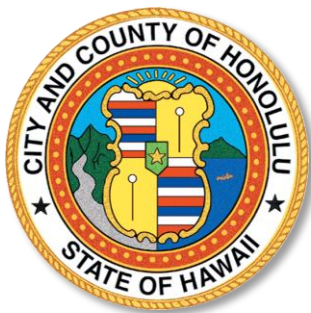




Honolulu, HI

2015



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2015

City and County of Honolulu

Office of the City Auditor

March 2016

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2015)

This is the seventh National Citizen Survey of Honolulu residents conducted for the City and the sixth 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. The citizen survey is comprised of four reports: Community Livability, Dashboard Summary of Findings, Trends Over Time, and Technical Appendices.

The results from this year's NCS indicate:

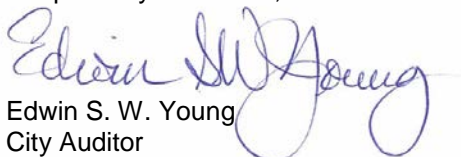
- Honolulu residents continue to enjoy a high quality of life.
- Over the past year, the majority of residents' ratings for community characteristics remained stable, while one-third showed a decrease and none showed an increase in ratings.
- Ratings for governance generally remained stable, but several did decrease.
- The Economy is important to residents.
- This year, residents rated prioritizing traffic incident management, more affordable housing, protecting City databases that contain residents' sensitive information from data breaches, and the homeless and/or homelessness, followed closely by instituting 24-7 traffic center operations for real time traffic solutions and instituting crosswalk LED lighting systems for pedestrian safety as priorities for the City to address.

The 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 2015 National Citizen Survey and the Service Efforts and Accomplishments (FY 2015) 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:

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

Respectfully submitted,



Edwin S. W. Young
City Auditor

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Contents

1. Community Livability
2. Dashboard Summary of Findings
3. Trends Over Time
4. Technical Appendices

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THE NCSTM
The National Citizen SurveyTM

Honolulu, HI
Community Livability Report

2015



2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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

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

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About

The National 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 of 402 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

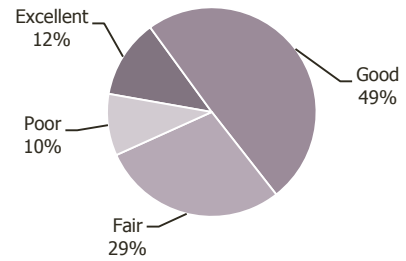


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Quality of Life in Honolulu

A majority of residents rated the quality of life in Honolulu as excellent or good. This rating was lower than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Overall Quality of Life



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

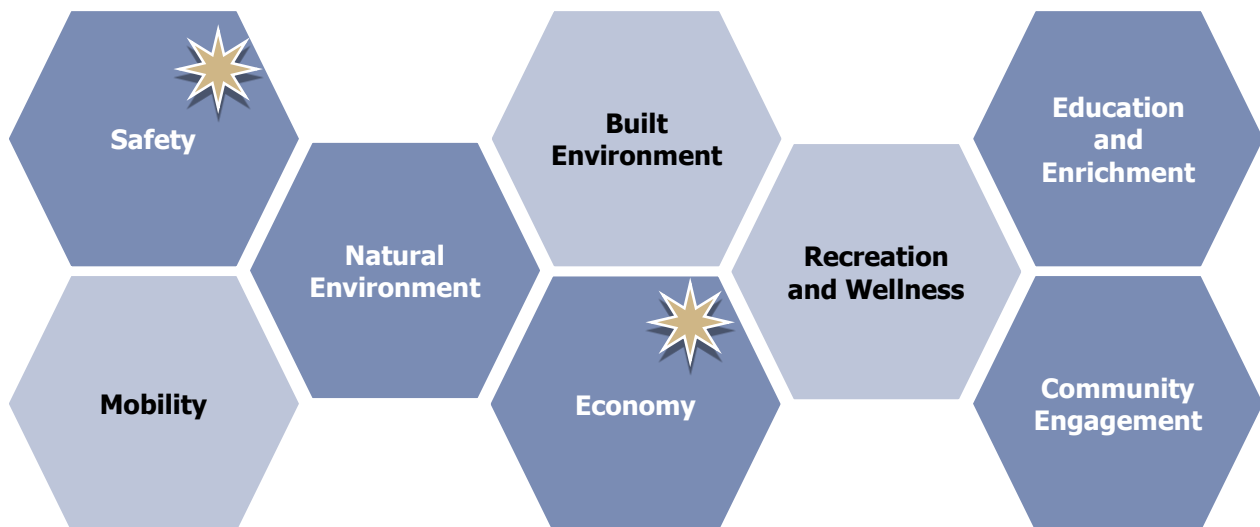
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and the Economy as priorities for the Honolulu community in the coming two years. Ratings for these two facets as well as Natural Environment, Education and Enrichment and Community Engagement were positive and similar to other communities. Ratings for the facets of Mobility, Built Environment and Recreation and Wellness were not as strong. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

Legend

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

- Most important



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Community Characteristics

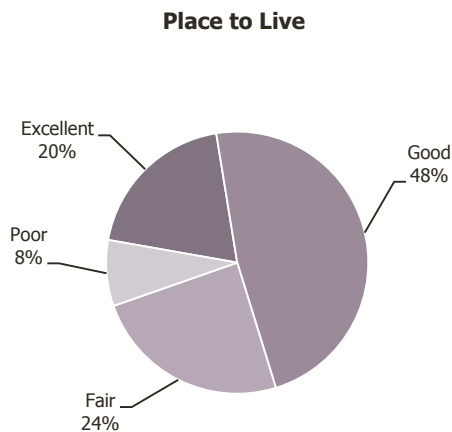
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of the City and County of Honolulu, 67% rated Honolulu as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation.

In addition to rating the City 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 rated as excellent or good by at least 4 in 10 respondents. Ratings for neighborhoods were similar to comparison communities, while ratings for the overall image or reputation of Honolulu, Honolulu as a place to raise children, place to retire and overall appearance were lower than in other communities across the nation.

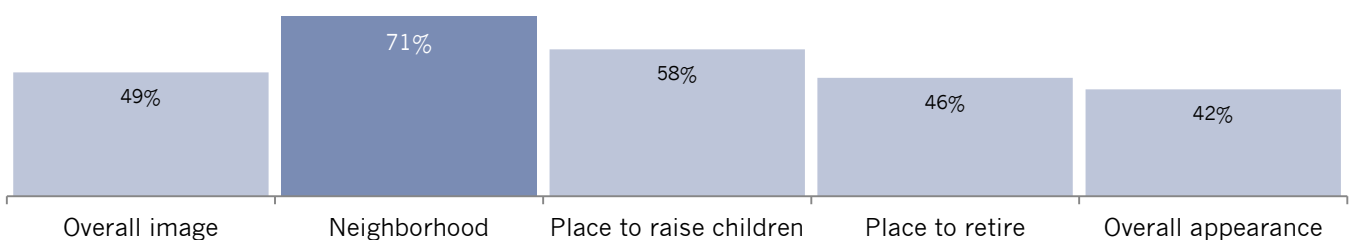
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Most aspects of Community Engagement were rated as excellent or good by a majority of respondents and were similar to the benchmark. The three aspects 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 safety in Honolulu's downtown/commercial area were lower than in comparison communities, while ratings for safety in neighborhoods were similar. Aspects within Mobility were rated less positively; less than a majority of residents rated all aspects as excellent or good, and 7 out of 8 aspects were lower than the benchmark comparisons (ratings for travel by public transportation were similar to the benchmark).

Within Natural Environment about 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 4 in 10 residents; ratings ranged from 9% excellent or good (availability of affordable quality housing) to 38% (new development in Honolulu). One of highest rated aspects across all facets of Community Characteristics was Honolulu as a place to visit 81% of respondents rated it as excellent or good; this rating was higher than ratings in comparison communities.



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

Comparison to national benchmark
 ■ Higher ■ Similar ■ Lower



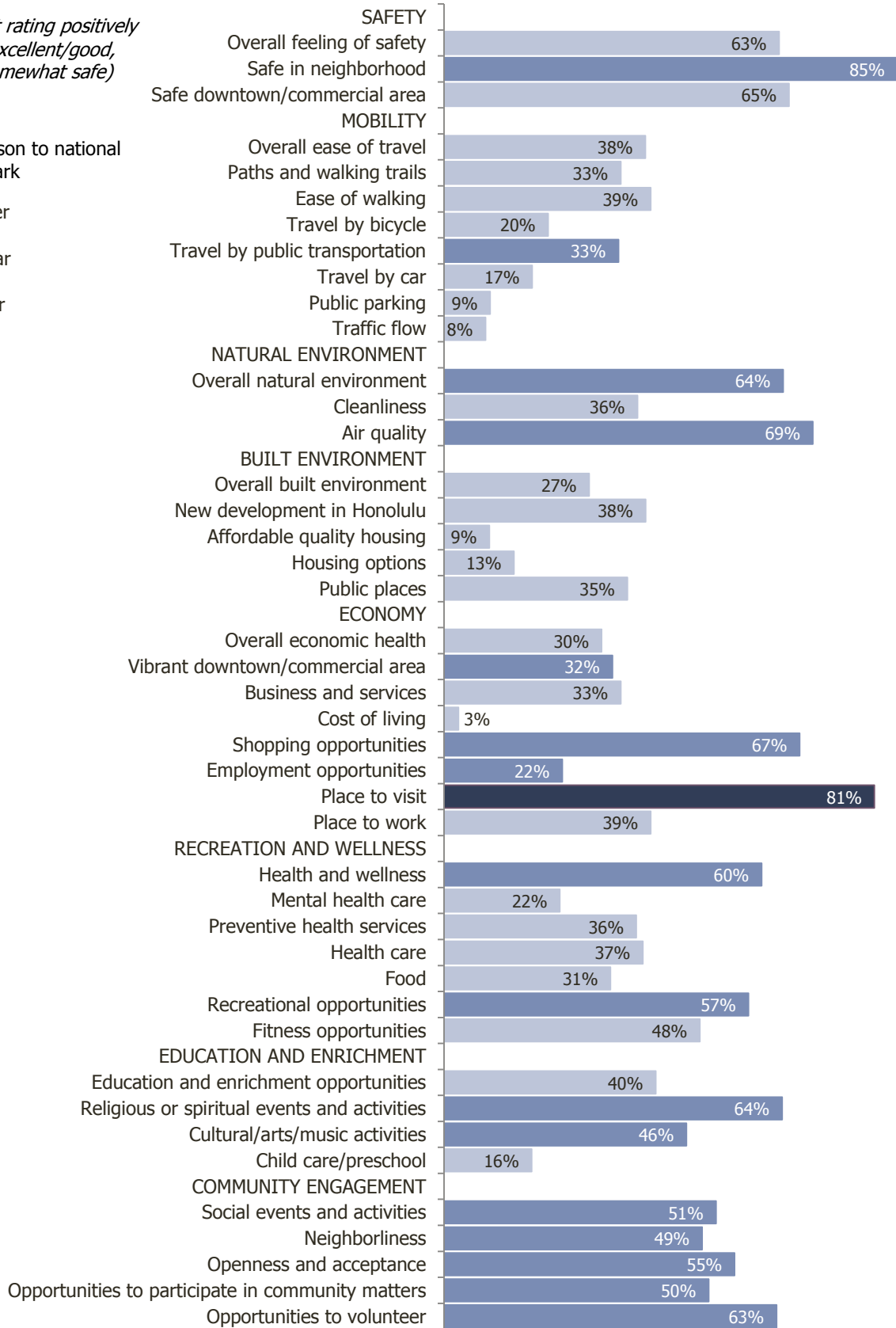
The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

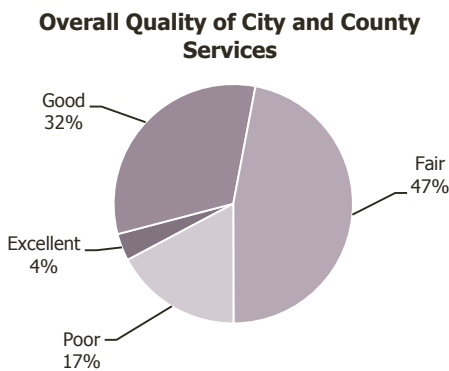


Governance

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 of Honolulu was rated as excellent or good by 36% of respondents; this rating was much lower than ratings in comparison communities. A similar percentage gave excellent or good ratings to the Federal Government.

Survey respondents also rated various aspects of the City and County of Honolulu’s leadership and governance. Aspects of City government were rated as excellent or good by 17% (value of services for taxes paid) to 35% (customer service provided by City employees) of respondents. These ratings were lower than the national benchmark and tended to decrease from 2014 to 2015 (for more information see the *Trends over Time* report under separate cover).

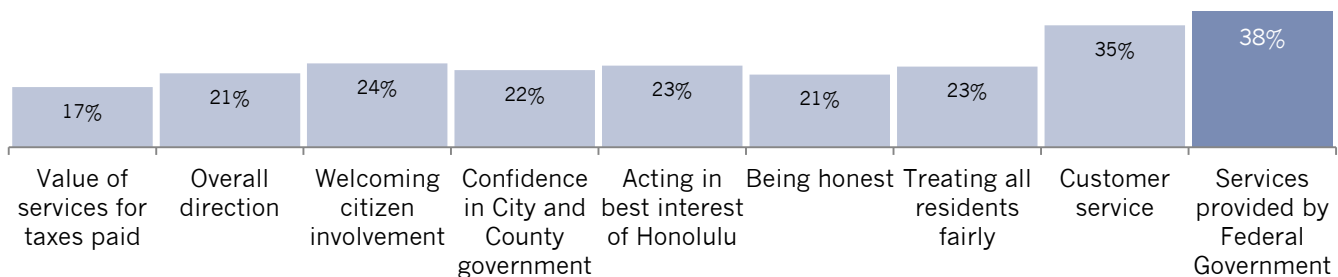


Respondents evaluated over 30 individual services and amenities available in Honolulu. These ratings were all similar to or lower than the national benchmarks. The most positively rated aspects of Governance were within the facets of Safety and Natural Environment; at least 7 in 10 respondents rated fire services and ambulance or emergency medical services as excellent or good while at least 6 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 and Built Environment were among the lowest rated aspects. Ratings for several aspects of Governance decreased from 2014 to 2015.

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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



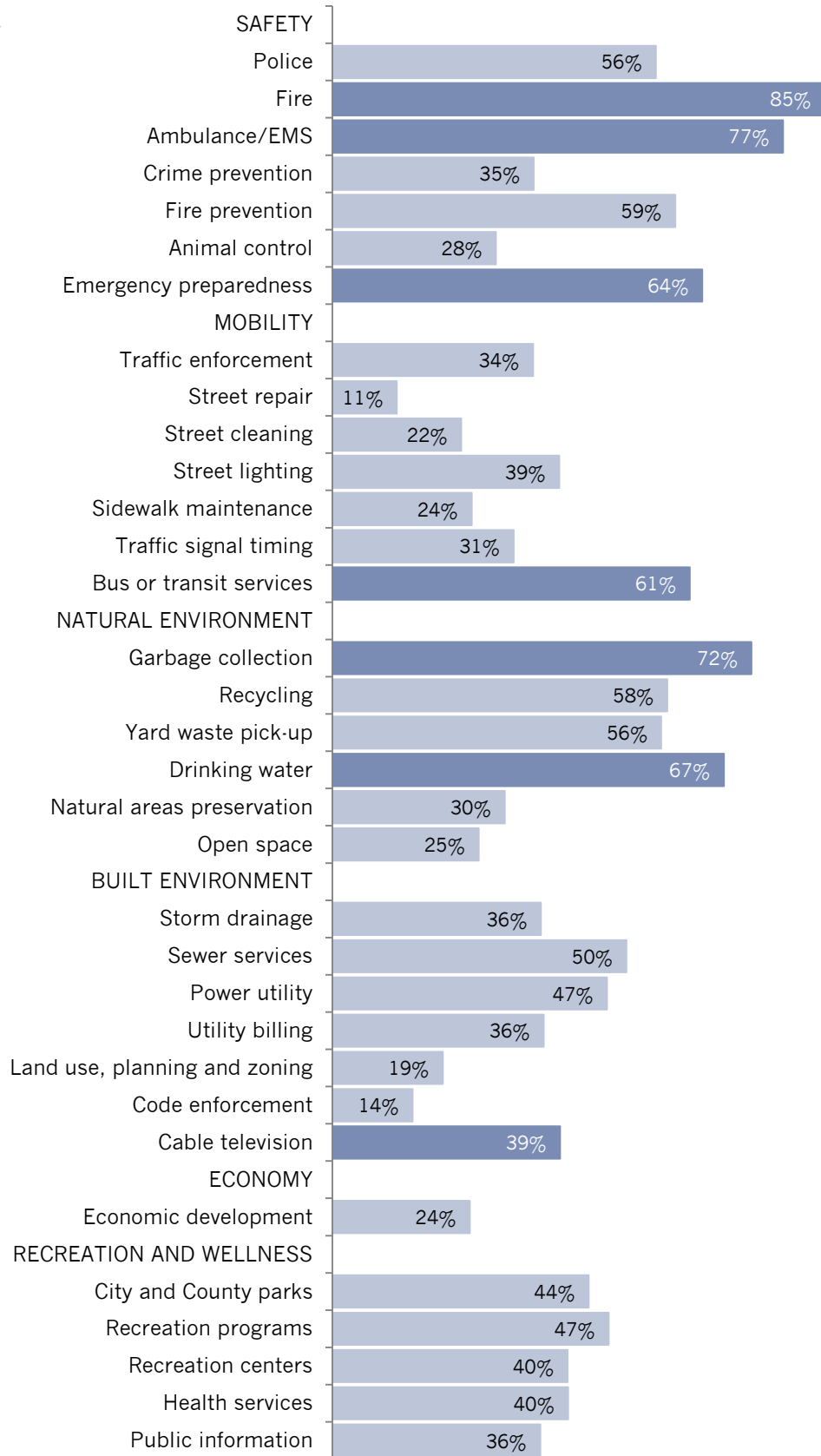
The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



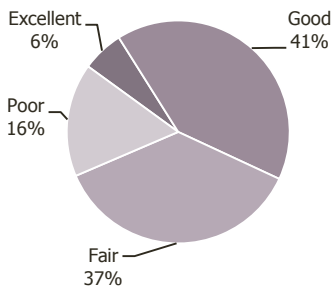
Participation

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

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. Close to half of the survey respondents rated the sense of community as excellent or good; this rating was lower than ratings in other communities across the nation. A majority of respondents were likely to recommend living in Honolulu and about three-quarters planned to remain in Honolulu for the next five years.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Most rates of Participation were similar to the benchmarks; four aspects were higher than the benchmarks and one was lower. More Honolulu residents reported that they had stocked supplies for an emergency, used public transportation instead of driving, worked in Honolulu or watched a local public meeting than residents in other communities. Compared to participants from other communities in the U.S., more Honolulu residents reported that they were under housing cost stress.

