12,305	Gulf Shores city, AL.....	9,741
Dewey-Humboldt town, AZ.....	3,894	Gunnison County, CO	15,324
Dorchester County, MD	32,618	Hailey city, ID	7,960
Dothan city, AL	65,496	Haines Borough, AK	2,508
Douglas County, CO	285,465	Hallandale Beach city, FL.....	37,113
Dover city, DE.....	36,047	Hamilton city, OH.....	62,477
Dover city, NH	29,987	Hampton city, VA	137,436
Dublin city, OH	41,751	Hanover County, VA.....	99,863
Duluth city, MN.....	86,265	Harrisonville city, MO	10,019
Duncanville city, TX.....	38,524	Hartford city, CT	124,775
Durham city, NC	228,330	Hayward city, CA	144,186
East Grand Forks city, MN	8,601	Henderson city, NV	257,729
East Lansing city, MI.....	48,579	Hermiston city, OR.....	16,745
East Providence city, RI.....	47,037	Herndon town, VA.....	23,292
Eau Claire city, WI	65,883	High Point city, NC.....	104,371
Eden Prairie city, MN.....	60,797	Highland Park city, IL	29,763
Edgerton city, KS	1,671	Highlands Ranch CDP, CO	96,713
Edina city, MN	47,941	Hillsborough town, NC.....	6,087
Edmond city, OK.....	81,405	Holden town, MA	17,346
Edmonds city, WA.....	39,709	Holland city, MI.....	33,051
El Cerrito city, CA.....	23,549	Honolulu County, HI.....	953,207
El Paso city, TX.....	649,121	Hooksett town, NH.....	13,451
Elk Grove city, CA	153,015	Hopkins city, MN.....	17,591
Elk River city, MN.....	22,974	Hopkinton town, MA.....	14,925
Elko New Market city, MN.....	4,110	Hoquiam city, WA	8,726
Elmhurst city, IL.....	44,121	Houston city, TX	2,099,451
Encinitas city, CA	59,518	Howell city, MI.....	9,489
Englewood city, CO.....	30,255	Hudson city, OH.....	22,262
Erie town, CO	18,135	Hudson town, CO.....	2,356
Escambia County, FL.....	297,619	Hudsonville city, MI.....	7,116
Escanaba city, MI.....	12,616	Huntersville town, NC.....	46,773
Estes Park town, CO.....	5,858	Hurst city, TX.....	37,337
Farmington Hills city, MI.....	79,740	Hutchinson city, MN	14,178
Fayetteville city, NC.....	200,564	Hutto city, TX	14,698
Federal Way city, WA	89,306	Hyattsville city, MD	17,557
Fishers town, IN	76,794	Indian Trail town, NC	33,518
Flagstaff city, AZ	65,870	Indianola city, IA	14,782
Flower Mound town, TX.....	64,669	Iowa City city, IA	67,862
Flushing city, MI	8,389	Jackson County, MI.....	160,248
Forest Grove city, OR	21,083	Jefferson City city, MO	43,079
Fort Collins city, CO.....	143,986	Jefferson County, CO	534,543
Fort Smith city, AR.....	86,209	Jerome city, ID	10,890
Fort Worth city, TX.....	741,206	Johnson City city, TN.....	63,152
Fountain Hills town, AZ	22,489	Johnson County, KS	544,179
Franklin city, TN.....	62,487	Jupiter town, FL.....	55,156
Fredericksburg city, VA.....	24,286	Kalamazoo city, MI.....	74,262
Freeport CDP, ME	1,485	Kansas City city, MO.....	459,787
Freeport city, IL	25,638	Kenmore city, WA	20,460
Fremont city, CA	214,089	Kennett Square borough, PA.....	6,072
Friendswood city, TX.....	35,805	Kirkland city, WA.....	48,787
Fruita city, CO.....	12,646	Kutztown borough, PA.....	5,012
Gainesville city, FL	124,354	La Mesa city, CA	57,065
Gaithersburg city, MD.....	59,933	La Plata town, MD.....	8,753
Galveston city, TX.....	47,743	La Porte city, TX	33,800
Garden City city, KS	26,658	La Vista city, NE.....	15,758
Gardner city, KS.....	19,123	Lafayette city, CO	24,453
Geneva city, NY	13,261	Laguna Beach city, CA.....	22,723
Georgetown city, TX.....	47,400	Laguna Hills city, CA.....	30,344
Georgetown town, CO	1,034	Lake Oswego city, OR	36,619
Gig Harbor city, WA	7,126	Lake Zurich village, IL	19,631
Gilbert town, AZ.....	208,453	Lakeville city, MN	55,954

