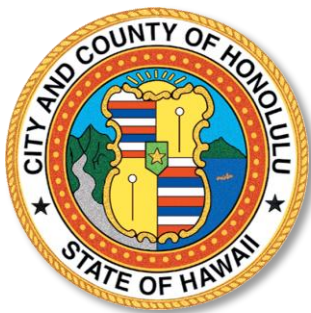


THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

2017



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2017

City and County of Honolulu

Office of the City Auditor

February 2018

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2017)

This is the ninth National Citizen Survey of Honolulu residents conducted for the City and the eighth 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:

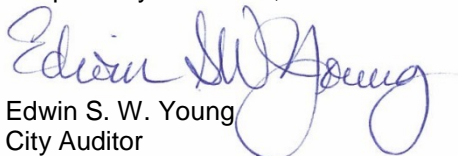
- Residents rated the homeless and/or homelessness, and protecting Honolulu's drinking water from Navy fuel leaks, as priorities for the City to address.
- Honolulu residents identified Safety as a priority, with the Economy as an important area of focus in the coming years.
- *Expanding Complete Streets programs and infrastructure*, and *Protecting and preparing infrastructure against sea level rise*, also received high support from residents.
- Honolulu residents continue to enjoy a high quality of life.
- Nearly all residents' ratings for Community Characteristics remained stable (none trended up and four trended down).
- Ratings for Governance generally remained stable (five decreased over last year, while residents' ratings of police services increased from 2016 to 2017).

The NCS is issued under a separate cover, ahead of the 2017 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 2017 National Citizen Survey is posted on our website at <http://www.honolulu.gov/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

Office of the City Auditor
City and County of Honolulu
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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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Honolulu, HI
Community Livability Report

2017



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Contents

About..... 1

Quality of Life in Honolulu 3

Community Characteristics 5

Governance 7

Participation 9

Special Topics..... 11

Conclusions 15



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

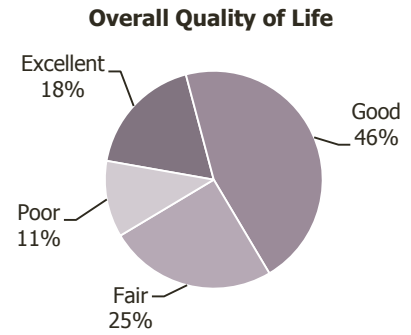


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Quality of Life in Honolulu

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

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.



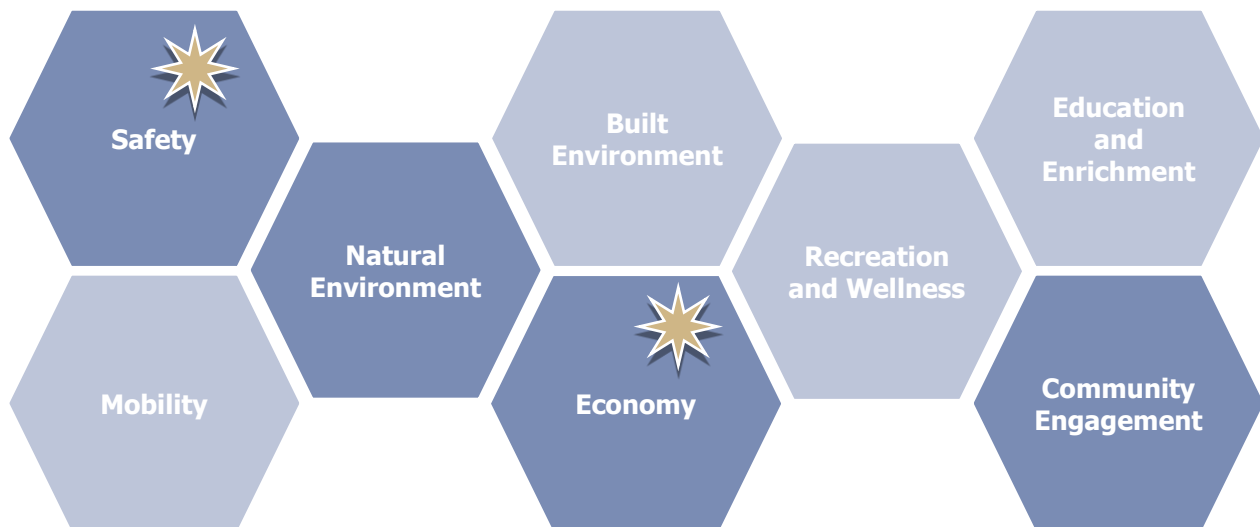
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Honolulu community in the coming two years. Ratings for Safety, Natural Environment, Economy and Community Engagement were positive and similar to other communities. Ratings for Mobility, Built Environment, Recreation and Wellness and Education and Enrichment tended to be lower than the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