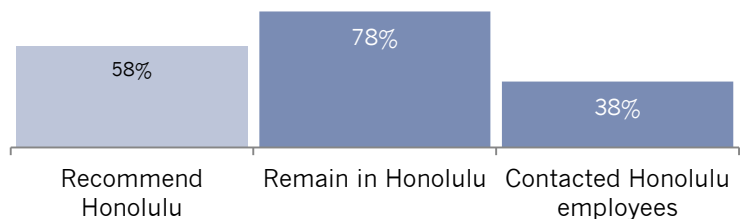
Sense of Community



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

**Comparison to national
benchmark**

■ Higher ■ Similar ■ Lower



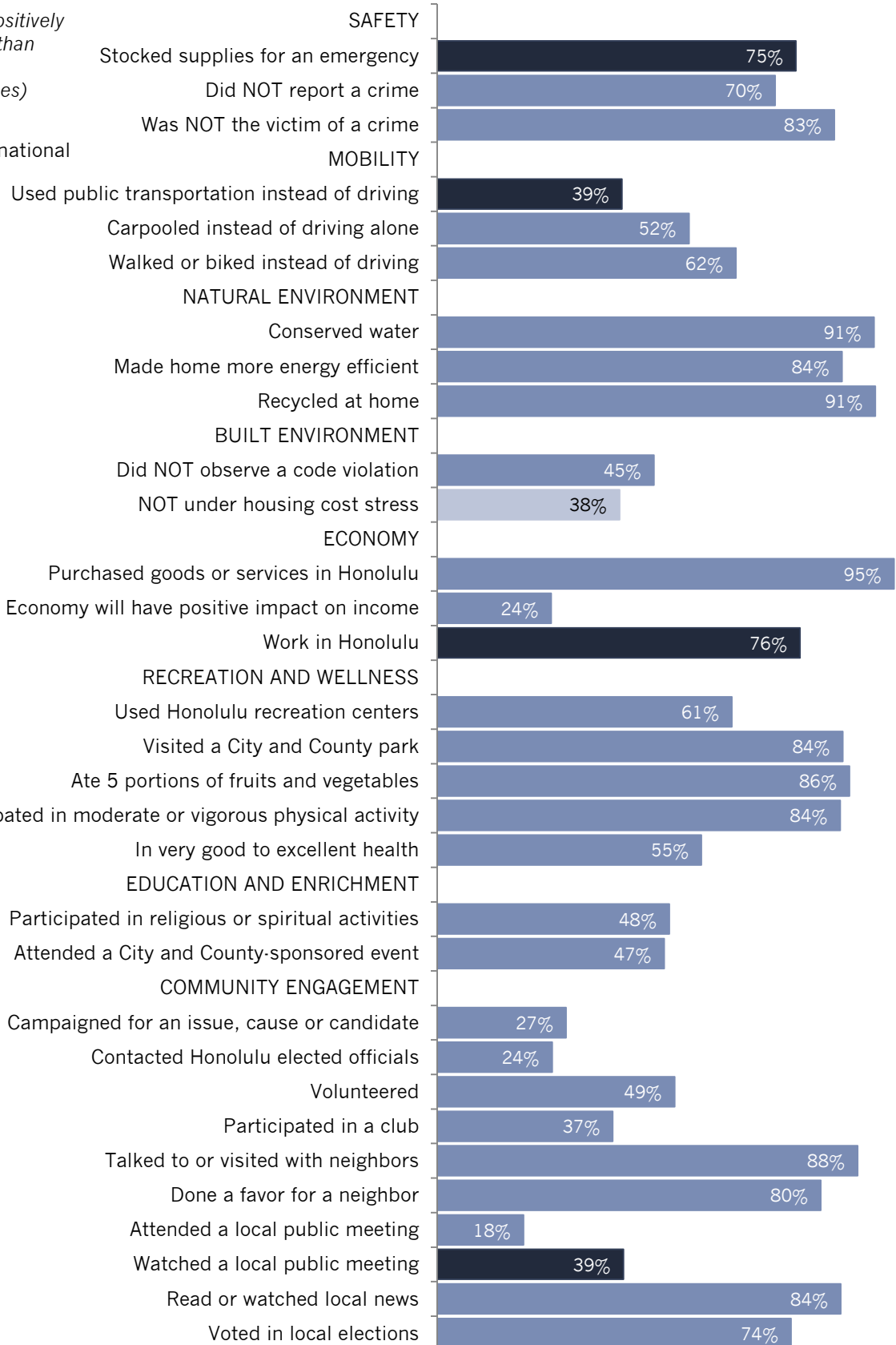
The National Citizen Survey™

Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

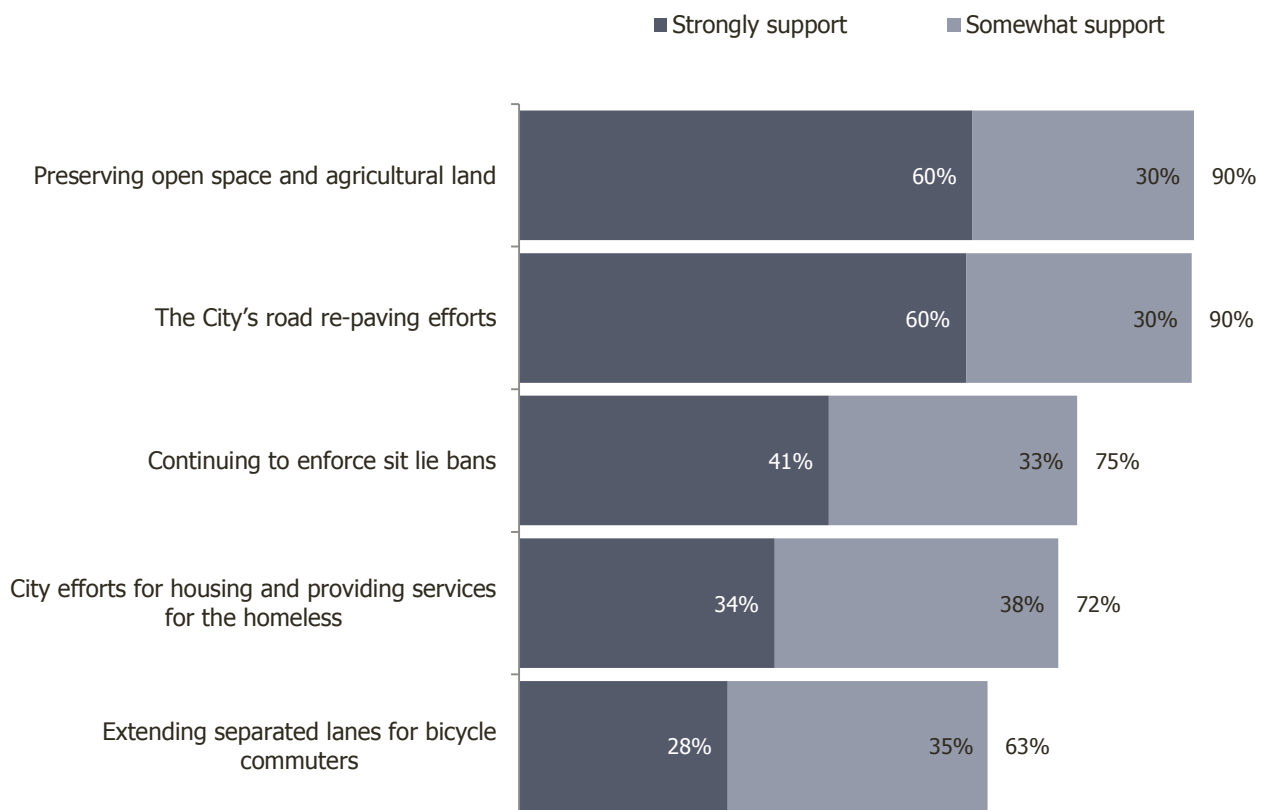


Special Topics

The City and County of Honolulu included several questions of special interest on The NCS. The first custom question asked residents to rate their support or opposition for the City and County to continue funding various items even if it meant raising taxes or fees. At least 6 in 10 respondents indicated that they would support each of the items; preserving open space and agricultural land and the City’s road re-paving efforts received the strongest levels of support.

Figure 4: Support or Opposition for Funding

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:

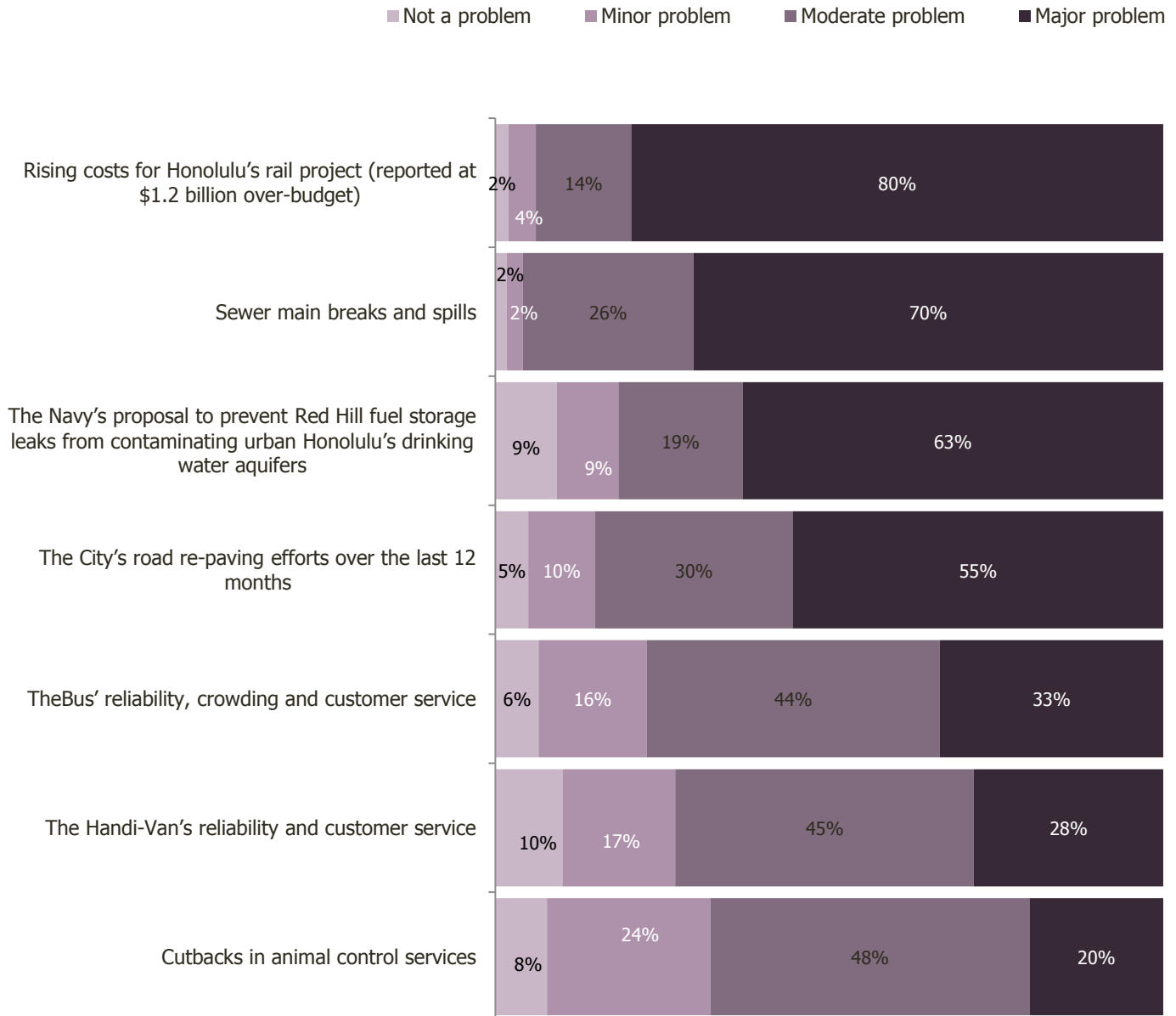


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The second question asked residents to rate several issues in the City and County of Honolulu on a scale of not a problem, minor problem, moderate problem or major problem. At least two-thirds of the respondents rated each of the items as a moderate or major problem. Rising costs for Honolulu’s rail project, sewer main breaks and spills, the Navy’s proposal to prevent Red Hill fuel storage leaks and the City’s road re-paving efforts were rated as a major problem by a majority of respondents.

Figure 5: Rating of Problems

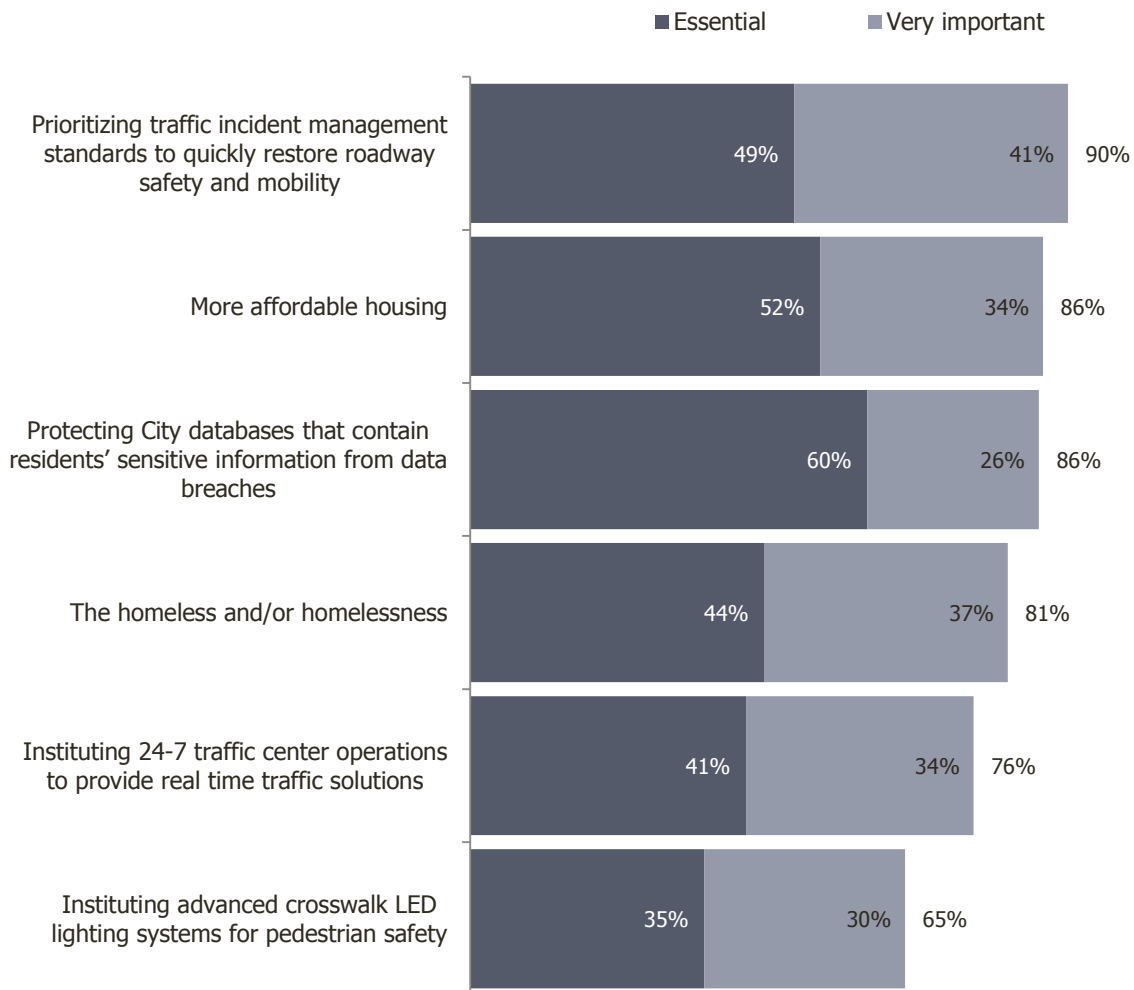
To what degree, if at all, are each of the following problems in the City and County of Honolulu?



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The third question asked respondents to rate the importance of several City and County issues to be addressed. About two-thirds or more of residents rated each of them as essential or very important. About 9 in 10 respondents gave essential or very important ratings to prioritizing traffic incident management standards, and about 8 in 10 rated more affordable housing, protecting City databases from data breaches and the homeless and/or homelessness as essential or very important issues for the City to address.

Figure 6: Important Issues for the City to Address
How important, if at all, are the following issues for the City to address in the next two years?



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The final two special interest questions had to do with the City’s bulky item pick-up service. A majority of respondents reported using the City’s bulky item pick-up service at least once in the last 12 months. Of those who reported that they had used the bulky item pick-up service, about one-third reported that the pick-up occurred on their scheduled day, about one-third reported that the pick-up occurred one to three days after their scheduled day, about 17% indicated that the pick-up occurred four or more days after their scheduled day and 10% reported that the pick-up didn’t occur at all.

Figure 7: Usages of City’s Bulky Item Pick-up Service
In the last 12 months, about how many times, if at all, have you used the City’s bulky item pick-up service?

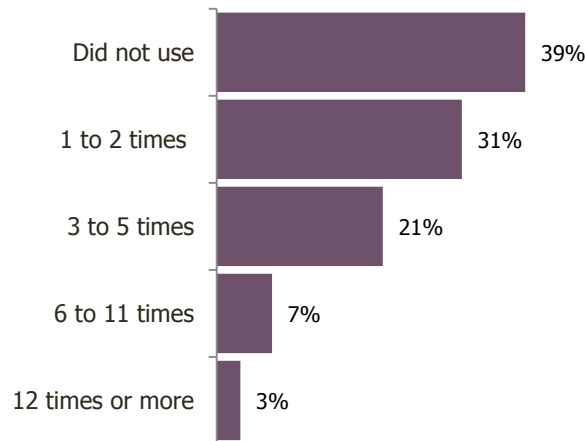
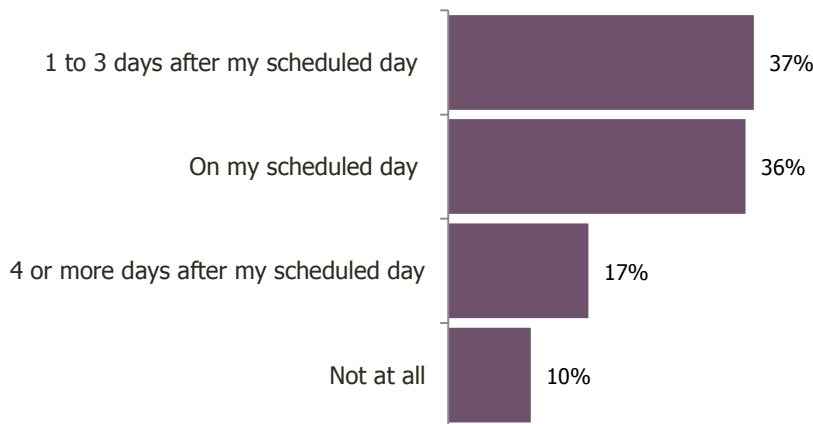


Figure 8: Timeliness of Bulky Item Pick-up Service
If you used the City’s bulky item pick-up service, when were your items picked up? (If several pick-ups occurred please select the option closest to the average pick-up time.)