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Lakewood city, CO	142,980	Newport Beach city, CA	85,186
Lane County, OR	351,715	Newport city, RI	24,672
Larimer County, CO	299,630	Newport News city, VA	180,719
Las Cruces city, NM	97,618	Noblesville city, IN	51,969
Las Vegas city, NV	583,756	Nogales city, AZ	20,837
Lawrence city, KS	87,643	Norfolk city, VA	242,803
League City city, TX	83,560	Norman city, OK	110,925
Lebanon city, NH	13,151	North Las Vegas city, NV	216,961
Lee County, FL	618,754	North Palm Beach village, FL	12,015
Lee's Summit city, MO	91,364	Northglenn city, CO	35,789
Lewiston city, ME	36,592	Novato city, CA	51,904
Lexington city, VA	7,042	Novi city, MI	55,224
Lincoln city, NE	258,379	O'Fallon city, IL	28,281
Littleton city, CO	41,737	Oak Park village, IL	51,878
Livermore city, CA	80,968	Oakland charter township, MI	16,779
Lone Tree city, CO	10,218	Oakland Park city, FL	41,363
Longmont city, CO	86,270	Ocala city, FL	56,315
Los Alamos County, NM	17,950	Ogdensburg city, NY	11,128
Louisville city, CO	18,376	Oklahoma City city, OK	579,999
Lower Providence township, PA	25,436	Olathe city, KS	125,872
Lynchburg city, VA	75,568	Olmsted County, MN	144,248
Lynnwood city, WA	35,836	Orland Park village, IL	56,767
Lyons village, IL	10,729	Oshkosh city, WI	66,083
Madison city, WI	233,209	Otsego County, MI	24,164
Mankato city, MN	39,309	Oviedo city, FL	33,342
Maple Grove city, MN	61,567	Paducah city, KY	25,024
Maple Valley city, WA	22,684	Palm Beach County, FL	1,320,134
Maricopa County, AZ	3,817,117	Palm Coast city, FL	75,180
Marin County, CA	252,409	Palm Springs city, CA	44,552
Marion County, IA	33,309	Palo Alto city, CA	64,403
Maryland Heights city, MO	27,472	Panama City city, FL	36,484
Mayer city, MN	1,749	Papillion city, NE	18,894
McAllen city, TX	129,877	Park City city, UT	7,558
McDonough city, GA	22,084	Park Ridge city, IL	37,480
McKinney city, TX	131,117	Parker town, CO	45,297
McMinnville city, OR	32,187	Pasadena city, CA	137,122
Mecklenburg County, NC	919,628	Pasco city, WA	59,781
Medford city, OR	74,907	Pasco County, FL	464,697
Menlo Park city, CA	32,026	Peachtree City city, GA	34,364
Meridian charter township, MI	39,688	Pearland city, TX	91,252
Meridian city, ID	75,092	Peoria city, AZ	154,065
Merriam city, KS	11,003	Peoria County, IL	186,494
Merrill city, WI	9,661	Peters township, PA	21,213
Mesa city, AZ	439,041	Petoskey city, MI	5,670
Mesa County, CO	146,723	Pflugerville city, TX	46,936
Miami Beach city, FL	87,779	Phoenix city, AZ	1,445,632
Midland city, MI	41,863	Pinal County, AZ	375,770
Milford city, DE	9,559	Pinehurst village, NC	13,124
Minneapolis city, MN	382,578	Piqua city, OH	20,522
Mission Viejo city, CA	93,305	Plano city, TX	259,841
Missoula city, MT	66,788	Platte City city, MO	4,691
Modesto city, CA	201,165	Plymouth city, MN	70,576
Monterey city, CA	27,810	Pocatello city, ID	54,255
Montgomery County, MD	971,777	Polk County, FL	602,095
Montgomery County, VA	94,392	Port Huron city, MI	30,184
Montpelier city, VT	7,855	Port Orange city, FL	56,048
Montrose city, CO	19,132	Port St. Lucie city, FL	164,603
Moorestville town, NC	32,711	Portland city, OR	583,776
Morristown city, TN	29,137	Post Falls city, ID	27,574
Morrisville town, NC	18,576	Prince William County, VA	402,002
Moscow city, ID	23,800	Provo city, UT	112,488
Mountlake Terrace city, WA	19,909	Pueblo city, CO	106,595
Munster town, IN	23,603	Purcellville town, VA	7,727
Muscataine city, IA	22,886	Queen Creek town, AZ	26,361
Naperville city, IL	141,853	Radford city, VA	16,408
Needham CDP, MA	28,886	Radnor township, PA	31,531
New Braunfels city, TX	57,740	Rapid City city, SD	67,956
New Brighton city, MN	21,456	Raymore city, MO	19,206
New Orleans city, LA	343,829	Redmond city, WA	54,144
New York city, NY	8,175,133	Rehoboth Beach city, DE	1,327