Legend

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

★ Most important



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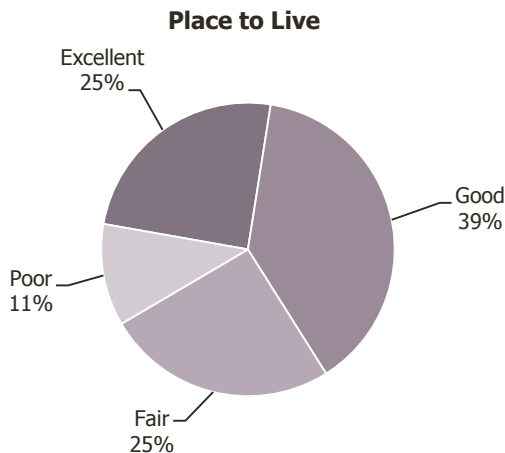
Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, 64% rated the City and County as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation.

In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. These aspects were rated as excellent or good by at least one-third of 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. 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; fewer than half of all respondents rated each aspect as excellent or good, and 7 out of 8 aspects were lower than the benchmark comparisons (the rating for travel by public transportation was similar to the benchmark). Items within the Built Environment facet were rated positively by less than 4 in 10 residents; which was lower than the benchmarks. These ratings ranged from 5% excellent or good (availability of affordable quality housing) to 35% (new development in

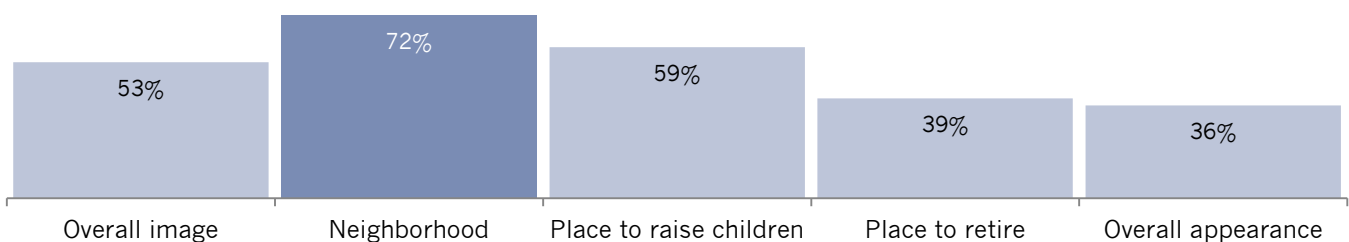


Honolulu). One of highest rated aspects across all facets of Community Characteristics was Honolulu as a place to visit, about 4 in 5 respondents rated it as excellent or good; this rating was higher than ratings in comparison communities.

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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