Conclusions

A majority of residents continue to experience a positive quality of life in Honolulu, but some ratings decreased from 2014 to 2015.

The overall quality of life in Honolulu was generally seen as excellent or good by a majority of the survey respondents. About two-thirds of respondents rated Honolulu as a place to live and their neighborhood as a place to live as excellent or good. Ratings for Honolulu as a place to live and neighborhoods decreased from 2014 to 2015. About three-quarters of residents indicated that they were likely to remain in Honolulu for the next five years. More than half were likely to recommend living in Honolulu to someone who asks; however this rating decreased from 2014 to 2015.

Safety is a top priority for residents.

Safety was identified as a top community focus area by Honolulu residents. About 6 in 10 residents gave excellent or good ratings to the overall feeling of safety in Honolulu and about 6 in 10 indicated that they felt safe in Honolulu's downtown/commercial area. These ratings remained stable from 2014 to 2015, but were lower than ratings in comparison communities. About 85% reported feeling safe in their neighborhoods; this was similar to ratings across the nation. Within Governance, ratings for Safety were mixed. A majority of respondents tended to give positive ratings to safety services; however, ratings for animal control, fire prevention, crime prevention and police services were lower than the benchmarks. Further, ratings for crime prevention, ambulance/EMS and emergency preparedness decreased from 2014 to 2015. All other aspects of Safety remained stable over time. More residents in Honolulu than anywhere else in NRC's benchmarking database reported that they had stocked supplies for an emergency.

The Economy is important to residents.

Survey participants indicated that Economy is an important facet to focus on over the next two years. Economy ratings tended to be similar to ratings seen in other communities. However, ratings for economic development, cost of living, overall economic health, Honolulu as a place to work and the overall quality of businesses and services were lower than in comparison communities. The rating for Honolulu as a place to visit was higher than ratings in comparison communities and this rating remained stable over time. Compared to 2014, most Economy ratings remained stable; however, ratings for Honolulu as a place to work, the overall quality of businesses and services and economic development decreased in 2015.

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THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Dashboard Summary of Findings

2015



2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



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777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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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 the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Participation ratings tended to be similar when compared to other communities across the nation. Many Community Characteristics were similar to other communities; however, ratings within the facets of Safety, Mobility, Built Environment, Recreation and Wellness as well as overall and general aspects tended to lower than in comparison communities. When available, most ratings within Governance were lower than the benchmarks. 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	17	32	0	8	35	4	28	3
General	0	1	6	0	1	2	0	2	1
Safety	0	1	2	0	3	4	1	2	0
Mobility	0	1	7	0	1	6	1	2	0
Natural Environment	0	2	1	0	2	4	0	3	0
Built Environment	0	0	5	0	1	6	0	1	1
Economy	1	3	4	0	0	1	1	2	0
Recreation and Wellness	0	2	5	0	0	4	0	5	0
Education and Enrichment	0	2	2	0	0	0	0	2	0
Community Engagement	0	5	0	0	0	8	1	9	1

Legend	
	Higher
	Similar
	Lower
	NA

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Figure 2: Detailed Dashboard

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall appearance	↔	↓	42%	Customer service	↓	↓↓	35%	Recommend Honolulu	↓	↓↓	58%
Overall quality of life	↔	↓	62%	Services provided by Honolulu Federal Government	↓	↓↓	36%	Remain in Honolulu	↔	↔	78%
Place to retire	↔	↓	46%		↓	↔	38%	Contacted Honolulu employees	↔	↔	38%
Place to raise children	↔	↓	58%								
Place to live	↓	↓	67%								
Neighborhood	↓	↔	71%								
Overall image	↓	↓	49%								
Overall feeling of safety	↔	↓	63%	Police	↔	↓	56%	Was NOT the victim of a crime	↔	↔	83%
Safe in neighborhood	↔	↔	85%	Crime prevention	↓	↓↓	35%	Did NOT report a crime	↔	↔	70%
Safe downtown/commercial area	↔	↓	65%	Fire	↔	↔	85%	Stocked supplies for an emergency	↔	↑↑	75%
				Fire prevention	↔	↓	59%				
				Ambulance/EMS	↓	↔	77%				
				Emergency preparedness	↓	↔	64%				
				Animal control	↔	↓↓	28%				
Traffic flow	↔	↓↓	8%	Traffic enforcement	↔	↓↓	34%	Carpooled instead of driving alone	↔	↔	52%
Travel by car	↔	↓↓	17%	Street repair	↔	↓↓	11%	Walked or biked instead of driving	↔	↔	62%
Travel by bicycle	↔	↓↓	20%	Street cleaning	↓	↓↓	22%	Used public transportation instead of driving	↔	↑	39%
Ease of walking	↓	↓	39%	Street lighting	↔	↓	39%				
Travel by public transportation	↔	↔	33%	Sidewalk maintenance	↔	↓	24%				
Overall ease travel	↔	↓↓	38%	Traffic signal timing	↔	↓	31%				
Public parking	↔	↓↓	9%	Bus or transit services	↔	↔	61%				
Paths and walking trails	↓	↓↓	33%								
Overall natural environment	↔	↔	64%	Garbage collection	↔	↔	72%	Recycled at home	↔	↔	91%
Air quality	↔	↔	69%	Recycling	↓	↓	58%	Conserved water	↔	↔	91%
Cleanliness	↔	↓↓	36%	Yard waste pick-up	↓	↓	56%	Made home more energy efficient	↔	↔	84%
				Drinking water	↓	↔	67%				
				Open space	↓	↓↓	25%				
				Natural areas preservation	↓	↓↓	30%				
New development in Honolulu	↔	↓	38%	Sewer services	↓	↓	50%	NOT experiencing housing cost stress	↔	↓↓	38%
Affordable quality housing	↔	↓↓	9%	Storm drainage	↓	↓	36%	Did NOT observe a code violation	↔	↔	45%
Housing options	↔	↓↓	13%	Power utility	↔	↓↓	47%				
Overall built environment	↓	↓↓	27%	Utility billing	↔	↓	36%				
Public places	↓	↓	35%	Land use, planning and zoning	↔	↓	19%				
				Code enforcement	↔	↓↓	14%				
				Cable television	↓	↔	39%				

Legend

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

The National Citizen Survey™

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive	
Economy	Overall economic health	↔	30%	Economic development	↓	↓	24%	Economy will have positive impact on income	↔	↔	24%	
	Shopping opportunities	↔	67%					Purchased goods or services in Honolulu	↔	↔	95%	
	Employment opportunities	↔	22%					Work in Honolulu	↔	↑↑	76%	
	Place to visit	↔	81%									
	Cost of living	↔	3%									
	Vibrant downtown/commercial area	↔	32%									
	Place to work	↓	39%									
	Business and services	↓	33%									
	Fitness opportunities	↔	48%		City and County parks	↓	↓↓	44%	In very good to excellent health	↔	↔	55%
	Recreational opportunities	↔	57%		Recreation centers	↔	↓	40%	Used Honolulu recreation centers	↔	↔	61%
Recreation and Wellness	Health care	↓	37%	Recreation programs	↔	↓	47%	Visited a City and County park	↔	↔	84%	
	Food	↓	31%	Health services	↓	↓	40%	Ate 5 portions of fruits and vegetables	↔	↔	86%	
	Mental health care	↓	22%					Participated in moderate or vigorous physical activity	↔	↔	84%	
	Health and wellness	↓	60%									
	Preventive health services	↓	36%									
	Cultural/arts/music activities	↓	46%									
	Child care/preschool	↓	16%									
	Religious or spiritual events and activities	↓	64%									
	Overall education and enrichment	↔	40%									
	Education and Enrichment	↔	48%									
Opportunities to participate in community matters	↓	50%		Public information	↓	↓	36%	Sense of community	↔	↓	47%	
Community Engagement	Opportunities to volunteer	↔	63%	Overall direction	↓	↓↓	21%	Voted in local elections	↔	↔	74%	
	Openness and acceptance	↔	55%	Value of services for taxes paid	↓	↓↓	17%	Talked to or visited with neighbors	↔	↔	88%	
	Social events and activities	↔	51%	Welcoming citizen involvement	↓	↓	24%	Attended a local public meeting	↔	↔	18%	
	Neighborhoodliness	↔	49%	Confidence in City and County government of Honolulu	↓	↓↓	22%	Watched a local public meeting	↔	↑	39%	
				Acting in the best interest of Honolulu	↔	↓↓	23%	Volunteered	↔	↔	49%	
				Being honest	↓	↓↓	21%	Participated in a club	↔	↔	37%	
				Treating all residents fairly	↓	↓↓	23%	Campaigned for an issue, cause or candidate	↔	↔	27%	
								Contacted Honolulu elected officials	↔	↔	24%	
								Read or watched local news	↓	↔	84%	
								Done a favor for a neighbor	↔	↔	80%	

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

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Honolulu, HI

Trends over Time

2015



NRC

National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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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 2015 ratings for the City and County of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014 and 2015. 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 2014 and 2015 surveys, otherwise the comparison between 2014 and 2015 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

The majority of ratings in Honolulu remained stable from 2014 to 2015. Of the 128 items for which comparisons were available, 83 items were rated similarly in 2014 and 2015, 45 items showed a decrease in ratings and none showed an increase in ratings. Notable trends over time included the following:

- While most ratings within the pillar of Community Characteristics remained stable from 2014 to 2015, there were several that were trending down. Ratings decreased from 2014 to 2015 for: ease of walking, paths and walking trails, overall built environment, public places where people want to spend time, Honolulu as a place to work, the overall quality of businesses and services in Honolulu, availability of affordable quality health care, availability of affordable quality food, availability of affordable quality mental health care, health and wellness opportunities, preventive health services, opportunities to attend cultural/arts/music activities, availability of affordable quality child care/preschool, opportunities to attend religious or spiritual events or activities, opportunities to participate in community matters, Honolulu as a place to live, neighborhoods as a place to live and the overall image or reputation of Honolulu.
- Ratings within the pillar of Governance also mostly remained stable from 2014 to 2015, but several did decrease. Ratings that decreased from 2014 to 2015 included: crime prevention, ambulance/EMS, emergency preparedness, street cleaning, recycling, yard waste pick-up, drinking water, open space, natural areas preservation, sewer services, storm drainage, cable television, economic development, City and County parks, health services, public information services, the overall direction the City and County is taking, value of services for taxes paid, welcoming citizen involvement, confidence in City and County government, being honest, treating all residents fairly, customer service, the overall quality of services provided by the City and County of Honolulu and the overall quality of services provided by the Federal Government.
- Almost all Participation rates remained stable from 2014 to 2015. Only two rates decreased from 2014 to 2015. Fewer Honolulu residents reported that they had read or watched local news and fewer Honolulu residents indicated that they would be likely to recommend living in Honolulu.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)										2015 rating compared to					Comparison to benchmark							
	2006	2010	2011	2012	2013	2014	2015	2014	2015	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011	2012	2013	2014	2015
Overall quality of life	77%	75%	70%	74%	71%	68%	62%	Similar		Similar	Lower	Lower	Lower	Similar	Lower	Lower	Similar	Lower	Lower	Much lower	Similar	Lower	Lower
Overall image	NA	65%	66%	65%	59%	62%	49%	Lower		NA	Similar	Similar	Similar	Similar	Similar	Lower	Lower	Similar	Similar	Similar	Lower	Similar	Lower
Place to live	77%	84%	80%	81%	76%	77%	67%	Lower		Lower	Similar	Similar	Similar	Lower	Similar	Lower	Much lower	Similar	Similar	Much lower	Similar	Similar	Similar
Neighborhood	82%	78%	70%	76%	74%	80%	71%	Lower		Lower	Similar	Similar	Lower	Similar	Similar	Lower	Lower	Similar	Much lower	Much lower	Similar	Similar	Similar
Place to raise children	71%	66%	60%	63%	63%	58%	58%	Similar		Similar	Lower	Lower	Similar	Lower	Lower	Lower	Similar	Much lower	Much lower	Much lower	Lower	Lower	Lower
Place to retire	68%	63%	53%	63%	52%	52%	46%	Similar		Similar	Similar	Similar	Similar	Similar	Lower	Lower	NA	Similar	Much lower	Similar	Similar	Lower	Lower
Overall appearance	NA	52%	53%	54%	50%	46%	42%	Similar		Similar	Lower	Lower	Similar	Lower	Lower	Lower	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower

Table 2: Community Characteristics by Facet

	Percent rating positively (e.g., excellent/good, very/somewhat safe)										2015 rating compared to					Comparison to benchmark							
	2006	2010	2011	2012	2013	2014	2015	2014	2015	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011	2012	2013	2014	2015
Safety	Overall feeling of safety	NA	NA	NA	NA	64%	66%	63%	Similar		NA	NA	NA	NA	Lower	Lower	NA	NA	NA	NA	Lower	Lower	Lower
	Safe in neighborhood	NA	89%	87%	92%	93%	88%	85%	Similar		NA	Lower	Lower	Lower	Similar	Similar	NA	Lower	Lower	Lower	Similar	Similar	Similar
	Safe downtown/commercial area	NA	71%	66%	68%	71%	66%	65%	Similar		NA	Much lower	Much lower	Much lower	Lower	Lower	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower
	Overall ease of travel	NA	NA	NA	NA	42%	44%	38%	Similar		NA	NA	NA	NA	Lower	Lower	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Paths and walking trails	NA	31%	37%	36%	37%	42%	33%	Lower		NA	Much lower	Much lower	Much lower	Lower	Lower	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower
Mobility	Ease of walking	NA	47%	51%	52%	45%	39%	Lower		NA	Lower	Lower	Lower	Lower	Lower	NA	Much lower	Much lower	Much lower	Similar	Similar	Lower	
	Travel by bicycle	NA	22%	21%	21%	18%	20%	Similar		NA	Much lower	Much lower	Much lower	Much lower	Much lower	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Travel by public transportation	NA	NA	NA	NA	42%	38%	33%	Similar		NA	NA	NA	NA	Similar	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Travel by car	NA	25%	23%	20%	15%	17%	Similar		NA	Much lower	Much lower	Much lower	Similar	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public parking	NA	NA	NA	NA	7%	11%	9%	Similar		NA	NA	NA	NA	Lower	Lower	NA	NA	NA	NA	Much lower	Much lower	Much lower
Natural Environment	Traffic flow	13%	10%	12%	11%	10%	8%	Similar		NA	Much lower	Much lower	Much lower	Much lower	Much lower	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Overall natural environment	NA	67%	67%	71%	65%	64%	Similar		NA	Similar	Similar	Similar	Similar	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar	

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)										2015 rating compared to 2014	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015		
Built Environment	Cleanliness	NA	40%	41%	40%	43%	33%	36%	NA	Much lower	Much lower	Lower	Much lower	Much lower			
	Air quality	NA	75%	70%	72%	69%	68%	69%	NA	Much higher	Higher	Similar	Similar	Similar			
Built Environment	Overall built environment	NA	NA	NA	NA	34%	37%	27%	NA	NA	NA	Lower	Lower	Much lower			
	New development in Honolulu	NA	39%	39%	40%	29%	37%	38%	NA	Much lower	Much lower	Lower	Lower	Lower			
	Affordable quality housing	NA	6%	9%	9%	9%	8%	9%	NA	Much lower	Much lower	Much lower	Much lower	Much lower			
	Housing options	NA	24%	25%	24%	19%	20%	13%	NA	Much lower	Much lower	Much lower	Much lower	Much lower			
	Public places	NA	NA	NA	NA	44%	48%	35%	NA	NA	NA	NA	Lower	Lower			
	Overall economic health	NA	NA	NA	NA	32%	33%	30%	NA	NA	NA	NA	Lower	Lower			
Economy	Vibrant downtown/commercial area	NA	NA	NA	NA	32%	34%	32%	NA	NA	NA	Similar	Similar	Similar			
	Business and services	NA	43%	51%	57%	42%	45%	33%	NA	Much lower	Lower	Lower	Similar	Lower			
	Cost of living	NA	NA	NA	NA	6%	7%	3%	NA	NA	NA	NA	Much lower	Much lower			
	Shopping opportunities	NA	70%	72%	74%	64%	73%	67%	NA	Much higher	Much higher	Much higher	Similar	Similar			
	Employment opportunities	NA	22%	26%	34%	24%	28%	22%	NA	Lower	Similar	Similar	Similar	Similar			
	Place to visit	NA	NA	NA	NA	84%	85%	81%	NA	NA	NA	NA	Higher	Higher			
Economy	Place to work	NA	53%	53%	57%	51%	49%	39%	NA	Similar	Similar	Similar	Similar	Lower			
	Health and wellness	NA	NA	NA	NA	66%	68%	60%	NA	NA	NA	NA	Similar	Similar			
	Mental health care	NA	NA	NA	NA	30%	34%	22%	NA	NA	NA	NA	Lower	Lower			
	Preventive health services	NA	40%	41%	47%	46%	53%	36%	NA	Much lower	Much lower	Similar	Similar	Lower			
	Health care	NA	33%	34%	37%	44%	49%	37%	NA	Much lower	Much lower	Much lower	Similar	Lower			
	Food	NA	48%	40%	43%	40%	41%	31%	NA	Much lower	Much lower	Much lower	Lower	Much lower			
Recreation and Wellness	Recreational opportunities	NA	71%	69%	73%	57%	60%	57%	NA	Much higher	Much higher	Much higher	Similar	Similar			
	Fitness opportunities	NA	NA	NA	NA	45%	53%	48%	NA	NA	NA	NA	Lower	Lower			
	Religious or spiritual events and activities	NA	71%	68%	67%	68%	74%	64%	NA	Lower	Lower	Similar	Similar	Similar			

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)										2015 rating compared to 2014	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2015	2010	2011	2012		2013	2014	2015		
	Cultural/arts/music activities	NA	70%	71%	69%	51%	62%	46%	NA	Much higher		Much higher	Similar	Similar	Similar	
Child care/preschool	NA	14%	15%	14%	23%	24%	16%	NA	Much lower	Much lower	Lower	Lower	Much lower			
Social events and activities	NA	59%	60%	65%	50%	58%	51%	NA	Similar	Similar	Similar	Similar	Similar			
Neighborhoods	NA	NA	NA	NA	53%	52%	49%	NA	NA	NA	Similar	Similar	Similar			
Openness and acceptance	NA	62%	63%	67%	57%	60%	55%	NA	Similar	Similar	Higher	Similar	Similar			
Opportunities to participate in community matters																
Community Engagement	NA	56%	58%	58%	56%	59%	50%	NA	Lower	Similar	Lower	Similar	Similar			
Opportunities to volunteer	NA	73%	70%	75%	66%	66%	63%	NA	Similar	Similar	Similar	Similar	Similar			

Table 3: Governance General

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

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Table 4: Governance by Facet