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Reno city, NV.....	225,221	St. Charles city, IL.....	32,974
Renton city, WA.....	90,927	St. Cloud city, MN.....	65,842
Reston CDP, VA.....	58,404	St. Joseph city, MO.....	76,780
Richmond city, CA.....	103,701	St. Louis County, MN.....	200,226
Richmond Heights city, MO.....	8,603	St. Louis Park city, MN.....	45,250
Rifle city, CO.....	9,172	Stallings town, NC.....	13,831
Rio Rancho city, NM.....	87,521	State College borough, PA.....	42,034
River Falls city, WI.....	15,000	Sterling Heights city, MI.....	129,699
Riverdale city, UT.....	8,426	Sugar Grove village, IL.....	8,997
Riverside city, CA.....	303,871	Sugar Land city, TX.....	78,817
Riverside city, MO.....	2,937	Summit city, NJ.....	21,457
Riverside village, IL.....	8,875	Sunnyvale city, CA.....	140,081
Rochester city, MI.....	12,711	Surprise city, AZ.....	117,517
Rochester Hills city, MI.....	70,995	Suwanee city, GA.....	15,355
Rock Hill city, SC.....	66,154	Tacoma city, WA.....	198,397
Rockford city, IL.....	152,871	Takoma Park city, MD.....	16,715
Rockville city, MD.....	61,209	Temecula city, CA.....	100,097
Roeland Park city, KS.....	6,731	Tempe city, AZ.....	161,719
Rolla city, MO.....	19,559	Temple city, TX.....	66,102
Roswell city, GA.....	88,346	The Woodlands CDP, TX.....	93,847
Round Rock city, TX.....	99,887	Thornton city, CO.....	118,772
Rowlett city, TX.....	56,199	Thousand Oaks city, CA.....	126,683
Royal Oak city, MI.....	57,236	Tomball city, TX.....	10,753
Saco city, ME.....	18,482	Tualatin city, OR.....	26,054
Sahuarita town, AZ.....	25,259	Tulsa city, OK.....	391,906
Salida city, CO.....	5,236	Twin Falls city, ID.....	44,125
Salt Lake City city, UT.....	186,440	Tyler city, TX.....	96,900
Sammamish city, WA.....	45,780	Umatilla city, OR.....	6,906
San Antonio city, TX.....	1,327,407	Upper Arlington city, OH.....	33,771
San Carlos city, CA.....	28,406	Urbandale city, IA.....	39,463
San Diego city, CA.....	1,307,402	Vail town, CO.....	5,305
San Francisco city, CA.....	805,235	Vancouver city, WA.....	161,791
San Jose city, CA.....	945,942	Ventura CCD, CA.....	111,889
San Juan County, NM.....	130,044	Vestavia Hills city, AL.....	34,033
San Marcos city, TX.....	44,894	Virginia Beach city, VA.....	437,994
San Rafael city, CA.....	57,713	Visalia city, CA.....	124,442
Sandy city, UT.....	87,461	Wahpeton city, ND.....	7,766
Sandy Springs city, GA.....	93,853	Wake Forest town, NC.....	30,117
Sanford city, FL.....	53,570	Walnut Creek city, CA.....	64,173
Sangamon County, IL.....	197,465	Washington County, MN.....	238,136
Santa Clarita city, CA.....	176,320	Washoe County, NV.....	421,407
Santa Fe County, NM.....	144,170	Watauga city, TX.....	23,497
Santa Monica city, CA.....	89,736	Wauwatosa city, WI.....	46,396
Sarasota city, FL.....	51,917	Waverly city, IA.....	9,874
Sarasota County, FL.....	379,448	Weddington town, NC.....	9,459
Savage city, MN.....	26,911	Wentzville city, MO.....	29,070
Savannah city, GA.....	136,286	West Carrollton city, OH.....	13,143
Scarborough CDP, ME.....	4,403	West Chester borough, PA.....	18,461
Scott County, MN.....	129,928	West Des Moines city, IA.....	56,609
Scottsdale city, AZ.....	217,385	West Richland city, WA.....	11,811
Seaside city, CA.....	33,025	Westerville city, OH.....	36,120
SeaTac city, WA.....	26,909	Westlake town, TX.....	992
Sevierville city, TN.....	14,807	Westminster city, CO.....	106,114
Shawnee city, KS.....	62,209	Wheat Ridge city, CO.....	30,166
Sheboygan city, WI.....	49,288	White House city, TN.....	10,255
Sherman village, IL.....	4,148	Whitewater township, MI.....	2,597
Shorewood city, MN.....	7,307	Wichita city, KS.....	382,368
Sioux Falls city, SD.....	153,888	Williamsburg city, VA.....	14,068
Skokie village, IL.....	64,784	Wilmington city, IL.....	5,724
Smyrna city, GA.....	51,271	Wilmington city, NC.....	106,476
Snellville city, GA.....	18,242	Wilsonville city, OR.....	19,509
South Lake Tahoe city, CA.....	21,403	Winchester city, VA.....	26,203
South Portland city, ME.....	25,002	Wind Point village, WI.....	1,723
Southborough town, MA.....	9,767	Windsor town, CO.....	18,644
Southlake city, TX.....	26,575	Windsor town, CT.....	29,044
Sparks city, NV.....	90,264	Winston-Salem city, NC.....	229,617
Spokane Valley city, WA.....	89,755	Winter Garden city, FL.....	34,568
Springboro city, OH.....	17,409	Woodland city, CA.....	55,468
Springfield city, OR.....	59,403	Woodland city, WA.....	5,509
Springville city, UT.....	29,466	Wrentham town, MA.....	10,955