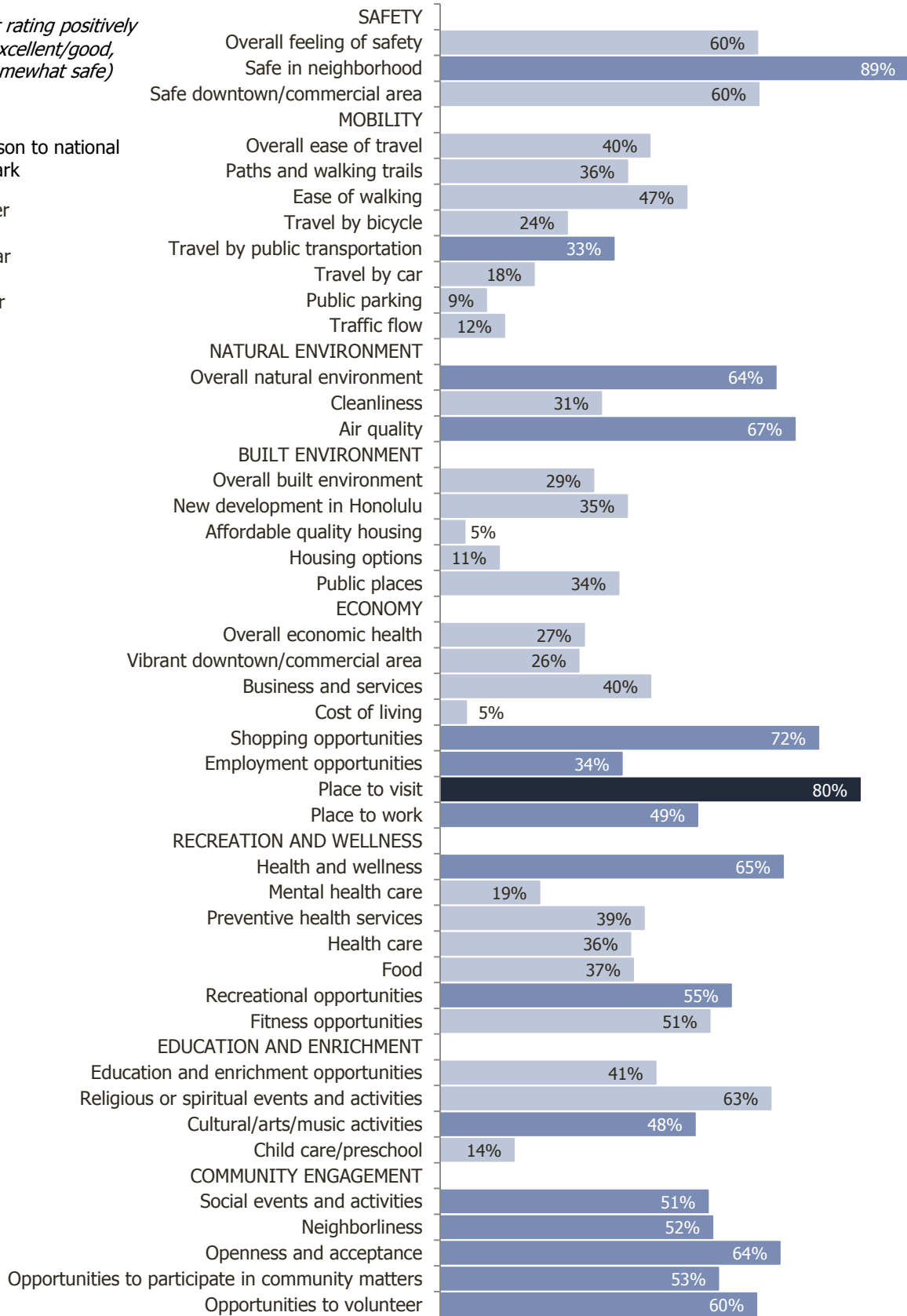
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

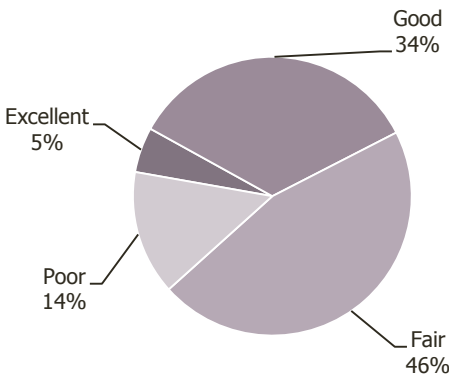
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by Honolulu as well as the manner in which these services are provided is a key component of how residents rate their quality of life. Close to 2 in 5 residents gave excellent or good ratings to the overall quality of services provided by the City and County, as well as to the Federal Government. Ratings of the City and County were lower than the national benchmark while ratings of the Federal Government were similar to those observed elsewhere.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. Most aspects of City and County government were rated as excellent or good by about one-quarter of respondents, and all ratings were lower than ratings in comparison communities. About 39% of Honolulu residents gave high marks to the customer service provided by City and County employees.