	Percent rating positively (e.g., excellent/good)										2015 rating compared to 2014	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015		
Safety	Police	74%	64%	63%	64%	53%	52%	56%	Higher	Much lower	Much lower	Much lower	Lower	Lower	Lower		
	Fire	92%	91%	89%	89%	85%	86%	85%	Similar	Similar	Similar	Lower	Similar	Similar	Similar		
	Ambulance/EMS	84%	90%	86%	86%	85%	85%	77%	Much lower	Similar	Similar	Lower	Similar	Similar	Similar		
	Crime prevention	NA	44%	42%	42%	37%	42%	35%	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower		
	Fire prevention	74%	67%	70%	72%	68%	66%	59%	NA	Much lower	Lower	Much lower	Similar	Similar	Lower		
	Animal control	NA	40%	37%	39%	28%	33%	28%	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower		
	Emergency preparedness	NA	57%	67%	60%	58%	73%	64%	NA	Similar	Higher	Similar	Similar	Similar	Similar		
	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower		
	Street repair	27%	13%	13%	17%	11%	18%	11%	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower		
	Street cleaning	NA	27%	30%	27%	20%	29%	22%	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower		
Mobility	Street lighting	76%	41%	46%	40%	37%	39%	39%	Much higher	Much lower	Much lower	Much lower	Lower	Lower	Lower		
	Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	NA	Much lower	Much lower	Much lower	Much lower	Lower	Lower		
	Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower		
	Bus or transit services	77%	67%	68%	58%	62%	61%	61%	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar		
	Garbage collection	83%	73%	76%	73%	72%	72%	72%	Lower	Much lower	Lower	Much lower	Similar	Similar	Similar		
	Recycling	NA	70%	63%	63%	63%	66%	58%	NA	Lower	Lower	Much lower	Lower	Similar	Lower		
	Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	Lower	Much lower	Lower	Much lower	Similar	Similar	Lower		
	Drinking water	84%	75%	74%	72%	74%	75%	67%	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar		
	Natural areas preservation	NA	39%	49%	39%	31%	48%	30%	NA	Much lower	Lower	Much lower	Much lower	Similar	Similar		
	Open space	NA	NA	NA	NA	26%	38%	25%	NA	NA	NA	NA	NA	Lower	Much lower		
Natural Environment																	

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	Percent rating positively (e.g., excellent/good)										2015 rating compared to 2014	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015	
	Storm drainage	46%	51%	50%	47%	45%	53%	36%	Lower	Lower		Lower	Much lower	Lower	Similar	Lower
Sewer services	48%	57%	59%	59%	57%	58%	50%	Lower	Much lower	Much lower	NA	Lower	Lower	Lower	Much lower	
Power utility	NA	NA	NA	NA	50%	51%	47%	Similar	NA	NA	NA	Lower	Lower	Lower	Much lower	
Utility billing	NA	NA	NA	NA	37%	39%	36%	Similar	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	
Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	Similar	Lower	Much lower	Much lower	Lower	Lower	Lower	Much lower	
Code enforcement	49%	22%	28%	19%	18%	20%	14%	Similar	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Cable television	NA	NA	NA	NA	47%	53%	39%	Lower	NA	NA	NA	Similar	Similar	Similar	Similar	
Economic development	49%	24%	27%	30%	22%	34%	24%	Lower	Lower	Much lower	Much lower	Lower	Lower	Lower	Lower	
City and County parks	70%	54%	60%	52%	49%	54%	44%	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Recreation programs	70%	54%	56%	56%	44%	52%	47%	Similar	Lower	Much lower	Much lower	Lower	Lower	Lower	Lower	
Recreation centers	NA	45%	52%	50%	40%	46%	40%	Similar	NA	Much lower	Much lower	Lower	Lower	Lower	Lower	
Health services	NA	NA	NA	NA	49%	55%	40%	Lower	NA	NA	NA	Similar	Similar	Similar	Lower	
Public information	62%	41%	47%	42%	40%	48%	36%	Lower	Similar	Much lower	Much lower	Lower	Similar	Similar	Lower	

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)										2015 rating compared to 2014	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015	
	Sense of community	NA	54%	50%	61%	51%	52%	47%	Similar	NA		Lower	Lower	Similar	Similar	Similar
Recommend Honolulu	NA	81%	73%	77%	68%	66%	58%	Lower	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	
Remain in Honolulu	NA	88%	80%	85%	77%	81%	78%	Similar	NA	Higher	Lower	Similar	Similar	Similar	Similar	
Contacted Honolulu employees	NA	47%	40%	44%	43%	37%	38%	Similar	NA	Much lower	Much lower	Similar	Similar	Lower	Similar	

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Table 6: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)										2015 rating compared to 2014	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015	
Safety	Stocked supplies for an emergency	NA	NA	NA	62%	80%	75%	Similar	NA	NA	NA	NA	Much higher	Much higher	Much higher	
	Did NOT report a crime	NA	NA	NA	73%	74%	70%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	83%	Similar	NA	Similar	Lower	Similar	Similar	Similar	Similar	
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	42%	39%	Similar	NA	NA	NA	NA	Higher	Higher	Higher	
	Carpooled instead of driving alone	NA	NA	NA	52%	52%	52%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
	Walked or biked instead of driving	NA	NA	NA	57%	56%	62%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
Natural Environment	Conserved water	NA	NA	NA	87%	88%	91%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
	Made home more energy efficient	NA	NA	NA	78%	79%	84%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
	Recycled at home	NA	90%	89%	90%	89%	91%	Similar	NA	Much higher	Much higher	Much higher	Similar	Higher	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	41%	41%	45%	Similar	NA	NA	NA	NA	Lower	Lower	Similar	
	NOT under housing cost stress	NA	46%	39%	41%	40%	38%	Similar	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	
	Purchased goods or services in Honolulu	NA	NA	NA	92%	96%	95%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	24%	Similar	NA	Higher	Similar	Similar	Similar	Similar	Similar	
	Work in Honolulu	NA	NA	NA	67%	69%	76%	Similar	NA	NA	NA	NA	Much higher	Much higher	Much higher	
	Used Honolulu recreation centers	NA	57%	52%	57%	56%	61%	Similar	NA	Similar	Lower	Similar	Similar	Similar	Similar	
Recreation and Wellness	Visited a City and County park	NA	87%	86%	87%	84%	84%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar	
	Ate 5 portions of fruits and vegetables	NA	NA	NA	85%	89%	86%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	
	Participated in moderate or vigorous physical activity	NA	NA	NA	83%	87%	84%	Similar	NA	NA	NA	NA	Similar	Similar	Similar	

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)										2015 rating compared to 2014	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2015	2006	2010	2011		2012	2013	2014	2015	
Education and Enrichment	In very good to excellent health	NA	NA	NA	NA	59%	60%	55%	Similar	NA	NA	NA	Similar	Similar	Similar	
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	48%	Similar	NA	Lower	Much lower	Similar	Similar	Similar	
	Attended a City and County-sponsored event	NA	NA	NA	NA	44%	42%	47%	Similar	NA	NA	NA	Lower	Lower	Similar	
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	Similar	NA	NA	NA	Similar	Similar	Similar	
	Contacted Honolulu elected officials	NA	NA	NA	NA	25%	21%	24%	Similar	NA	NA	NA	Similar	Similar	Similar	
	Volunteered	NA	48%	50%	53%	42%	47%	49%	Similar	NA	Higher	Much higher	Similar	Similar	Similar	
	Participated in a club	NA	32%	36%	30%	39%	36%	37%	Similar	NA	Similar	Similar	Similar	Similar	Similar	
	Talked to or visited with neighbors	NA	NA	NA	NA	89%	83%	88%	Similar	NA	NA	NA	Similar	Similar	Similar	
	Done a favor for a neighbor	NA	NA	NA	NA	75%	76%	80%	Similar	NA	NA	NA	Similar	Similar	Similar	
	Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	Similar	NA	Lower	Much lower	Similar	Similar	Similar	
Community Engagement	Watched a local public meeting	NA	59%	47%	56%	43%	44%	39%	Similar	NA	Much higher	Much higher	Similar	Higher	Higher	
	Read or watched local news	NA	NA	NA	NA	93%	91%	84%	Lower	NA	NA	NA	Similar	Similar	Similar	
	Voted in local elections	NA	65%	63%	69%	77%	75%	74%	Similar	NA	Much lower	Much lower	Similar	Similar	Similar	



THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Technical Appendices
2015



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

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777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Honolulu:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	20% N=79	48% N=191	24% N=98	8% N=33	100% N=400
Your neighborhood as a place to live	23% N=92	47% N=190	25% N=98	5% N=20	100% N=400
Honolulu as a place to raise children	17% N=67	40% N=156	29% N=113	13% N=50	100% N=385
Honolulu as a place to work	9% N=37	29% N=115	43% N=170	18% N=70	100% N=393
Honolulu as a place to visit	39% N=154	42% N=164	16% N=63	3% N=12	100% N=393
Honolulu as a place to retire	19% N=71	28% N=107	28% N=105	26% N=100	100% N=383
The overall quality of life in Honolulu	12% N=48	49% N=196	29% N=114	10% N=38	100% N=397

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	8% N=33	55% N=217	29% N=115	8% N=31	100% N=396
Overall ease of getting to the places you usually have to visit	6% N=22	32% N=129	32% N=130	30% N=119	100% N=400
Quality of overall natural environment in Honolulu	18% N=70	46% N=184	31% N=122	6% N=22	100% N=398
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	4% N=18	23% N=90	39% N=154	34% N=134	100% N=396
Health and wellness opportunities in Honolulu	11% N=43	49% N=189	35% N=136	5% N=21	100% N=389
Overall opportunities for education and enrichment	7% N=28	32% N=124	36% N=139	24% N=92	100% N=384
Overall economic health of Honolulu	2% N=6	28% N=106	47% N=180	23% N=88	100% N=380
Sense of community	6% N=24	41% N=161	37% N=144	16% N=65	100% N=394
Overall image or reputation of Honolulu	6% N=23	43% N=167	39% N=152	12% N=49	100% N=390

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	12% N=47	46% N=180	25% N=96	17% N=68	100% N=392
Remain in Honolulu for the next five years	45% N=174	33% N=129	9% N=34	14% N=53	100% N=390

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	46% N=181	40% N=156	8% N=32	6% N=22	1% N=4	100% N=395
In Honolulu's downtown/commercial area during the day	15% N=59	50% N=193	20% N=78	11% N=42	4% N=16	100% N=388

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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	
	1%	N=4	7%	N=27	32%	N=127	60%	N=239	100%	N=397
Traffic flow on major streets	1%	N=4	8%	N=31	39%	N=153	53%	N=209	100%	N=396
Ease of public parking	2%	N=6	15%	N=59	40%	N=160	43%	N=171	100%	N=397
Ease of travel by car in Honolulu	4%	N=13	29%	N=95	43%	N=142	24%	N=80	100%	N=330
Ease of travel by public transportation in Honolulu	2%	N=7	17%	N=49	41%	N=116	39%	N=112	100%	N=284
Ease of travel by bicycle in Honolulu	7%	N=27	32%	N=121	48%	N=181	14%	N=52	100%	N=381
Ease of walking in Honolulu	4%	N=15	29%	N=102	37%	N=130	30%	N=105	100%	N=352
Availability of paths and walking trails	21%	N=84	48%	N=188	21%	N=84	9%	N=36	100%	N=392
Air quality	6%	N=22	31%	N=122	42%	N=166	22%	N=87	100%	N=397
Cleanliness of Honolulu	6%	N=24	36%	N=142	46%	N=180	12%	N=49	100%	N=396
Overall appearance of Honolulu	7%	N=26	28%	N=111	46%	N=180	20%	N=79	100%	N=395
Public places where people want to spend time	2%	N=6	11%	N=43	31%	N=116	56%	N=208	100%	N=373
Variety of housing options	1%	N=4	8%	N=29	12%	N=47	79%	N=299	100%	N=378
Availability of affordable quality housing	11%	N=40	37%	N=138	43%	N=159	9%	N=32	100%	N=369
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=65	40%	N=151	31%	N=118	11%	N=43	100%	N=377
Recreational opportunities	5%	N=19	26%	N=104	38%	N=149	31%	N=120	100%	N=393
Availability of affordable quality food	4%	N=16	33%	N=127	38%	N=146	25%	N=94	100%	N=382
Availability of affordable quality health care	5%	N=18	31%	N=114	45%	N=163	19%	N=68	100%	N=363
Availability of preventive health services	2%	N=6	20%	N=53	42%	N=114	36%	N=98	100%	N=271
Availability of affordable quality mental health care										

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	
	2%	N=4	15%	N=42	36%	N=101	47%	N=132	100%	N=280
Availability of affordable quality child care/preschool	9%	N=32	37%	N=135	46%	N=169	8%	N=30	100%	N=367
Opportunities to attend cultural/arts/music activities	14%	N=46	50%	N=162	32%	N=105	4%	N=14	100%	N=327
Opportunities to participate in religious or spiritual events and activities	2%	N=8	20%	N=72	46%	N=167	32%	N=116	100%	N=364
Employment opportunities	17%	N=67	50%	N=193	29%	N=112	4%	N=16	100%	N=388
Shopping opportunities	1%	N=3	2%	N=7	19%	N=74	78%	N=302	100%	N=387
Cost of living in Honolulu	2%	N=7	31%	N=120	50%	N=190	17%	N=65	100%	N=381
Overall quality of business and service establishments in Honolulu	2%	N=9	29%	N=104	51%	N=183	17%	N=61	100%	N=357
Vibrant downtown/commercial area	2%	N=8	36%	N=127	40%	N=141	22%	N=80	100%	N=355
Overall quality of new development in Honolulu	7%	N=25	44%	N=159	42%	N=153	6%	N=23	100%	N=360
Opportunities to participate in social events and activities	13%	N=46	49%	N=169	31%	N=108	6%	N=21	100%	N=345
Opportunities to volunteer	10%	N=35	40%	N=139	42%	N=147	8%	N=28	100%	N=349
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=50	41%	N=155	28%	N=107	17%	N=63	100%	N=376
Neighborliness of residents in Honolulu	8%	N=30	40%	N=148	44%	N=160	8%	N=29	100%	N=366

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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	9%	N=35	91%	N=360	100% N=396
Made efforts to make your home more energy efficient	16%	N=62	84%	N=332	100% N=393
Observed a code violation or other hazard in Honolulu	45%	N=176	55%	N=214	100% N=390
Household member was a victim of a crime in Honolulu	83%	N=323	17%	N=67	100% N=390
Reported a crime to the police in Honolulu	70%	N=277	30%	N=116	100% N=393
Stocked supplies in preparation for an emergency	25%	N=99	75%	N=292	100% N=391
Campaigned or advocated for an issue, cause or candidate	73%	N=285	27%	N=105	100% N=390
Contacted the City (in-person, phone, email or web) for help or information	62%	N=245	38%	N=148	100% N=393
Contacted City elected officials (in-person, phone, email or web) to express your opinion	76%	N=300	24%	N=94	100% N=394

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 Honolulu recreation centers or their services	11%	N=43	16%	N=65	34%	N=133	39%	N=152	100% N=393
Visited a neighborhood park or City and County park	19%	N=74	32%	N=125	34%	N=133	16%	N=61	100% N=393
Participated in religious or spiritual activities in Honolulu	7%	N=26	18%	N=72	23%	N=92	52%	N=203	100% N=393
Attended a City and County-sponsored event	0%	N=0	6%	N=24	41%	N=159	53%	N=203	100% N=386
Used bus, rail, subway or other public transportation instead of driving	14%	N=55	10%	N=38	15%	N=59	61%	N=242	100% N=394
Carpooled with other adults or children instead of driving alone	12%	N=48	19%	N=72	21%	N=83	48%	N=184	100% N=387
Walked or biked instead of driving	25%	N=98	17%	N=67	20%	N=78	38%	N=147	100% N=390
Volunteered your time to some group/activity in Honolulu	7%	N=29	12%	N=47	30%	N=116	51%	N=196	100% N=389
Participated in a club	6%	N=24	11%	N=43	19%	N=76	63%	N=249	100% N=392
Talked to or visited with your immediate neighbors	35%	N=136	26%	N=103	27%	N=105	12%	N=49	100% N=393
Done a favor for a neighbor	16%	N=65	25%	N=97	39%	N=152	20%	N=79	100% N=392

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	1%	N=3	4%	N=15	13%	N=52	82%	N=322	100% N=393
Watched (online or on television) a local public meeting	4%	N=17	7%	N=26	28%	N=109	61%	N=240	100% N=391

Table 10: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total
Police services	11%	N=42	44%	N=163	32%	N=117	13%	N=47	100% N=370
Fire services	29%	N=98	55%	N=185	15%	N=49	1%	N=3	100% N=335
Ambulance or emergency medical services	29%	N=97	49%	N=164	20%	N=67	3%	N=9	100% N=338
Crime prevention	4%	N=14	30%	N=104	46%	N=157	20%	N=68	100% N=344
Fire prevention and education	11%	N=35	48%	N=154	31%	N=101	10%	N=31	100% N=322
Traffic enforcement	6%	N=22	29%	N=105	37%	N=136	29%	N=105	100% N=368
Street repair	4%	N=15	7%	N=28	23%	N=90	65%	N=250	100% N=382

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:						
	Excellent	Good	Fair	Poor	Total	
Street cleaning	3% N=12	19% N=71	42% N=159	35% N=132	100%	N=373
Street lighting	2% N=9	36% N=140	44% N=169	17% N=66	100%	N=385
Sidewalk maintenance	2% N=7	22% N=83	44% N=164	33% N=123	100%	N=377
Traffic signal timing	4% N=16	27% N=99	44% N=161	25% N=94	100%	N=369
Bus or transit services	11% N=34	50% N=151	29% N=86	10% N=30	100%	N=301
Garbage collection	22% N=81	50% N=187	22% N=83	6% N=21	100%	N=372
Recycling	18% N=65	40% N=148	27% N=101	15% N=56	100%	N=370
Yard waste pick-up	16% N=52	40% N=131	33% N=105	11% N=36	100%	N=323
Storm drainage	5% N=18	30% N=100	37% N=120	28% N=90	100%	N=328
Drinking water	22% N=80	46% N=171	25% N=94	8% N=28	100%	N=374
Sewer services	10% N=34	40% N=136	33% N=112	16% N=55	100%	N=337
Power (electric and/or gas) utility	7% N=27	40% N=150	34% N=129	19% N=70	100%	N=375
Utility billing	6% N=24	30% N=112	36% N=134	28% N=104	100%	N=374
Honolulu parks	7% N=26	37% N=135	39% N=143	17% N=62	100%	N=367
Recreation programs or classes	6% N=15	42% N=116	38% N=105	14% N=40	100%	N=277
Recreation centers or facilities	5% N=14	36% N=105	42% N=124	18% N=51	100%	N=294
Land use, planning and zoning	2% N=5	17% N=51	38% N=112	43% N=126	100%	N=295
Code enforcement (weeds, abandoned buildings, etc.)	2% N=5	12% N=37	46% N=139	40% N=121	100%	N=301
Animal control	4% N=13	24% N=71	43% N=129	29% N=87	100%	N=300
Economic development	3% N=11	20% N=66	47% N=153	30% N=96	100%	N=326
Health services	5% N=18	35% N=117	48% N=160	12% N=39	100%	N=334
Public information services	4% N=13	32% N=102	49% N=157	16% N=50	100%	N=323
Cable television	8% N=27	31% N=103	45% N=148	16% N=54	100%	N=333
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14% N=50	49% N=170	28% N=97	9% N=30	100%	N=346
Preservation of natural areas such as open space, farmlands and greenbelts	4% N=12	26% N=81	44% N=138	26% N=83	100%	N=314
Honolulu open space	2% N=7	23% N=75	44% N=143	31% N=103	100%	N=328
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	4% N=13	31% N=101	45% N=149	21% N=68	100%	N=331
Satellite City Halls	8% N=29	37% N=127	36% N=123	18% N=62	100%	N=341
Neighborhood Boards	5% N=12	35% N=80	38% N=86	21% N=48	100%	N=226