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Yakima city, WA..... 91,067
York County, VA..... 65,464

Yuma city, AZ 93,064

Populations over 300,000 Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	71%	17	30	45%	Similar
Overall image or reputation of Honolulu	59%	10	22	57%	Similar
Honolulu as a place to live	76%	23	28	19%	Similar
Your neighborhood as a place to live	74%	9	18	53%	Similar
Honolulu as a place to raise children	63%	20	27	27%	Similar
Honolulu as a place to retire	52%	16	22	29%	Similar
Overall appearance of Honolulu	50%	14	19	28%	Similar

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	64%	5	8	43%	Similar
	In your neighborhood during the day	93%	11	22	52%	Similar
	In Honolulu's downtown/commercial area during the day	71%	12	16	27%	Similar
Mobility	Overall ease of getting to the places you usually have to visit	42%	NA	NA	NA	NA
	Availability of paths and walking trails	37%	12	15	21%	Lower
	Ease of walking in Honolulu	45%	6	12	55%	Similar
	Ease of travel by bicycle in Honolulu	18%	15	15	0%	Lower
	Ease of travel by public transportation in Honolulu	42%	6	6	0%	Similar
	Ease of travel by car in Honolulu	15%	16	16	0%	Much lower
	Ease of public parking	7%	NA	NA	NA	NA
	Traffic flow on major streets	10%	16	16	0%	Much lower
Natural Environment	Quality of overall natural environment in Honolulu	65%	9	14	38%	Similar
	Cleanliness of Honolulu	43%	12	13	8%	Similar
	Air quality	69%	2	18	94%	Higher
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	34%	NA	NA	NA	NA
	Overall quality of new development in Honolulu	29%	13	13	0%	Lower
	Availability of affordable quality housing	9%	21	21	0%	Much lower
	Variety of housing options	19%	11	11	0%	Much lower
	Public places where people want to spend time	44%	NA	NA	NA	NA
	Overall economic health of Honolulu	32%	NA	NA	NA	NA
Economy	Vibrant downtown/commercial area	32%	NA	NA	NA	NA
	Overall quality of business and service establishments in Honolulu	42%	10	10	0%	Similar
	Cost of living in Honolulu	6%	NA	NA	NA	NA
	Shopping opportunities	64%	6	13	58%	Similar
	Employment opportunities	24%	14	21	35%	Similar
	Honolulu as a place to visit	84%	1	5	100%	Higher
	Honolulu as a place to work	51%	16	24	35%	Similar