Respondents evaluated over 30 individual services and amenities available in Honolulu. Most aspects of Governance received ratings lower than the national benchmarks; however a handful of aspects received ratings similar to the benchmarks. A majority of Honolulu residents gave positive marks to fire services, ambulance/EMS and to drinking water and these ratings were all similar to those in other communities across the nation. While most aspects of Governance remained stable from 2016 to 2017 (see the *Trends over Time* report under separate cover), ratings declined for fire prevention, emergency preparedness and City and County parks, while ratings of police services improved during this same time period.

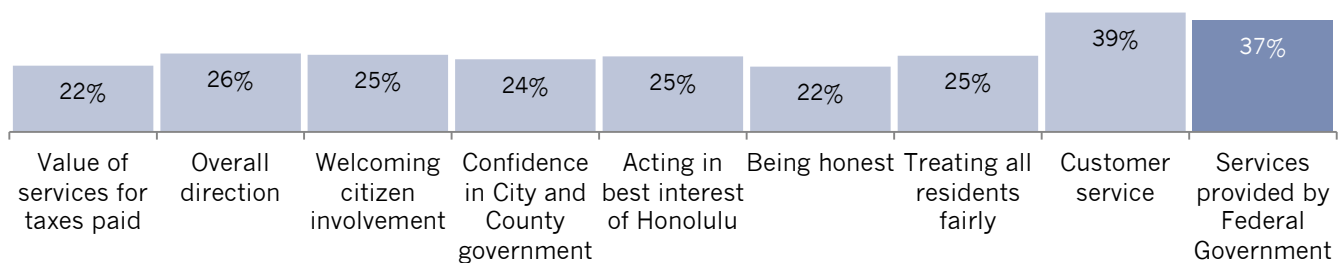
Overall Quality of City and County Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