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	4% N=14	32% N=120	47% N=176	17% N=64	100%	N=374
The Federal Government	4% N=16	34% N=121	48% N=169	14% N=49	100%	N=355

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 Honolulu	2% N=7	15% N=55	47% N=171	36% N=131	100%	N=364
The overall direction that Honolulu is taking	2% N=7	19% N=68	41% N=148	38% N=135	100%	N=358
The job Honolulu government does at welcoming citizen involvement	3% N=8	21% N=67	46% N=147	30% N=94	100%	N=316
Overall confidence in Honolulu government	2% N=8	20% N=70	41% N=146	37% N=132	100%	N=356

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Please rate the following categories of the City and County of Honolulu government performance:						
	Excellent	Good	Fair	Poor	Total	
Generally acting in the best interest of the community	2% N=8	21% N=76	40% N=145	37% N=133	100%	N=362
Being honest	3% N=9	18% N=62	35% N=121	44% N=153	100%	N=345
Treating all residents fairly	3% N=9	20% N=71	37% N=128	41% N=142	100%	N=351

Table 13: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:						
	Essential	Very important	Somewhat important	Not at all important	Total	
Overall feeling of safety in Honolulu	46% N=184	44% N=175	10% N=40	0% N=0	100%	N=399
Overall ease of getting to the places you usually have to visit	41% N=161	47% N=187	11% N=45	1% N=2	100%	N=395
Quality of overall natural environment in Honolulu	43% N=172	43% N=170	13% N=52	1% N=4	100%	N=398
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	35% N=140	45% N=179	19% N=74	1% N=4	100%	N=397
Health and wellness opportunities in Honolulu	33% N=131	47% N=187	19% N=75	0% N=1	100%	N=394
Overall opportunities for education and enrichment	49% N=196	38% N=150	11% N=43	2% N=9	100%	N=398
Overall economic health of Honolulu	53% N=212	36% N=142	11% N=44	1% N=2	100%	N=400
Sense of community	34% N=136	39% N=157	23% N=93	3% N=12	100%	N=399

Table 14: Question 14

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
The City's road re-paving efforts	60% N=235	30% N=120	8% N=30	3% N=10	100% N=394
City efforts for housing and providing services for the homeless	34% N=134	38% N=149	18% N=70	10% N=39	100% N=392
Continuing to enforce sit lie bans	41% N=145	33% N=118	19% N=66	7% N=23	100% N=352
Extending separated lanes for bicycle commuters	28% N=102	35% N=128	19% N=68	19% N=68	100% N=365
Preserving open space and agricultural land	60% N=232	30% N=114	7% N=25	3% N=12	100% N=383

Table 15: Question 15

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
The Navy's proposal to prevent Red Hill fuel storage leaks from contaminating urban Honolulu's drinking water aquifers	9% N=29	9% N=30	19% N=59	63% N=201	100% N=319
Rising costs for Honolulu's rail project (reported at \$1.2 billion over-budget)	2% N=7	4% N=16	14% N=55	80% N=304	100% N=382
Outbacks in animal control services	8% N=27	24% N=87	48% N=169	20% N=71	100% N=354
TheBus' reliability, crowding and customer service	6% N=23	16% N=58	44% N=158	33% N=120	100% N=359
Sewer main breaks and spills	2% N=6	2% N=9	26% N=98	70% N=270	100% N=384
The City's road re-paving efforts over the last 12 months	5% N=19	10% N=38	30% N=114	55% N=213	100% N=384
The Handi-Van's reliability and customer service	10% N=26	17% N=44	45% N=117	28% N=74	100% N=261

Table 16: Question 16

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
Protecting City databases that contain residents' sensitive information from data breaches	60% N=237	26% N=103	12% N=48	2% N=10	100% N=398
Instituting 24-7 traffic center operations to provide real time traffic solutions	41% N=164	34% N=136	23% N=90	2% N=6	100% N=396

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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
More affordable housing	52% N=208	34% N=133	13% N=51	1% N=4	100% N=396
The homeless and/or homelessness	44% N=174	37% N=145	16% N=65	3% N=11	100% N=395
Instituting advanced crosswalk LED lighting systems for pedestrian safety	35% N=139	30% N=120	25% N=100	9% N=37	100% N=396
Prioritizing traffic incident management standards to quickly restore roadway safety and mobility	49% N=193	41% N=164	9% N=35	1% N=5	100% N=397

Table 17: Question 17

In the last 12 months, about how many times, if at all, have you used the City's bulky item pick-up service?	Percent	Number
1 to 2 times	31%	N=122
3 to 5 times	21%	N=82
6 to 11 times	7%	N=27
12 times or more	3%	N=11
Did not use	39%	N=157
Total	100%	N=398

Table 18: Question 18

If you used the City's bulky item pick-up service, when were your items picked up? (If several pick-ups occurred please select the option closest to the average pick-up time.)	Percent	Number
On my scheduled day	36%	N=79
1 to 3 days after my scheduled day	37%	N=82
4 or more days after my scheduled day	17%	N=37
Not at all	10%	N=23
Total	100%	N=221

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Table 19: 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	5% N=18	4% N=17	12% N=47	22% N=86	58% N=231	100% N=399
Purchase goods or services from a business located in Honolulu	2% N=6	3% N=13	16% N=65	43% N=170	36% N=143	100% N=397
Eat at least 5 portions of fruits and vegetables a day	5% N=19	9% N=37	38% N=152	29% N=118	18% N=73	100% N=399
Participate in moderate or vigorous physical activity	2% N=9	14% N=54	28% N=113	34% N=135	21% N=85	100% N=396
Read or watch local news (via television, paper, computer, etc.)	1% N=4	15% N=59	12% N=47	22% N=86	51% N=203	100% N=400
Vote in local elections	17% N=69	9% N=36	5% N=21	19% N=75	50% N=198	100% N=398

Table 20: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=72
Very good	37%	N=149
Good	35%	N=140
Fair	8%	N=34
Poor	2%	N=7
Total	100%	N=402

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Table 21: 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	7%	N=27
Somewhat positive	17%	N=67
Neutral	48%	N=190
Somewhat negative	22%	N=86
Very negative	7%	N=26
Total	100%	N=396

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=267
Working part time for pay	7%	N=28
Unemployed, looking for paid work	4%	N=15
Unemployed, not looking for paid work	2%	N=9
Fully retired	20%	N=79
Total	100%	N=398

Table 23: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=256
Yes, from home	6%	N=24
No	24%	N=90
Total	100%	N=370

Table 24: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=22
2 to 5 years	13%	N=50
6 to 10 years	7%	N=29
11 to 20 years	13%	N=53
More than 20 years	61%	N=241
Total	100%	N=395

Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=192
Building with two or more homes (duplex, townhome, apartment or condominium)	47%	N=185
Other	4%	N=15
Total	100%	N=394

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Table 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=170
Owned	57%	N=224
Total	100%	N=395

Table 27: 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	3%	N=13
\$300 to \$599 per month	7%	N=27
\$600 to \$999 per month	8%	N=30
\$1,000 to \$1,499 per month	19%	N=75
\$1,500 to \$2,499 per month	30%	N=117
\$2,500 or more per month	32%	N=123
Total	100%	N=385

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=250
Yes	37%	N=145
Total	100%	N=395

Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=265
Yes	34%	N=134
Total	100%	N=399

Table 30: 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	13%	N=50
\$25,000 to \$49,999	18%	N=71
\$50,000 to \$99,999	39%	N=151
\$100,000 to \$149,999	19%	N=75
\$150,000 or more	10%	N=36
Total	100%	N=383

Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=357
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=33
Total	100%	N=389

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Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=14
Black or African American	3%	N=11
White	30%	N=119
Other	11%	N=44
Native Hawaiian or other Pacific Islander	17%	N=68
Asian	58%	N=232

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

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=15
25 to 34 years	25%	N=99
35 to 44 years	16%	N=64
45 to 54 years	19%	N=76
55 to 64 years	13%	N=52
65 to 74 years	14%	N=54
75 years or older	9%	N=38
Total	100%	N=398

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Table 34: Question D16

What is your sex?	Percent	Number
Female	52%	N=204
Male	48%	N=189
Total	100%	N=394

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=257
Land line	14%	N=57
Both	21%	N=82
Total	100%	N=396

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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 36: 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	20% N=79	48% N=191	24% N=98	8% N=33	0% N=0	100% N=400
Your neighborhood as a place to live	23% N=92	47% N=190	25% N=98	5% N=20	0% N=1	100% N=401
Honolulu as a place to raise children	17% N=67	39% N=156	28% N=113	12% N=50	4% N=14	100% N=399
Honolulu as a place to work	9% N=37	29% N=115	43% N=170	17% N=70	1% N=5	100% N=398
Honolulu as a place to visit	39% N=154	41% N=164	16% N=63	3% N=12	2% N=7	100% N=399
Honolulu as a place to retire	18% N=71	27% N=107	27% N=105	25% N=100	4% N=15	100% N=398
The overall quality of life in Honolulu	12% N=48	49% N=196	29% N=114	10% N=38	0% N=0	100% N=397

Table 37: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	8% N=33	54% N=217	29% N=115	8% N=31	1% N=5	100% N=400
Overall ease of getting to the places you usually have to visit	6% N=22	32% N=129	32% N=130	30% N=119	0% N=1	100% N=401
Quality of overall natural environment in Honolulu	18% N=70	46% N=184	31% N=122	6% N=22	0% N=1	100% N=399
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	4% N=18	23% N=90	38% N=154	34% N=134	1% N=4	100% N=400
Health and wellness opportunities in Honolulu	11% N=43	47% N=189	34% N=136	5% N=21	3% N=10	100% N=399
Overall opportunities for education and enrichment	7% N=28	31% N=124	35% N=139	23% N=92	3% N=13	100% N=397
Overall economic health of Honolulu	2% N=6	27% N=106	45% N=180	22% N=88	4% N=17	100% N=396
Sense of community	6% N=24	40% N=161	36% N=144	16% N=65	1% N=5	100% N=398
Overall image or reputation of Honolulu	6% N=23	42% N=167	38% N=152	12% N=49	2% N=8	100% N=398

Table 38: 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	12% N=47	45% N=180	24% N=96	17% N=68	2% N=7	100% N=399
Remain in Honolulu for the next five years	44% N=174	32% N=129	9% N=34	13% N=53	2% N=9	100% N=398

Table 39: 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	45% N=181	39% N=156	8% N=32	5% N=22	1% N=4	1% N=5	100% N=399
In Honolulu's downtown/commercial area during the day	15% N=59	48% N=193	19% N=78	11% N=42	4% N=16	3% N=10	100% N=398

Table 40: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	1% N=4	7% N=27	32% N=127	60% N=239	1% N=3	100% N=400
Ease of public parking	1% N=4	8% N=31	38% N=153	52% N=209	1% N=3	100% N=400

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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	
Ease of travel by car in Honolulu	2%	N=6	15%	N=59	40%	N=160	43%	N=171	1%	N=3	100%	N=399
Ease of travel by public transportation in Honolulu	3%	N=13	24%	N=95	36%	N=142	20%	N=80	17%	N=66	100%	N=396
Ease of travel by bicycle in Honolulu	2%	N=7	12%	N=49	29%	N=116	28%	N=112	28%	N=113	100%	N=396
Ease of walking in Honolulu	7%	N=27	30%	N=121	45%	N=181	13%	N=52	5%	N=18	100%	N=399
Availability of paths and walking trails	4%	N=15	26%	N=102	33%	N=130	26%	N=105	12%	N=46	100%	N=398
Air quality	21%	N=84	47%	N=188	21%	N=84	9%	N=36	2%	N=6	100%	N=399
Cleanliness of Honolulu	6%	N=22	31%	N=122	42%	N=166	22%	N=87	0%	N=0	100%	N=397
Overall appearance of Honolulu	6%	N=24	36%	N=142	45%	N=180	12%	N=49	1%	N=2	100%	N=398
Public places where people want to spend time	6%	N=26	28%	N=111	45%	N=180	20%	N=79	1%	N=5	100%	N=400
Variety of housing options	2%	N=6	11%	N=43	29%	N=116	52%	N=208	6%	N=24	100%	N=397
Availability of affordable quality housing	1%	N=4	7%	N=29	12%	N=47	75%	N=299	5%	N=22	100%	N=400
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=40	34%	N=138	40%	N=159	8%	N=32	8%	N=31	100%	N=399
Recreational opportunities	16%	N=65	38%	N=151	30%	N=118	11%	N=43	5%	N=22	100%	N=399
Availability of affordable quality food	5%	N=19	26%	N=104	38%	N=149	30%	N=120	1%	N=6	100%	N=398
Availability of affordable quality health care	4%	N=16	32%	N=127	37%	N=146	24%	N=94	4%	N=15	100%	N=397
Availability of preventive health services	4%	N=18	28%	N=114	41%	N=163	17%	N=68	9%	N=36	100%	N=399
Availability of affordable quality mental health care	1%	N=6	13%	N=53	29%	N=114	24%	N=98	32%	N=129	100%	N=400

Table 41: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	1%	N=4	11%	N=42	26%	N=101	34%	N=132	29%	N=113	100%	N=393
Opportunities to attend cultural/arts/music activities	8%	N=32	35%	N=135	43%	N=169	8%	N=30	7%	N=26	100%	N=392
Opportunities to participate in religious or spiritual events and activities	12%	N=46	41%	N=162	27%	N=105	4%	N=14	17%	N=65	100%	N=392
Employment opportunities	2%	N=8	19%	N=72	43%	N=167	30%	N=116	7%	N=26	100%	N=390
Shopping opportunities	17%	N=67	49%	N=193	29%	N=112	4%	N=16	1%	N=5	100%	N=393
Cost of living in Honolulu	1%	N=3	2%	N=7	19%	N=74	77%	N=302	2%	N=6	100%	N=393
Overall quality of business and service establishments in Honolulu	2%	N=7	30%	N=120	48%	N=190	16%	N=65	3%	N=13	100%	N=394
Vibrant downtown/commercial area	2%	N=9	27%	N=104	47%	N=183	16%	N=61	8%	N=32	100%	N=389
Overall quality of new development in Honolulu	2%	N=8	32%	N=127	36%	N=141	20%	N=80	10%	N=38	100%	N=393
Opportunities to participate in social events and activities	6%	N=25	40%	N=159	39%	N=153	6%	N=23	8%	N=33	100%	N=393
Opportunities to volunteer	12%	N=46	43%	N=169	27%	N=108	5%	N=21	12%	N=49	100%	N=393
Opportunities to participate in community matters	9%	N=35	36%	N=139	38%	N=147	7%	N=28	11%	N=43	100%	N=392
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=50	40%	N=155	27%	N=107	16%	N=63	4%	N=16	100%	N=392
Neighborhoodness of residents in Honolulu	8%	N=30	38%	N=148	41%	N=160	7%	N=29	5%	N=21	100%	N=387

Table 42: 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	9%	N=35	91%	N=360	100%	N=396
Made efforts to make your home more energy efficient	16%	N=62	84%	N=332	100%	N=393
Observed a code violation or other hazard in Honolulu	45%	N=176	55%	N=214	100%	N=390
Household member was a victim of a crime in Honolulu	83%	N=323	17%	N=67	100%	N=390

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Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Reported a crime to the police in Honolulu		70% N=277	30% N=116	100% N=393
Stocked supplies in preparation for an emergency		25% N=99	75% N=292	100% N=391
Campaigned or advocated for an issue, cause or candidate		73% N=285	27% N=105	100% N=390
Contacted the City (in-person, phone, email or web) for help or information		62% N=245	38% N=148	100% N=393
Contacted City elected officials (in-person, phone, email or web) to express your opinion		76% N=300	24% N=94	100% N=394

Table 43: 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?		2-4 times a month	Once a month or less	Not at all	Total
Used Honolulu recreation centers or their services		16% N=65	34% N=133	39% N=152	100% N=393
Visited a neighborhood park or City and County park		32% N=125	34% N=133	16% N=61	100% N=393
Participated in religious or spiritual activities in Honolulu		18% N=72	23% N=92	52% N=203	100% N=393
Attended a City and County-sponsored event		6% N=24	41% N=159	53% N=203	100% N=386
Used bus, rail, subway or other public transportation instead of driving		10% N=38	15% N=59	61% N=242	100% N=394
Carpooled with other adults or children instead of driving alone		19% N=72	21% N=83	48% N=184	100% N=387
Walked or biked instead of driving		17% N=67	20% N=78	38% N=147	100% N=390
Volunteered your time to some group/activity in Honolulu		12% N=47	30% N=116	51% N=196	100% N=389
Participated in a club		11% N=43	19% N=76	63% N=249	100% N=392
Talked to or visited with your immediate neighbors		26% N=103	27% N=105	12% N=49	100% N=393
Done a favor for a neighbor		25% N=97	39% N=152	20% N=79	100% N=392

Table 44: 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?		2-4 times a month	Once a month or less	Not at all	Total
Attended a local public meeting		4% N=15	13% N=52	82% N=322	100% N=393
Watched (online or on television) a local public meeting		7% N=26	28% N=109	61% N=240	100% N=391

Table 45: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:		Excellent	Good	Fair	Poor	Don't know	Total
Police services		11% N=42	42% N=163	30% N=117	12% N=47	4% N=16	100% N=386
Fire services		25% N=98	48% N=185	13% N=49	1% N=3	13% N=52	100% N=387
Ambulance or emergency medical services		25% N=97	42% N=164	17% N=67	2% N=9	13% N=51	100% N=389
Crime prevention		4% N=14	27% N=104	41% N=157	18% N=68	10% N=40	100% N=384
Fire prevention and education		9% N=35	40% N=154	26% N=101	8% N=31	16% N=62	100% N=384
Traffic enforcement		6% N=22	27% N=105	35% N=136	27% N=105	5% N=18	100% N=387
Street repair		4% N=15	7% N=28	23% N=90	65% N=250	1% N=4	100% N=386
Street cleaning		3% N=12	18% N=71	41% N=159	34% N=132	3% N=12	100% N=385
Street lighting		2% N=9	36% N=140	44% N=169	17% N=66	1% N=3	100% N=388
Sidewalk maintenance		2% N=7	22% N=83	43% N=164	32% N=123	2% N=9	100% N=386
Traffic signal timing		4% N=16	26% N=99	42% N=161	24% N=94	4% N=16	100% N=385