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	66%	NA	NA	NA	NA
	Availability of affordable quality mental health care	30%	NA	NA	NA	NA
	Availability of preventive health services	46%	9	9	0%	Similar
	Availability of affordable quality health care	44%	10	17	44%	Similar
	Availability of affordable quality food	40%	10	10	0%	Lower
	Recreational opportunities	57%	11	18	41%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	45%	NA	NA	NA	NA
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	68%	5	7	33%	Similar
	Opportunities to attend cultural/arts/music activities	51%	7	16	60%	Similar
	Availability of affordable quality child care/preschool	23%	14	15	7%	Similar
Community Engagement	Opportunities to participate in social events and activities	50%	3	8	71%	Similar
	Neighborliness of Honolulu	53%	NA	NA	NA	NA
	Openness and acceptance of the community toward people of diverse backgrounds	57%	11	16	33%	Similar
	Opportunities to participate in community matters	56%	2	10	89%	Similar
	Opportunities to volunteer	66%	5	11	60%	Similar

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	40%	33	34	3%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	37%	27	27	0%	Lower
Value of services for the taxes paid to the City and County of Honolulu	24%	28	28	0%	Lower
Overall direction that the City and County of Honolulu is taking	25%	21	22	5%	Lower
Job the City and County of Honolulu government does at welcoming citizen involvement	30%	15	18	18%	Similar
Overall confidence in the City and County of Honolulu government	23%	NA	NA	NA	NA
Generally acting in the best interest of the community	25%	NA	NA	NA	NA
Being honest	24%	NA	NA	NA	NA
Treating all residents fairly	22%	NA	NA	NA	NA
Services provided by the Federal Government	36%	5	13	67%	Similar

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Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	53%	26	29	11%	Similar
	Fire services	85%	17	22	24%	Similar
	Ambulance or emergency medical services	85%	14	20	32%	Similar
	Crime prevention	37%	17	20	16%	Similar
	Fire prevention and education	68%	7	12	45%	Similar
	Animal control	28%	23	23	0%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	8	15	50%	Similar
Mobility	Traffic enforcement	33%	23	23	0%	Lower
	Street repair	11%	26	26	0%	Much lower
	Street cleaning	20%	9	9	0%	Much lower
	Street lighting	37%	15	15	0%	Similar
	Sidewalk maintenance	20%	10	10	0%	Lower
	Traffic signal timing	25%	9	9	0%	Lower
	Bus or transit services	62%	4	17	81%	Similar
Natural Environment	Garbage collection	72%	16	20	21%	Similar
	Recycling	63%	19	24	22%	Similar
	Yard waste pick-up	64%	9	11	20%	Similar
	Drinking water	74%	5	18	76%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	31%	13	13	0%	Lower
Built Environment	Honolulu open space	26%	7	7	0%	Much lower
	Storm drainage	45%	19	21	10%	Similar
	Sewer services	57%	12	13	8%	Similar
	Power (electric and/or gas) utility	50%	5	5	0%	Lower
	Utility billing	37%	NA	NA	NA	NA
	Land use, planning and zoning	16%	16	16	0%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	18%	22	22	0%	Lower
Economy	Cable television	47%	5	7	33%	Similar
	Economic development	22%	17	19	11%	Similar
Recreation and Wellness	City and County parks	49%	18	18	0%	Lower
	Recreation programs or classes	44%	16	17	6%	Similar
	Recreation centers or facilities	40%	13	13	0%	Lower
	Health services	49%	11	15	29%	Similar
Community Engagement	Public information services	40%	12	15	21%	Similar

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	7	17	63%	Similar
Recommend living in Honolulu to someone who asks	68%	14	14	0%	Lower
Remain in Honolulu for the next five years	77%	13	14	8%	Similar
Contacted the City (in-person, phone, email or web) for help or information	43%	9	15	43%	Similar