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
Bus or transit services	9%	N=34	39%	N=151	22%	N=86	8%	N=30	22%	N=87	N=388
Garbage collection	21%	N=81	48%	N=187	21%	N=83	5%	N=21	5%	N=18	N=391
Recycling	17%	N=65	38%	N=148	26%	N=101	14%	N=56	4%	N=16	N=386
Yard waste pick-up	13%	N=52	34%	N=131	27%	N=105	9%	N=36	17%	N=64	N=387
Storm drainage	5%	N=18	26%	N=100	31%	N=120	23%	N=90	15%	N=57	N=385
Drinking water	21%	N=80	44%	N=171	24%	N=94	7%	N=28	4%	N=15	N=388
Sewer services	9%	N=34	35%	N=136	29%	N=112	14%	N=55	13%	N=49	N=386
Power (electric and/or gas) utility	7%	N=27	39%	N=150	33%	N=129	18%	N=70	3%	N=10	N=386
Utility billing	6%	N=24	29%	N=112	35%	N=134	27%	N=104	4%	N=14	N=387
City and County parks	7%	N=26	35%	N=135	37%	N=143	16%	N=62	5%	N=21	N=388
Recreation programs or classes	4%	N=15	30%	N=116	27%	N=105	10%	N=40	28%	N=110	N=387
Recreation centers or facilities	4%	N=14	27%	N=105	32%	N=124	13%	N=51	23%	N=88	N=382
Land use, planning and zoning	1%	N=5	13%	N=51	29%	N=112	33%	N=126	24%	N=91	N=386
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=5	10%	N=37	36%	N=139	32%	N=121	21%	N=82	N=383
Animal control	3%	N=13	19%	N=71	33%	N=129	23%	N=87	22%	N=86	N=386
Economic development	3%	N=11	17%	N=66	40%	N=153	25%	N=96	16%	N=60	N=386
Health services	5%	N=18	30%	N=117	42%	N=160	10%	N=39	13%	N=51	N=385
Public information services	3%	N=13	27%	N=102	41%	N=157	13%	N=50	16%	N=62	N=385
Cable television	7%	N=27	27%	N=103	38%	N=148	14%	N=54	14%	N=53	N=386
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=50	44%	N=170	25%	N=97	8%	N=30	10%	N=37	N=383
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=12	21%	N=81	36%	N=138	22%	N=83	18%	N=69	N=383
Honolulu open space	2%	N=7	20%	N=75	38%	N=143	27%	N=103	14%	N=52	N=380
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	3%	N=13	26%	N=101	39%	N=149	18%	N=68	13%	N=52	N=383
Satellite City Halls	7%	N=29	33%	N=127	32%	N=123	16%	N=62	12%	N=45	N=386
Neighborhood Boards	3%	N=12	21%	N=80	22%	N=86	13%	N=48	41%	N=159	N=385

Table 46: 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	4%	N=14	31%	N=120	45%	N=176	17%	N=64	3%	N=13	N=387
The Federal Government	4%	N=16	31%	N=121	44%	N=169	13%	N=49	8%	N=32	N=387

Table 47: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent		Good		Fair		Poor		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
The value of services for the taxes paid to Honolulu	2%	N=7	14%	N=55	44%	N=171	34%	N=131	6%	N=25	N=388
The overall direction that Honolulu is taking	2%	N=7	18%	N=68	38%	N=148	35%	N=135	8%	N=31	N=388
The job Honolulu government does at welcoming citizen involvement	2%	N=8	17%	N=67	38%	N=147	24%	N=94	18%	N=70	N=385
Overall confidence in Honolulu government	2%	N=8	18%	N=70	38%	N=146	34%	N=132	8%	N=30	N=386
Generally acting in the best interest of the community	2%	N=8	19%	N=76	38%	N=145	34%	N=133	7%	N=25	N=388
Being honest	2%	N=9	16%	N=62	31%	N=121	39%	N=153	11%	N=43	N=388

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Please rate the following categories of the City and County of Honolulu government performance:		Excellent	Good	Fair	Poor	Don't know	Total
Treating all residents fairly		2% N=9	18% N=71	33% N=128	37% N=142	10% N=38	100% N=388

Table 48: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:		Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu		46% N=184	44% N=175	10% N=40	0% N=0	100% N=399
Overall ease of getting to the places you usually have to visit		41% N=161	47% N=187	11% N=45	1% N=2	100% N=395
Quality of overall natural environment in Honolulu		43% N=172	43% N=170	13% N=52	1% N=4	100% N=398
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)		35% N=140	45% N=179	19% N=74	1% N=4	100% N=397
Health and wellness opportunities in Honolulu		33% N=131	47% N=187	19% N=75	0% N=1	100% N=394
Overall opportunities for education and enrichment		49% N=196	38% N=150	11% N=43	2% N=9	100% N=398
Overall economic health of Honolulu		53% N=212	36% N=142	11% N=44	1% N=2	100% N=400
Sense of community		34% N=136	39% N=157	23% N=93	3% N=12	100% N=399

Table 49: Question 14

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
The City's road re-paving efforts		60% N=235	30% N=120	8% N=30	3% N=10	100% N=394
City efforts for housing and providing services for the homeless		34% N=134	38% N=149	18% N=70	10% N=39	100% N=392
Continuing to enforce sit lie bans		41% N=145	33% N=118	19% N=66	7% N=23	100% N=352
Extending separated lanes for bicycle commuters		28% N=102	35% N=128	19% N=68	19% N=68	100% N=365
Preserving open space and agricultural land		60% N=232	30% N=114	7% N=25	3% N=12	100% N=383

Table 50: Question 15

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
The Navy's proposal to prevent Red Hill fuel storage leaks from contaminating urban Honolulu's drinking water aquifers		7% N=29	7% N=30	15% N=59	51% N=201	20% N=78	100% N=397
Rising costs for Honolulu's rail project (reported at \$1.2 billion over-budget)		2% N=7	4% N=16	14% N=55	76% N=304	4% N=18	100% N=400
Cutbacks in animal control services		7% N=27	22% N=87	43% N=169	18% N=71	10% N=39	100% N=393
TheBus' reliability, crowding and customer service		6% N=23	15% N=58	40% N=158	30% N=120	10% N=39	100% N=398
Sewer main breaks and spills		2% N=6	2% N=9	25% N=98	68% N=270	3% N=14	100% N=397
The City's road re-paving efforts over the last 12 months		5% N=19	10% N=38	29% N=114	54% N=213	3% N=13	100% N=397
The Handi-Van's reliability and customer service		7% N=26	11% N=44	29% N=117	19% N=74	34% N=136	100% N=397

Table 51: Question 16

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
Protecting City databases that contain residents' sensitive information from data breaches		60% N=237	26% N=103	12% N=48	2% N=10	100% N=398
Instituting 24-7 traffic center operations to provide real time traffic solutions		41% N=164	34% N=136	23% N=90	2% N=6	100% N=396
More affordable housing		52% N=208	34% N=133	13% N=51	1% N=4	100% N=396
The homeless and/or homelessness		44% N=174	37% N=145	16% N=65	3% N=11	100% N=395

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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
Instituting advanced crosswalk LED lighting systems for pedestrian safety	35% N=139	30% N=120	25% N=100	9% N=37	100% N=396
Prioritizing traffic incident management standards to quickly restore roadway safety and mobility	49% N=193	41% N=164	9% N=35	1% N=5	100% N=397

Table 52: Question 17

In the last 12 months, about how many times, if at all, have you used the City's bulky item pick-up service?	Percent	Number
1 to 2 times	31%	N=122
3 to 5 times	21%	N=82
6 to 11 times	7%	N=27
12 times or more	3%	N=11
Did not use	39%	N=157
Total	100%	N=398

Table 53: Question 18

If you used the City's bulky item pick-up service, when were your items picked up? (If several pick-ups occurred please select the option closest to the average pick-up time.)	Percent	Number
On my scheduled day	25%	N=79
1 to 3 days after my scheduled day	26%	N=82
4 or more days after my scheduled day	12%	N=37
Not at all	7%	N=23
Don't know	30%	N=96
Total	100%	N=317

Table 54: 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	5% N=18	4% N=17	12% N=47	22% N=86	58% N=231	100% N=399
Purchase goods or services from a business located in Honolulu	2% N=6	3% N=13	16% N=65	43% N=170	36% N=143	100% N=397
Eat at least 5 portions of fruits and vegetables a day	5% N=19	9% N=37	38% N=152	29% N=118	18% N=73	100% N=399
Participate in moderate or vigorous physical activity	2% N=9	14% N=54	28% N=113	34% N=135	21% N=85	100% N=396
Read or watch local news (via television, paper, computer, etc.)	1% N=4	15% N=59	12% N=47	22% N=86	51% N=203	100% N=400
Vote in local elections	17% N=69	9% N=36	5% N=21	19% N=75	50% N=198	100% N=398

Table 55: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=72
Very good	37%	N=149
Good	35%	N=140
Fair	8%	N=34
Poor	2%	N=7
Total	100%	N=402

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Table 56: 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	7%	N=27
Somewhat positive	17%	N=67
Neutral	48%	N=190
Somewhat negative	22%	N=86
Very negative	7%	N=26
Total	100%	N=396

Table 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=267
Working part time for pay	7%	N=28
Unemployed, looking for paid work	4%	N=15
Unemployed, not looking for paid work	2%	N=9
Fully retired	20%	N=79
Total	100%	N=398

Table 58: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=256
Yes, from home	6%	N=24
No	24%	N=90
Total	100%	N=370

Table 59: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=22
2 to 5 years	13%	N=50
6 to 10 years	7%	N=29
11 to 20 years	13%	N=53
More than 20 years	61%	N=241
Total	100%	N=395

Table 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=192
Building with two or more homes (duplex, townhome, apartment or condominium)	47%	N=185
Other	4%	N=15
Total	100%	N=394

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Table 61: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=170
Owned	57%	N=224
Total	100%	N=395

Table 62: 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	3%	N=13
\$300 to \$599 per month	7%	N=27
\$600 to \$999 per month	8%	N=30
\$1,000 to \$1,499 per month	19%	N=75
\$1,500 to \$2,499 per month	30%	N=117
\$2,500 or more per month	32%	N=123
Total	100%	N=385

Table 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=250
Yes	37%	N=145
Total	100%	N=395

Table 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=265
Yes	34%	N=134
Total	100%	N=399

Table 65: 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	13%	N=50
\$25,000 to \$49,999	18%	N=71
\$50,000 to \$99,999	39%	N=151
\$100,000 to \$149,999	19%	N=75
\$150,000 or more	10%	N=36
Total	100%	N=383

Table 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=357
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=33
Total	100%	N=389

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Table 67: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=14
Black or African American	3%	N=11
White	30%	N=119
Other	11%	N=44
Native Hawaiian or other Pacific Islander	17%	N=68
Asian	58%	N=232

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

Table 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=15
25 to 34 years	25%	N=99
35 to 44 years	16%	N=64
45 to 54 years	19%	N=76
55 to 64 years	13%	N=52
65 to 74 years	14%	N=54
75 years or older	9%	N=38
Total	100%	N=398

Table 69: Question D16

What is your sex?	Percent	Number
Female	52%	N=204
Male	48%	N=189
Total	100%	N=394

Table 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=257
Land line	14%	N=57
Both	21%	N=82
Total	100%	N=396

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Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City and County of Honolulu chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (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, four columns are provided in the table. The first column is Honolulu’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “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 the City and County’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 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	62%	359	398	10%	Lower
Overall image or reputation of Honolulu	49%	246	297	17%	Lower
Honolulu as a place to live	67%	306	341	10%	Lower
Your neighborhood as a place to live	71%	224	263	15%	Similar
Honolulu as a place to raise children	58%	293	332	12%	Lower
Honolulu as a place to retire	46%	279	315	11%	Lower
Overall appearance of Honolulu	42%	279	310	10%	Lower

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	63%	198	227	13%	Lower
	In your neighborhood during the day	85%	267	303	12%	Similar
	In Honolulu's downtown/commercial area during the day	65%	247	257	4%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	38%	141	143	1%	Much lower
	Availability of paths and walking trails	33%	255	266	4%	Much lower
	Ease of walking in Honolulu	39%	221	247	11%	Lower
	Ease of travel by bicycle in Honolulu	20%	245	251	2%	Much lower
	Ease of travel by public transportation in Honolulu	33%	83	126	34%	Similar
	Ease of travel by car in Honolulu	17%	253	254	0%	Much lower
	Ease of public parking	9%	118	119	1%	Much lower
Traffic flow on major streets	8%	298	299	0%	Much lower	
Natural Environment	Quality of overall natural environment in Honolulu	64%	181	235	23%	Similar
	Cleanliness of Honolulu	36%	219	228	4%	Much lower
	Air quality	69%	144	211	32%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	27%	136	137	1%	Much lower
	Overall quality of new development in Honolulu	38%	225	243	7%	Lower
	Availability of affordable quality housing	9%	253	255	1%	Much lower
	Variety of housing options	13%	233	234	0%	Much lower
	Public places where people want to spend time	35%	122	130	6%	Lower
Economy	Overall economic health of Honolulu	30%	128	142	10%	Lower
	Vibrant downtown/commercial area	32%	83	127	35%	Similar
	Overall quality of business and service establishments in Honolulu	33%	219	228	4%	Lower
	Cost of living in Honolulu	3%	136	136	0%	Much lower
	Shopping opportunities	67%	90	253	65%	Similar
	Employment opportunities	22%	199	267	26%	Similar
	Honolulu as a place to visit	81%	30	150	81%	Higher
	Honolulu as a place to work	39%	255	306	17%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	60%	110	139	21%	Similar
	Availability of affordable quality mental health care	22%	115	119	3%	Lower
	Availability of preventive health services	36%	183	192	5%	Lower
	Availability of affordable quality health care	37%	204	216	6%	Lower
	Availability of affordable quality food	31%	190	192	1%	Much lower
	Recreational opportunities	57%	179	259	31%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	121	134	10%	Lower
	Overall opportunities for education and enrichment	40%	131	137	4%	Much lower
	Opportunities to participate in religious or spiritual events and activities	64%	158	172	8%	Similar
	Opportunities to attend cultural/arts/music activities	46%	152	252	40%	Similar
Community Engagement	Availability of affordable quality child care/preschool	16%	214	214	0%	Much lower
	Opportunities to participate in social events and activities	51%	148	215	31%	Similar
	Neighborliness of Honolulu	49%	102	132	23%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	55%	184	245	25%	Similar
	Opportunities to participate in community matters	50%	180	228	21%	Similar
	Opportunities to volunteer	63%	167	222	25%	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	36%	381	386	1%	Much lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	35%	321	321	0%	Much lower
Value of services for the taxes paid to The City and County of Honolulu	17%	347	347	0%	Much lower
Overall direction that Honolulu is taking	21%	278	278	0%	Much lower
Job the City and County of Honolulu government does at welcoming citizen involvement	24%	261	265	2%	Lower
Overall confidence in Honolulu government	22%	135	137	1%	Much lower
Generally acting in the best interest of the community	23%	136	137	1%	Much lower
Being honest	21%	133	133	0%	Much lower
Treating all residents fairly	23%	135	136	1%	Much lower
Services provided by the Federal Government	38%	63	206	70%	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 services	56%	372	383	3%	Lower
	Fire services	85%	283	310	9%	Similar
	Ambulance or emergency medical services	77%	274	299	8%	Similar
	Crime prevention	35%	296	307	4%	Much lower
	Fire prevention and education	59%	235	244	4%	Lower
	Animal control	28%	293	295	1%	Much lower
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	127	240	47%	Similar
	Traffic enforcement	34%	325	327	1%	Much lower
	Street repair	11%	367	372	1%	Much lower
	Street cleaning	22%	274	276	1%	Much lower
	Street lighting	39%	254	271	6%	Lower
	Sidewalk maintenance	24%	266	275	3%	Lower
	Traffic signal timing	31%	210	215	2%	Lower
Natural Environment	Bus or transit services	61%	66	183	64%	Similar
	Garbage collection	72%	278	308	10%	Similar
	Recycling	58%	286	314	9%	Lower
	Yard waste pick-up	56%	201	227	12%	Lower
Built Environment	Drinking water	67%	184	292	37%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	30%	217	218	0%	Much lower
	Honolulu open space	25%	128	129	1%	Much lower
	Storm drainage	36%	307	315	3%	Lower
	Sewer services	50%	272	276	1%	Lower
Economy	Power (electric and/or gas) utility	47%	139	139	0%	Much lower
	Utility billing	36%	122	122	0%	Much lower
	Land use, planning and zoning	19%	253	255	1%	Much lower
	Code enforcement (weeds, abandoned buildings, etc.)	14%	309	315	2%	Much lower
Recreation and Wellness	Cable television	39%	133	164	19%	Similar
	Economic development	24%	226	243	7%	Lower
Community Engagement	City and County parks	44%	282	285	1%	Much lower
	Recreation programs or classes	47%	287	298	4%	Lower
	Recreation centers or facilities	40%	233	242	4%	Lower
	Health services	40%	158	168	6%	Lower
	Public information services	36%	242	247	2%	Lower

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	47%	233	262	11%	Lower
Recommend living in Honolulu to someone who asks	58%	231	236	2%	Much lower
Remain in Honolulu for the next five years	78%	186	231	20%	Similar
Contacted the City (in-person, phone, email or web) for help or information	38%	218	268	19%	Similar

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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	75%	1	123	100%	Much higher
	Did NOT report a crime to the police	70%	110	133	17%	Similar
	Household member was NOT a victim of a crime	83%	192	228	16%	Similar
Mobility	Used TheBus, The Handi-Van or other public transportation instead of driving	39%	30	110	73%	Higher
	Carpooled with other adults or children instead of driving alone	52%	16	129	88%	Similar
	Walked or biked instead of driving	62%	41	133	70%	Similar
Natural Environment	Made efforts to conserve water	91%	22	124	83%	Similar
	Made efforts to make your home more energy efficient	84%	6	124	96%	Similar
	Recycle at home	91%	86	215	60%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	45%	91	125	27%	Similar
	NOT experiencing housing costs stress	38%	211	211	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	95%	99	129	23%	Similar
	Economy will have positive impact on income	24%	127	213	41%	Similar
	Work inside boundaries of Honolulu	76%	5	129	97%	Much higher
Recreation and Wellness	Used City recreation centers or their services	61%	57	200	72%	Similar
	Visited a neighborhood park or City and County park	84%	116	231	50%	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	42	126	67%	Similar
	Participate in moderate or vigorous physical activity	84%	77	127	40%	Similar
	In very good to excellent health	55%	96	128	25%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	48%	89	170	48%	Similar
	Attended City and County-sponsored event	47%	83	130	36%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	23	121	82%	Similar
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	24%	12	128	91%	Similar
	Volunteered your time to some group/activity in Honolulu	49%	56	220	75%	Similar
	Participated in a club	37%	41	198	80%	Similar
	Talked to or visited with your immediate neighbors	88%	102	129	21%	Similar
	Done a favor for a neighbor	80%	84	125	33%	Similar
	Attended a local public meeting	18%	146	220	34%	Similar
	Watched (online or on television) a local public meeting	39%	29	185	85%	Higher
	Read or watch local news (via television, paper, computer, etc.)	84%	95	128	26%	Similar
	Vote in local elections	74%	165	213	23%	Similar