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	NA	NA	NA	NA
	Did NOT report a crime to the police	73%	NA	NA	NA	NA
	Household member was NOT a victim of a crime	82%	9	13	33%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	42%	NA	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	52%	NA	NA	NA	NA
	Walked or biked instead of driving	57%	NA	NA	NA	NA
Natural Environment	Made efforts to conserve water	87%	NA	NA	NA	NA
	Made efforts to make your home more energy efficient	78%	NA	NA	NA	NA
	Recycle at home	89%	5	12	64%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	41%	NA	NA	NA	NA
	NOT experiencing housing costs stress	48%	12	13	8%	Lower
Economy	Purchase goods or services from a business located in Honolulu	92%	NA	NA	NA	NA
	Economy will have positive impact on income	25%	3	12	82%	Similar
	Work inside boundaries of Honolulu	67%	NA	NA	NA	NA
Recreation and Wellness	Used City recreation centers or their services	56%	6	9	38%	Similar
	Visited a neighborhood park or City and County park	86%	8	12	36%	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	NA	NA	NA	NA
	Participate in moderate or vigorous physical activity	83%	NA	NA	NA	NA
	In very good to excellent health	59%	NA	NA	NA	NA
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	46%	5	5	0%	Similar
	Attended City and County-sponsored event	44%	NA	NA	NA	NA
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	NA	NA	NA	NA
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	25%	NA	NA	NA	NA
	Volunteered your time to some group/activity in Honolulu	42%	10	12	18%	Similar
	Participated in a club	39%	1	7	100%	Similar
	Talked to or visited with your immediate neighbors	89%	NA	NA	NA	NA
	Done a favor for a neighbor	75%	NA	NA	NA	NA
	Attended a local public meeting	19%	10	12	18%	Similar
	Watched (online or on television) a local public meeting	43%	4	11	70%	Similar
	Read or watch local news (via television, paper, computer, etc.)	93%	NA	NA	NA	NA
	Vote in local elections	77%	9	13	33%	Similar

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Communities included in populations over 300,000 comparisons

The communities included in Honolulu’s custom comparisons are listed below along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Mecklenburg County, NC.....	919,628
Arapahoe County, CO.....	572,003	Mesa city, AZ.....	439,041
Arlington city, TX.....	365,438	Minneapolis city, MN.....	382,578
Aurora city, CO.....	325,078	Montgomery County, MD.....	971,777
Austin city, TX.....	790,390	New Orleans city, LA.....	343,829
Baltimore city, MD.....	620,961	New York city, NY.....	8,175,133
Baltimore County, MD.....	805,029	Oklahoma City city, OK.....	579,999
Brevard County, FL.....	543,376	Palm Beach County, FL.....	1,320,134
Charlotte city, NC.....	731,424	Pasco County, FL.....	464,697
Chesterfield County, VA.....	316,236	Phoenix city, AZ.....	1,445,632
Corpus Christi city, TX.....	305,215	Pinal County, AZ.....	375,770
Dakota County, MN.....	398,552	Polk County, FL.....	602,095
Dallas city, TX.....	1,197,816	Portland city, OR.....	583,776
Denver city, CO.....	600,158	Prince William County, VA.....	402,002
El Paso city, TX.....	649,121	Riverside city, CA.....	303,871
Fort Worth city, TX.....	741,206	San Antonio city, TX.....	1,327,407
Honolulu County, HI.....	953,207	San Diego city, CA.....	1,307,402
Houston city, TX.....	2,099,451	San Francisco city, CA.....	805,235
Jefferson County, CO.....	534,543	San Jose city, CA.....	945,942
Johnson County, KS.....	544,179	Sarasota County, FL.....	379,448
Kansas City city, MO.....	459,787	Tulsa city, OK.....	391,906
Lane County, OR.....	351,715	Virginia Beach city, VA.....	437,994
Las Vegas city, NV.....	583,756	Washoe County, NV.....	421,407
Lee County, FL.....	618,754	Wichita city, KS.....	382,368
Maricopa County, AZ.....	3,817,117		

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Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

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

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

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

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

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

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

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

Survey Sampling

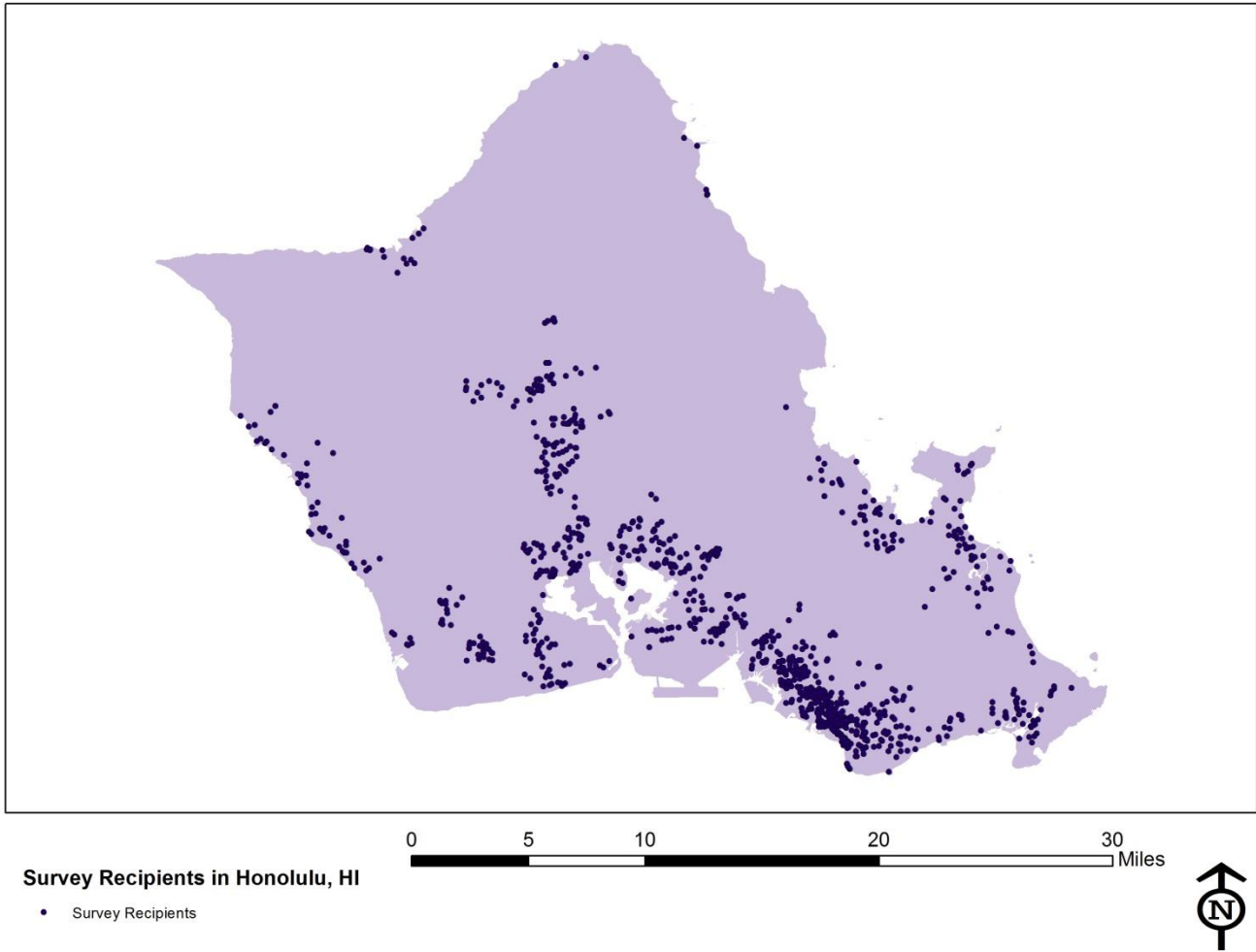
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving the City and County Honolulu.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *N*th one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be a different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in October 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could also opt to take the survey online. Completed surveys were collected over the following eight weeks.