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Communities included in national comparisons

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

Adams County, CO.....	441,603	Brownsburg town, IN.....	21,285
Airway Heights city, WA.....	6,114	Bryan city, TX.....	76,201
Albany city, OR.....	50,158	Burien city, WA.....	33,313
Albemarle County, VA.....	98,970	Burleson city, TX.....	36,690
Albert Lea city, MN.....	18,016	Cabarrus County, NC.....	178,011
Algonquin village, IL.....	30,046	Cambridge city, MA.....	105,162
Aliso Viejo city, CA.....	47,823	Canton city, SD.....	3,057
Altoona city, IA.....	14,541	Cape Coral city, FL.....	154,305
American Canyon city, CA.....	19,454	Cape Girardeau city, MO.....	37,941
Ames city, IA.....	58,965	Carlisle borough, PA.....	18,682
Andover CDP, MA.....	8,762	Carlsbad city, CA.....	105,328
Ankeny city, IA.....	45,582	Carroll city, IA.....	10,103
Ann Arbor city, MI.....	113,934	Cartersville city, GA.....	19,731
Annapolis city, MD.....	38,394	Cary town, NC.....	135,234
Apache Junction city, AZ.....	35,840	Casa Grande city, AZ.....	48,571
Apple Valley town, CA.....	69,135	Casper city, WY.....	55,316
Arapahoe County, CO.....	572,003	Castine town, ME.....	1,366
Arkansas City city, AR.....	366	Castle Pines North city, CO.....	10,360
Arlington city, TX.....	365,438	Castle Rock town, CO.....	48,231
Arlington County, VA.....	207,627	Centennial city, CO.....	100,377
Arvada city, CO.....	106,433	Centralia city, IL.....	13,032
Asheville city, NC.....	83,393	Chambersburg borough, PA.....	20,268
Ashland city, OR.....	20,078	Chandler city, AZ.....	236,123
Ashland town, VA.....	7,225	Chanhausen city, MN.....	22,952
Aspen city, CO.....	6,658	Chapel Hill town, NC.....	57,233
Auburn city, AL.....	53,380	Charlotte city, NC.....	731,424
Auburn city, WA.....	70,180	Charlotte County, FL.....	159,978
Augusta CCD, GA.....	134,777	Charlottesville city, VA.....	43,475
Aurora city, CO.....	325,078	Chattanooga city, TN.....	167,674
Austin city, TX.....	790,390	Chesterfield County, VA.....	316,236
Bainbridge Island city, WA.....	23,025	Chippewa Falls city, WI.....	13,661
Baltimore city, MD.....	620,961	Citrus Heights city, CA.....	83,301
Bartonville town, TX.....	1,469	Clackamas County, OR.....	375,992
Battle Creek city, MI.....	52,347	Clarendon Hills village, IL.....	8,427
Bay City city, MI.....	34,932	Clayton city, MO.....	15,939
Baytown city, TX.....	71,802	Clearwater city, FL.....	107,685
Bedford city, TX.....	46,979	Cleveland Heights city, OH.....	46,121
Bedford town, MA.....	13,320	Clive city, IA.....	15,447
Bellevue city, WA.....	122,363	Clovis city, CA.....	95,631
Bellingham city, WA.....	80,885	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
Bend city, OR.....	76,639	Collinsville city, IL.....	25,579
Benicia city, CA.....	26,997	Columbia city, MO.....	108,500
Bettendorf city, IA.....	33,217	Columbia city, SC.....	129,272
Billings city, MT.....	104,170	Columbia Falls city, MT.....	4,688
Blaine city, MN.....	57,186	Columbus city, WI.....	4,991
Bloomfield Hills city, MI.....	3,869	Commerce City city, CO.....	45,913
Bloomington city, MN.....	82,893	Concord city, CA.....	122,067
Blue Springs city, MO.....	52,575	Concord town, MA.....	17,668
Boise City city, ID.....	205,671	Cookeville city, TN.....	30,435
Boone County, KY.....	118,811	Coon Rapids city, MN.....	61,476
Boulder city, CO.....	97,385	Copperas Cove city, TX.....	32,032
Bowling Green city, KY.....	58,067	Coronado city, CA.....	18,912
Brentwood city, MO.....	8,055	Corvallis city, OR.....	54,462
Brentwood city, TN.....	37,060	Creve Coeur city, MO.....	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX.....	1,563
Bristol city, TN.....	26,702	Crystal Lake city, IL.....	40,743
Broken Arrow city, OK.....	98,850	Dacono city, CO.....	4,152
Brookfield city, WI.....	37,920	Dade City city, FL.....	6,437
Brookline CDP, MA.....	58,732	Dakota County, MN.....	398,552
Broomfield city, CO.....	55,889	Dallas city, OR.....	14,583

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Dallas city, TX.....	1,197,816	Glenview village, IL.....	44,692
Danville city, KY.....	16,218	Globe city, AZ.....	7,532
Dardenne Prairie city, MO.....	11,494	Golden Valley city, MN.....	20,371
Davenport city, IA.....	99,685	Goodyear city, AZ.....	65,275
Davidson town, NC.....	10,944	Grafton village, WI.....	11,459
Dayton city, OH.....	141,527	Grand Blanc city, MI.....	8,276
Decatur city, GA.....	19,335	Grand Island city, NE.....	48,520
Del Mar city, CA.....	4,161	Grass Valley city, CA.....	12,860
Delray Beach city, FL.....	60,522	Greeley city, CO.....	92,889
Denison city, TX.....	22,682	Green Valley CDP, AZ.....	21,391
Denton city, TX.....	113,383	Greenville city, NC.....	84,554
Denver city, CO.....	600,158	Greenwich town, CT.....	61,171
Derby city, KS.....	22,158	Greenwood Village city, CO.....	13,925
Des Peres city, MO.....	8,373	Greer city, SC.....	25,515
Destin city, FL.....	12,305	Guilford County, NC.....	488,406
Dorchester County, MD.....	32,618	Gunnison County, CO.....	15,324
Dothan city, AL.....	65,496	Gurnee village, IL.....	31,295
Douglas County, CO.....	285,465	Hailey city, ID.....	7,960
Dover city, NH.....	29,987	Haines Borough, AK.....	2,508
Dublin city, CA.....	46,036	Hallandale Beach city, FL.....	37,113
Duluth city, MN.....	86,265	Hamilton city, OH.....	62,477
Duncanville city, TX.....	38,524	Hanover County, VA.....	99,863
Durham city, NC.....	228,330	Harrisonburg city, VA.....	48,914
Eagle town, CO.....	6,508	Harrisonville city, MO.....	10,019
East Baton Rouge Parish, LA.....	440,171	Hayward city, CA.....	144,186
East Grand Forks city, MN.....	8,601	Henderson city, NV.....	257,729
East Lansing city, MI.....	48,579	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
Edgewater city, CO.....	5,170	Hillsborough town, NC.....	6,087
Edina city, MN.....	47,941	Holland city, MI.....	33,051
Edmond city, OK.....	81,405	Honolulu County, HI.....	953,207
Edmonds city, WA.....	39,709	Hooksett town, NH.....	13,451
El Cerrito city, CA.....	23,549	Hopkins city, MN.....	17,591
El Dorado County, CA.....	181,058	Hopkinton town, MA.....	14,925
El Paso city, TX.....	649,121	Hoquiam city, WA.....	8,726
Elk Grove city, CA.....	153,015	Horry County, SC.....	269,291
Elk River city, MN.....	22,974	Hudson city, OH.....	22,262
Elko New Market city, MN.....	4,110	Hudson town, CO.....	2,356
Elmhurst city, IL.....	44,121	Hudsonville city, MI.....	7,116
Encinitas city, CA.....	59,518	Huntersville town, NC.....	46,773
Englewood city, CO.....	30,255	Hurst city, TX.....	37,337
Erie town, CO.....	18,135	Hutchinson city, MN.....	14,178
Escambia County, FL.....	297,619	Hutto city, TX.....	14,698
Estes Park town, CO.....	5,858	Hyattsville city, MD.....	17,557
Fairview town, TX.....	7,248	Independence city, MO.....	116,830
Farmington Hills city, MI.....	79,740	Indian Trail town, NC.....	33,518
Fayetteville city, NC.....	200,564	Indianola city, IA.....	14,782
Fishers town, IN.....	76,794	Iowa City city, IA.....	67,862
Flower Mound town, TX.....	64,669	Issaquah city, WA.....	30,434
Forest Grove city, OR.....	21,083	Jackson County, MI.....	160,248
Fort Collins city, CO.....	143,986	James City County, VA.....	67,009
Fort Smith city, AR.....	86,209	Jefferson City city, MO.....	43,079
Fort Worth city, TX.....	741,206	Jefferson County, CO.....	534,543
Fountain Hills town, AZ.....	22,489	Jefferson County, NY.....	116,229
Franklin city, TN.....	62,487	Jerome city, ID.....	10,890
Fredericksburg city, VA.....	24,286	Johnson City city, TN.....	63,152
Fremont city, CA.....	214,089	Johnston city, IA.....	17,278
Friendswood city, TX.....	35,805	Jupiter town, FL.....	55,156
Fruita city, CO.....	12,646	Kalamazoo city, MI.....	74,262
Gahanna city, OH.....	33,248	Kansas City city, KS.....	145,786
Gaithersburg city, MD.....	59,933	Kansas City city, MO.....	459,787
Galveston city, TX.....	47,743	Keizer city, OR.....	36,478
Gardner city, KS.....	19,123	Kenmore city, WA.....	20,460
Geneva city, NY.....	13,261	Kennedale city, TX.....	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kettering city, OH.....	56,163
Gillette city, WY.....	29,087	Key West city, FL.....	24,649
Glendora city, CA.....	50,073	King County, WA.....	1,931,249

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Kirkland city, WA.....	48,787	Mission Viejo city, CA	93,305
Kirkwood city, MO.....	27,540	Modesto city, CA.....	201,165
Knoxville city, IA.....	7,313	Monterey city, CA.....	27,810
La Mesa city, CA.....	57,065	Montgomery County, VA.....	94,392
La Plata town, MD.....	8,753	Monticello city, UT	1,972
La Porte city, TX.....	33,800	Monument town, CO	5,530
La Vista city, NE.....	15,758	Mooreville town, NC.....	32,711
Lafayette city, CO	24,453	Morristown city, TN.....	29,137
Laguna Beach city, CA.....	22,723	Morrisville town, NC.....	18,576
Laguna Hills city, CA.....	30,344	Moscow city, ID	23,800
Laguna Niguel city, CA	62,979	Mountain Village town, CO.....	1,320
Lake Oswego city, OR	36,619	Mountlake Terrace city, WA.....	19,909
Lake Stevens city, WA.....	28,069	Muscataine city, IA	22,886
Lake Worth city, FL.....	34,910	Naperville city, IL.....	141,853
Lake Zurich village, IL	19,631	Needham CDP, MA.....	28,886
Lakeville city, MN.....	55,954	New Braunfels city, TX	57,740
Lakewood city, CO	142,980	New Brighton city, MN.....	21,456
Lane County, OR.....	351,715	New Hanover County, NC.....	202,667
Larimer County, CO.....	299,630	New Orleans city, LA.....	343,829
Las Cruces city, NM.....	97,618	New Smyrna Beach city, FL	22,464
Las Vegas city, NV	583,756	Newberg city, OR.....	22,068
Lawrence city, KS.....	87,643	Newport Beach city, CA	85,186
League City city, TX	83,560	Newport News city, VA.....	180,719
Lee's Summit city, MO.....	91,364	Newton city, IA.....	15,254
Lehi city, UT	47,407	Noblesville city, IN	51,969
Lenexa city, KS	48,190	Nogales city, AZ.....	20,837
Lewis County, NY.....	27,087	Norfolk city, VA.....	242,803
Lewisville city, TX.....	95,290	North Richland Hills city, TX.....	63,343
Libertyville village, IL.....	20,315	Northglenn city, CO.....	35,789
Lincoln city, NE	258,379	Novato city, CA.....	51,904
Lindsborg city, KS	3,458	Novi city, MI.....	55,224
Littleton city, CO.....	41,737	O'Fallon city, IL.....	28,281
Livermore city, CA.....	80,968	O'Fallon city, MO.....	79,329
Lombard village, IL	43,165	Oak Park village, IL	51,878
Lone Tree city, CO	10,218	Oakland city, CA	390,724
Long Grove village, IL	8,043	Oakland Park city, FL	41,363
Longmont city, CO	86,270	Oakley city, CA	35,432
Longview city, TX.....	80,455	Ogdensburg city, NY	11,128
Los Alamos County, NM.....	17,950	Oklahoma City city, OK.....	579,999
Louisville city, CO.....	18,376	Olathe city, KS.....	125,872
Lynchburg city, VA	75,568	Old Town city, ME.....	7,840
Lynnwood city, WA	35,836	Olmsted County, MN	144,248
Macomb County, MI.....	840,978	Olympia city, WA	46,478
Madison city, WI.....	233,209	Orland Park village, IL.....	56,767
Manhattan Beach city, CA.....	35,135	Oshkosh city, WI.....	66,083
Mankato city, MN	39,309	Oshtemo charter township, MI.....	21,705
Maple Grove city, MN	61,567	Otsego County, MI	24,164
Maple Valley city, WA	22,684	Overland Park city, KS.....	173,372
Maricopa County, AZ.....	3,817,117	Oviedo city, FL.....	33,342
Martinez city, CA.....	35,824	Paducah city, KY	25,024
Maryland Heights city, MO.....	27,472	Palm Coast city, FL.....	75,180
Matthews town, NC.....	27,198	Palo Alto city, CA	64,403
McAllen city, TX	129,877	Papillion city, NE	18,894
McDonough city, GA.....	22,084	Park City city, UT	7,558
McKinney city, TX.....	131,117	Parker town, CO	45,297
McMinnville city, OR	32,187	Parkland city, FL	23,962
Medford city, OR.....	74,907	Pasadena city, CA	137,122
Menlo Park city, CA	32,026	Pasco city, WA	59,781
Mercer Island city, WA	22,699	Pasco County, FL	464,697
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 city, IL	115,007
Mesa County, CO	146,723	Peoria County, IL	186,494
Miami Beach city, FL	87,779	Petoskey city, MI	5,670
Miami city, FL	399,457	Pflugerville city, TX	46,936
Middleton city, WI.....	17,442	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
Milton city, GA	32,661	Piqua city, OH.....	20,522
Minneapolis city, MN	382,578	Pitkin County, CO.....	17,148

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Plano city, TX	259,841	SeaTac city, WA.....	26,909
Platte City city, MO.....	4,691	Sevierville city, TN	14,807
Plymouth city, MN.....	70,576	Shawnee city, KS	62,209
Pocatello city, ID.....	54,255	Sheboygan city, WI.....	49,288
Polk County, IA.....	430,640	Shoreview city, MN	25,043
Pompano Beach city, FL	99,845	Shorewood city, MN	7,307
Port Huron city, MI.....	30,184	Shorewood village, IL.....	15,615
Port Orange city, FL.....	56,048	Shorewood village, WI	13,162
Portland city, OR.....	583,776	Sioux Center city, IA	7,048
Post Falls city, ID	27,574	Sioux Falls city, SD.....	153,888
Prince William County, VA.....	402,002	Skokie village, IL.....	64,784
Prior Lake city, MN.....	22,796	Snellville city, GA	18,242
Provo city, UT.....	112,488	Snowmass Village town, CO.....	2,826
Pueblo city, CO	106,595	South Kingstown town, RI	30,639
Purcellville town, VA.....	7,727	South Lake Tahoe city, CA.....	21,403
Queen Creek town, AZ	26,361	South Portland city, ME	25,002
Radnor township, PA.....	31,531	Southborough town, MA.....	9,767
Ramsey city, MN.....	23,668	Southlake city, TX.....	26,575
Rapid City city, SD	67,956	Sparks city, NV	90,264
Raymore city, MO	19,206	Spokane Valley city, WA	89,755
Redmond city, WA	54,144	Spring Hill city, KS.....	5,437
Rehoboth Beach city, DE	1,327	Springboro city, OH.....	17,409
Reno city, NV.....	225,221	Springfield city, MO.....	159,498
Reston CDP, VA	58,404	Springfield city, OR	59,403
Richmond city, CA.....	103,701	Springville city, UT	29,466
Richmond Heights city, MO.....	8,603	St. Charles city, IL.....	32,974
Rifle city, CO.....	9,172	St. Cloud city, FL.....	35,183
Rio Rancho city, NM	87,521	St. Cloud city, MN	65,842
River Falls city, WI.....	15,000	St. Joseph city, MO	76,780
Riverdale city, UT.....	8,426	St. Louis County, MN.....	200,226
Riverside city, CA.....	303,871	St. Louis Park city, MN	45,250
Riverside city, MO	2,937	Stallings town, NC.....	13,831
Rochester Hills city, MI.....	70,995	State College borough, PA	42,034
Rock Hill city, SC.....	66,154	Steamboat Springs city, CO	12,088
Rockford city, IL	152,871	Sterling Heights city, MI	129,699
Rockville city, MD.....	61,209	Sugar Grove village, IL	8,997
Rogers city, MN	8,597	Sugar Land city, TX.....	78,817
Rolla city, MO	19,559	Summit city, NJ.....	21,457
Roselle village, IL.....	22,763	Summit County, UT.....	36,324
Rosemount city, MN.....	21,874	Sunnyvale city, CA	140,081
Roseville city, MN.....	33,660	Surprise city, AZ.....	117,517
Roswell city, GA.....	88,346	Suwanee city, GA.....	15,355
Round Rock city, TX.....	99,887	Tacoma city, WA.....	198,397
Royal Oak city, MI.....	57,236	Takoma Park city, MD	16,715
Saco city, ME.....	18,482	Tamarac city, FL	60,427
Sahuarita town, AZ	25,259	Temecula city, CA	100,097
Sammamish city, WA	45,780	Tempe city, AZ	161,719
San Anselmo town, CA	12,336	Temple city, TX.....	66,102
San Antonio city, TX.....	1,327,407	The Woodlands CDP, TX.....	93,847
San Carlos city, CA.....	28,406	Thornton city, CO.....	118,772
San Diego city, CA	1,307,402	Thousand Oaks city, CA.....	126,683
San Francisco city, CA	805,235	Tigard city, OR.....	48,035
San Jose city, CA	945,942	Tracy city, CA	82,922
San Juan County, NM.....	130,044	Tualatin city, OR	26,054
San Marcos city, CA	83,781	Tulsa city, OK	391,906
San Marcos city, TX.....	44,894	Twin Falls city, ID	44,125
San Rafael city, CA.....	57,713	Tyler city, TX	96,900
Sandy Springs city, GA	93,853	Umatilla city, OR	6,906
Sanford city, FL.....	53,570	Upper Arlington city, OH.....	33,771
Sangamon County, IL.....	197,465	Urbandale city, IA	39,463
Santa Clarita city, CA.....	176,320	Vail town, CO.....	5,305
Santa Fe County, NM	144,170	Vancouver city, WA.....	161,791
Santa Monica city, CA.....	89,736	Vestavia Hills city, AL	34,033
Sarasota County, FL.....	379,448	Victoria city, MN.....	7,345
Savage city, MN.....	26,911	Virginia Beach city, VA.....	437,994
Scarborough CDP, ME	4,403	Wake Forest town, NC.....	30,117
Schaumburg village, IL.....	74,227	Walnut Creek city, CA.....	64,173
Scott County, MN.....	129,928	Washington County, MN	238,136
Scottsdale city, AZ	217,385	Washington town, NH	1,123
Seaside city, CA	33,025	Washoe County, NV	421,407