About 3% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,163 households that received the survey, 352 completed the survey, providing an overall response rate of 30%; average response rates for a mailed resident survey range from 25% to 40%. Of the 352 completed surveys, 14 were completed online.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here,

is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.¹

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 the entire sample (352 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

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

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

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City and County of Honolulu. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing unit type, housing tenure, race and ethnicity and gender and age. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 77: Honolulu, HI 2013 Weighting Table

Characteristic	Population Norm ²	Unweighted Data	Weighted Data
Housing			
Rent home	44%	30%	44%
Own home	56%	70%	56%
Detached unit	49%	50%	49%
Attached unit	51%	50%	51%
Race and Ethnicity			
Asian	48%	51%	47%
Native Hawaiian or other PI	9%	8%	9%
Not Asian/PI	45%	41%	44%
White	23%	73%	26%
Not white	77%	27%	74%
Not Hispanic	93%	94%	92%
Hispanic	7%	6%	8%
Sex and Age			
<i>Female</i>	<i>50%</i>	<i>52%</i>	<i>50%</i>
Male	50%	48%	50%
18-34 years of age	31%	12%	30%
35-54 years of age	35%	23%	33%
55+ years of age	34%	65%	37%
Females 18-34	15%	7%	14%
Females 35-54	17%	12%	17%
Females 55+	18%	33%	19%
Males 18-34	17%	5%	16%
Males 35-54	17%	11%	17%
Males 55+	18%	32%	17%

Survey Data Analysis and Reporting

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


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

² Source: 2010 Census/2011 ACS


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Appendix D: Survey Materials


Dear Honolulu Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.
Thank you for helping create a better City and County!

Sincerely,

Edwin S. W. Young
City Auditor


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City Auditor



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

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



OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216
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EDWIN S.W. YOUNG
CITY AUDITOR

**OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU**

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

October 2013

Dear City and County of Honolulu Resident:

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2013 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

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

<http://www.n-r-c.com/survey/honolulu2013survey.htm>

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

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

Sincerely,

A handwritten signature in black ink that reads "Edwin S. W. Young". The signature is written in a cursive style with a large, looped "Y" at the end.

Edwin S. W. Young
City Auditor



EDWIN S.W. YOUNG
CITY AUDITOR

**OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU**

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

November 2013

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2013 Honolulu Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2013 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (808) 768-3134.

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

Sincerely,

A handwritten signature in black ink that reads "Edwin S. W. Young". The signature is written in a cursive style.

Edwin S. W. Young
City Auditor

The City and County of Honolulu 2013 Citizen Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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



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

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

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

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

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

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

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

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

The City and County of Honolulu 2013 Citizen Survey

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

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

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

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

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

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



13. Please check the response that comes closest to your opinion for each of the following questions:

a. Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes, fees or fares:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Preserving open space and agricultural land	1	2	3	4	5
Extending the planned rail transit route to the University of Hawai'i at Manoa.....	1	2	3	4	5
Increasing efforts to effectively address bicycle and pedestrian safety.....	1	2	3	4	5
Increasing efforts to reduce property crimes in my neighborhood	1	2	3	4	5
Increasing efforts to reduce drug activity in my neighborhood	1	2	3	4	5

b. To what degree, if at all, are the following problems in the City and County of Honolulu?

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Abuse of the bulky item pick-up system.....	1	2	3	4	5
Lack of parking	1	2	3	4	5
Pedestrian safety	1	2	3	4	5
Bicycle safety.....	1	2	3	4	5
Homeless and/or homelessness	1	2	3	4	5
Cutbacks in animal control services.....	1	2	3	4	5
Changes to TheBus routes, scheduling, overcrowding	1	2	3	4	5
Handi-Van scheduling, delays, overcrowding vehicle maintenance	1	2	3	4	5
Board of Water Supply efforts to correct water billing issues in a timely manner	1	2	3	4	5
Property crime in my neighborhood.....	1	2	3	4	5
Drug activity in my neighborhood.....	1	2	3	4	5
Ease of Satellite City Hall transactions	1	2	3	4	5
Waiting lines at Satellite City Halls	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Traffic congestion	1	2	3	4	5
Extending the planned rail transit route to the University of Hawai'i at Manoa.....	1	2	3	4	5
More affordable housing.....	1	2	3	4	5
Homeless and/or homelessness	1	2	3	4	5
Impact of Kakaako development plans on city services and traffic congestion.....	1	2	3	4	5
Impact of Central Oahu development plans on city services and traffic congestion.....	1	2	3	4	5
Addressing traffic congestion, lack of parking and pedestrian safety on the North Shore	1	2	3	4	5

The City and County of Honolulu 2013 Citizen Survey

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

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

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

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

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

D5. Do you work inside the boundaries of Honolulu?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Honolulu?

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

D7. Which best describes the building you live in?

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

D8. Is this house, apartment or mobile home...

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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



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