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Watauga city, TX	23,497	Williamsburg city, VA.....	14,068
Wauwatosa city, WI	46,396	Wilmington city, NC.....	106,476
Waverly city, IA	9,874	Wilsonville city, OR.....	19,509
Weddington town, NC	9,459	Winchester city, VA	26,203
Wentzville city, MO.....	29,070	Windsor town, CO	18,644
West Carrollton city, OH	13,143	Windsor town, CT	29,044
West Chester borough, PA.....	18,461	Winnetka village, IL	12,187
West Des Moines city, IA.....	56,609	Winston-Salem city, NC	229,617
West Richland city, WA.....	11,811	Winter Garden city, FL.....	34,568
Western Springs village, IL	12,975	Woodbury city, MN.....	61,961
Westerville city, OH.....	36,120	Woodland city, CA.....	55,468
Westlake town, TX.....	992	Woodland city, WA.....	5,509
Westminster city, CO.....	106,114	Wrentham town, MA	10,955
Weston town, MA.....	11,261	Yakima city, WA.....	91,067
Wheat Ridge city, CO	30,166	York County, VA.....	65,464
White House city, TN	10,255	Yorktown town, IN.....	9,405
Wichita city, KS.....	382,368		

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Populations over 300,000 Benchmark Comparisons

Table 77: 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	62%	21	25	17%	Similar
Overall image or reputation of Honolulu	49%	13	20	37%	Similar
Honolulu as a place to live	67%	20	24	17%	Similar
Your neighborhood as a place to live	71%	11	17	38%	Similar
Honolulu as a place to raise children	58%	18	23	23%	Similar
Honolulu as a place to retire	46%	18	21	15%	Similar
Overall appearance of Honolulu	42%	17	18	6%	Lower

Table 78: 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	63%	9	17	50%	Similar
	In your neighborhood during the day	85%	13	19	33%	Similar
	In Honolulu's downtown/commercial area during the day	65%	13	16	20%	Similar
Mobility	Overall ease of getting to the places you usually have to visit	38%	11	12	9%	Much lower
	Availability of paths and walking trails	33%	18	19	6%	Lower
	Ease of walking in Honolulu	39%	7	13	50%	Similar
	Ease of travel by bicycle in Honolulu	20%	14	16	13%	Lower
	Ease of travel by public transportation in Honolulu	33%	4	8	57%	Similar
	Ease of travel by car in Honolulu	17%	18	18	0%	Much lower
	Ease of public parking	9%	8	8	0%	Much lower
Traffic flow on major streets	8%	13	13	0%	Much lower	
Natural Environment	Quality of overall natural environment in Honolulu	64%	8	13	42%	Similar
	Cleanliness of Honolulu	36%	9	10	11%	Lower
	Air quality	69%	6	14	62%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	27%	12	12	0%	Lower
	Overall quality of new development in Honolulu	38%	14	15	7%	Lower
	Availability of affordable quality housing	9%	17	17	0%	Much lower
	Variety of housing options	13%	14	14	0%	Much lower
	Public places where people want to spend time	35%	10	10	0%	Lower
Economy	Overall economic health of Honolulu	30%	12	12	0%	Lower
	Vibrant downtown/commercial area	32%	8	9	13%	Lower
	Overall quality of business and service establishments in Honolulu	33%	12	12	0%	Lower
	Cost of living in Honolulu	3%	11	11	0%	Much lower
	Shopping opportunities	67%	11	14	23%	Similar
	Employment opportunities	22%	14	19	28%	Lower
	Honolulu as a place to visit	81%	4	16	80%	Higher
	Honolulu as a place to work	39%	17	21	20%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	60%	9	12	27%	Similar
	Availability of affordable quality mental health care	22%	11	11	0%	Lower
	Availability of preventive health services	36%	11	11	0%	Lower
	Availability of affordable quality health care	37%	14	15	7%	Lower
	Availability of affordable quality food	31%	12	12	0%	Much lower
	Recreational opportunities	57%	10	18	47%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	9	11	20%	Similar
	Overall opportunities for education and enrichment	40%	11	11	0%	Lower
	Opportunities to participate in religious or spiritual events and activities	64%	6	8	29%	Similar
	Opportunities to attend cultural/arts/music activities	46%	11	16	33%	Similar
Community Engagement	Availability of affordable quality child care/preschool	16%	13	13	0%	Much lower
	Opportunities to participate in social events and activities	51%	6	9	38%	Similar
	Neighborhoodness of Honolulu	49%	4	9	63%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	55%	14	16	13%	Similar
	Opportunities to participate in community matters	50%	9	12	27%	Similar
	Opportunities to volunteer	63%	8	12	36%	Similar

Table 79: 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	36%	30	32	6%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	35%	24	24	0%	Lower
Value of services for the taxes paid to The City and County of Honolulu	17%	22	22	0%	Lower
Overall direction that Honolulu is taking	21%	20	20	0%	Much lower
Job the City and County of Honolulu government does at welcoming citizen involvement	24%	16	16	0%	Lower
Overall confidence in Honolulu government	22%	12	12	0%	Lower
Generally acting in the best interest of the community	23%	13	13	0%	Lower
Being honest	21%	13	13	0%	Lower
Treating all residents fairly	23%	13	13	0%	Lower
Services provided by the Federal Government	38%	2	12	91%	Similar

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Table 80: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police services	56%	22	28	22%	Similar
	Fire services	85%	17	22	24%	Similar
	Ambulance or emergency medical services	77%	15	20	26%	Similar
	Crime prevention	35%	13	16	20%	Similar
	Fire prevention and education	59%	10	12	18%	Similar
	Animal control	28%	21	21	0%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	5	16	73%	Similar
Mobility	Traffic enforcement	34%	18	20	11%	Lower
	Street repair	11%	21	21	0%	Lower
	Street cleaning	22%	16	16	0%	Lower
	Street lighting	39%	15	15	0%	Similar
	Sidewalk maintenance	24%	12	13	8%	Lower
	Traffic signal timing	31%	12	12	0%	Similar
	Bus or transit services	61%	4	15	79%	Similar
Natural Environment	Garbage collection	72%	10	16	40%	Similar
	Recycling	58%	17	21	20%	Similar
	Yard waste pick-up	56%	9	10	11%	Similar
	Drinking water	67%	8	15	50%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	30%	12	12	0%	Lower
Built Environment	Honolulu open space	25%	9	9	0%	Much lower
	Storm drainage	36%	17	17	0%	Lower
	Sewer services	50%	13	13	0%	Lower
	Power (electric and/or gas) utility	47%	NA	NA	NA	NA
	Utility billing	36%	7	7	0%	Lower
	Land use, planning and zoning	19%	16	16	0%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	14%	19	19	0%	Lower
Economy	Cable television	39%	NA	NA	NA	NA
	Economic development	24%	17	18	6%	Lower
Recreation and Wellness	City and County parks	44%	19	19	0%	Lower
	Recreation programs or classes	47%	18	18	0%	Lower
	Recreation centers or facilities	40%	12	13	8%	Lower
	Health services	40%	8	9	13%	Similar
Community Engagement	Public information services	36%	14	15	7%	Lower

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Table 81: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	47%	11	16	33%	Similar
Recommend living in Honolulu to someone who asks	58%	15	15	0%	Much lower
Remain in Honolulu for the next five years	78%	11	15	29%	Similar
Contacted the City (in-person, phone, email or web) for help or information	38%	16	18	12%	Similar

Table 82: 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	75%	1	9	100%	Much higher
	Did NOT report a crime to the police	70%	5	11	60%	Similar
	Household member was NOT a victim of a crime	83%	8	14	46%	Similar
Mobility	Used TheBus, The Handi-Van or other public transportation instead of driving	39%	7	12	45%	Similar
	Carpooled with other adults or children instead of driving alone	52%	3	12	82%	Similar
	Walked or biked instead of driving	62%	2	12	91%	Higher
Natural Environment	Made efforts to conserve water	91%	4	11	70%	Similar
	Made efforts to make your home more energy efficient	84%	1	11	100%	Similar
	Recycle at home	91%	3	12	82%	Higher
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	45%	7	10	33%	Similar
	NOT experiencing housing costs stress	38%	12	12	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	95%	9	10	11%	Similar
	Economy will have positive impact on income	24%	8	13	42%	Similar
	Work inside boundaries of Honolulu	76%	2	10	89%	Higher
Recreation and Wellness	Used City recreation centers or their services	61%	4	12	73%	Similar
	Visited a neighborhood park or City and County park	84%	6	15	64%	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	2	10	89%	Similar
	Participate in moderate or vigorous physical activity	84%	5	10	56%	Similar
	In very good to excellent health	55%	7	10	33%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	48%	5	8	43%	Similar
	Attended City and County-sponsored event	47%	3	10	78%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	1	8	100%	Similar
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	24%	3	10	78%	Similar

The National Citizen Survey™

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Volunteered your time to some group/activity in Honolulu	49%	4	12	73%	Similar
Participated in a club	37%	2	9	88%	Similar
Talked to or visited with your immediate neighbors	88%	6	10	44%	Similar
Done a favor for a neighbor	80%	7	10	33%	Similar
Attended a local public meeting	18%	8	13	42%	Similar
Watched (online or on television) a local public meeting	39%	4	11	70%	Similar
Read or watch local news (via television, paper, computer, etc.)	84%	10	10	0%	Similar
Vote in local elections	74%	10	12	18%	Similar

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	Maricopa County, AZ	3,817,117
Arapahoe County, CO	572,003	Miami city, FL	399,457
Arlington city, TX.....	365,438	Minneapolis city, MN	382,578
Aurora city, CO.....	325,078	New Orleans city, LA	343,829
Austin city, TX.....	790,390	Oakland city, CA	390,724
Baltimore city, MD	620,961	Oklahoma City city, OK.....	579,999
Charlotte city, NC	731,424	Pasco County, FL	464,697
Chesterfield County, VA	316,236	Phoenix city, AZ	1,445,632
Clackamas County, OR.....	375,992	Pinal County, AZ	375,770
Dakota County, MN	398,552	Polk County, IA.....	430,640
Dallas city, TX	1,197,816	Portland city, OR.....	583,776
Denver city, CO	600,158	Prince William County, VA.....	402,002
East Baton Rouge Parish, LA	440,171	Riverside city, CA	303,871
El Paso city, TX	649,121	San Antonio city, TX.....	1,327,407
Fort Worth city, TX	741,206	San Diego city, CA	1,307,402
Guilford County, NC.....	488,406	San Francisco city, CA	805,235
Honolulu County, HI	953,207	San Jose city, CA	945,942
Jefferson County, CO	534,543	Sarasota County, FL	379,448
Kansas City city, MO	459,787	Tulsa city, OK	391,906
King County, WA	1,931,249	Virginia Beach city, VA.....	437,994
Lane County, OR	351,715	Washoe County, NV	421,407
Las Vegas city, NV.....	583,756	Wichita city, KS.....	382,368
Macomb County, MI.....	840,978		

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

The National Citizen Survey™

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

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

Survey Sampling

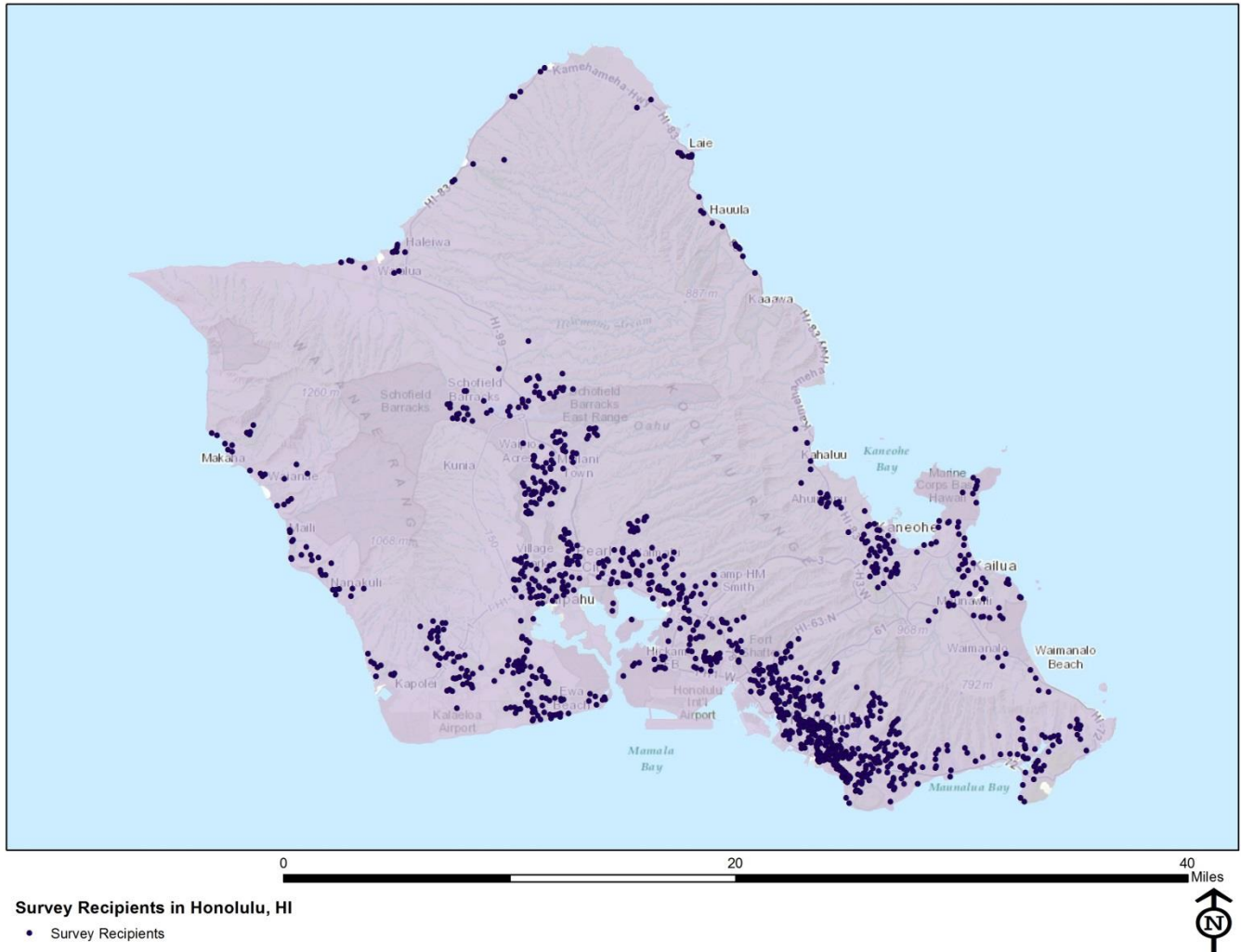
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased based on updated listings from the United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

To choose the 1,400 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be 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.

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Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 8, 2015. 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.

About 3% of the 1,400 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 1,355 households that received the survey, 402 completed the survey, providing an overall response rate of 30%. Of the 402 completed surveys, 22 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,

The National Citizen Survey™

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 (402).

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 tenure, housing unit type, race and ethnicity and sex 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.

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Table 83: Honolulu, HI 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	27%	43%
Own home	56%	73%	57%
Detached unit	49%	55%	49%
Attached unit	51%	45%	51%
Race and Ethnicity			
Asian	48%	47%	48%
Native Hawaiian or other PI	9%	10%	9%
Not Asian/PI	43%	43%	43%
White	23%	24%	20%
Not white	77%	76%	80%
Not Hispanic	93%	94%	92%
Hispanic	7%	6%	8%
Sex and Age			
Female	51%	49%	52%
Male	49%	51%	48%
18-34 years of age	30%	9%	29%
35-54 years of age	35%	26%	35%
55+ years of age	35%	66%	36%
Females 18-34	15%	4%	15%
Females 35-54	18%	13%	18%
Females 55+	19%	32%	19%
Males 18-34	15%	4%	14%
Males 35-54	18%	13%	17%
Males 55+	16%	34%	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.


The National Citizen Survey™

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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Edwin S. W. Young
City Auditor

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

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



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First Class Mail
US Postage
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Boulder, CO
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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 2015

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 2015 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:**

www.n-r-c.com/survey/honolulu2015.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.

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

October 2015

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2015 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 2015 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.**
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Please help us shape the future of Honolulu. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Edwin S. W. Young".

Edwin S. W. Young
City Auditor

The City and County of Honolulu 2015 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, TheHandi-Van or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Honolulu	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

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

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

The City and County of Honolulu 2015 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

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

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

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

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

14. 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>
The City’s road re-paving efforts	1	2	3	4	5
City efforts for housing and providing services for the homeless	1	2	3	4	5
Continuing to enforce sit lie bans	1	2	3	4	5
Extending separated lanes for bicycle commuters	1	2	3	4	5
Preserving open space and agricultural land	1	2	3	4	5

15. To what degree, if at all, are each of 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>
The Navy’s proposal to prevent Red Hill fuel storage leaks from contaminating urban Honolulu’s drinking water aquifers	1	2	3	4	5
Rising costs for Honolulu’s rail project (reported at \$1.2 billion over-budget)	1	2	3	4	5
Cutbacks in animal control services.....	1	2	3	4	5
TheBus’ reliability, crowding and customer service	1	2	3	4	5
Sewer main breaks and spills	1	2	3	4	5
The City’s road re-paving efforts over the last 12 months	1	2	3	4	5
The Handi-Van’s reliability and customer service.....	1	2	3	4	5

16. 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>
Protecting City databases that contain residents’ sensitive information from data breaches.....	1	2	3	4
Instituting 24-7 traffic center operations to provide real time traffic solutions	1	2	3	4
More affordable housing.....	1	2	3	4
The homeless and/or homelessness	1	2	3	4
Instituting advanced crosswalk LED lighting systems for pedestrian safety.....	1	2	3	4
Prioritizing traffic incident management standards to quickly restore roadway safety and mobility	1	2	3	4

17. In the last 12 months, about how many times, if at all, have you used the City’s bulky item pick-up service?

- 1 to 2 times 3 to 5 times 6 to 11 times 12 times or more Did not use

18. If you used the City’s bulky item pick-up service, when were your items picked up? (If several pick-ups occurred please select the option closest to the average pick-up time.)

- On my scheduled day
- 1 to 3 days after my scheduled day
- 4 or more days after my scheduled day
- Not at all
- Don’t know

The City and County of Honolulu 2015 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 or apartment...

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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



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

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