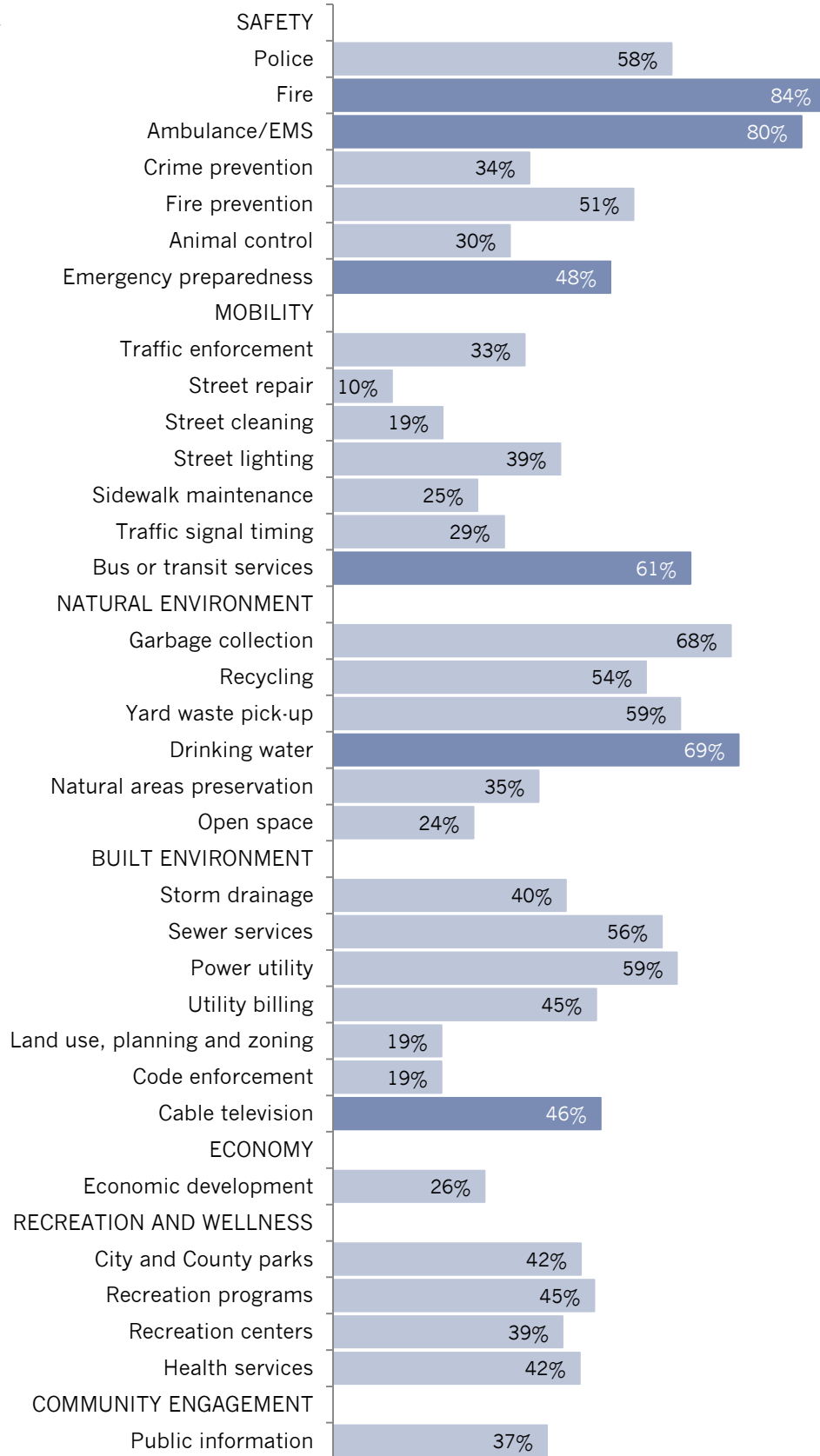
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

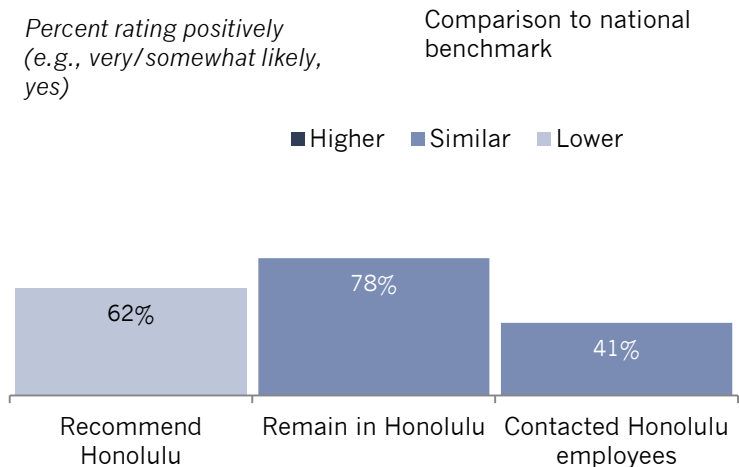
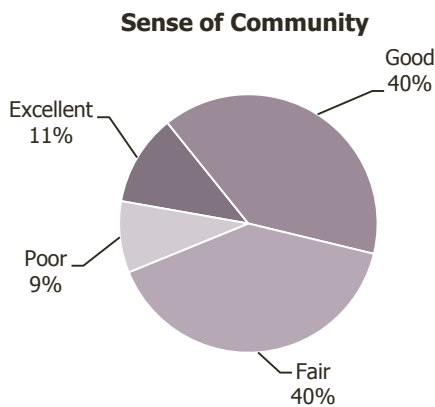


Participation

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. About half of the survey respondents rated the sense of community in Honolulu 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 six were 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., fewer Honolulu residents believed the economy would have a positive impact on their income, had attended a City and County-sponsored event, done a favor for a neighbor or had attended a local public meeting. Further, more Honolulu residents had observed a code violation and were under housing cost stress.



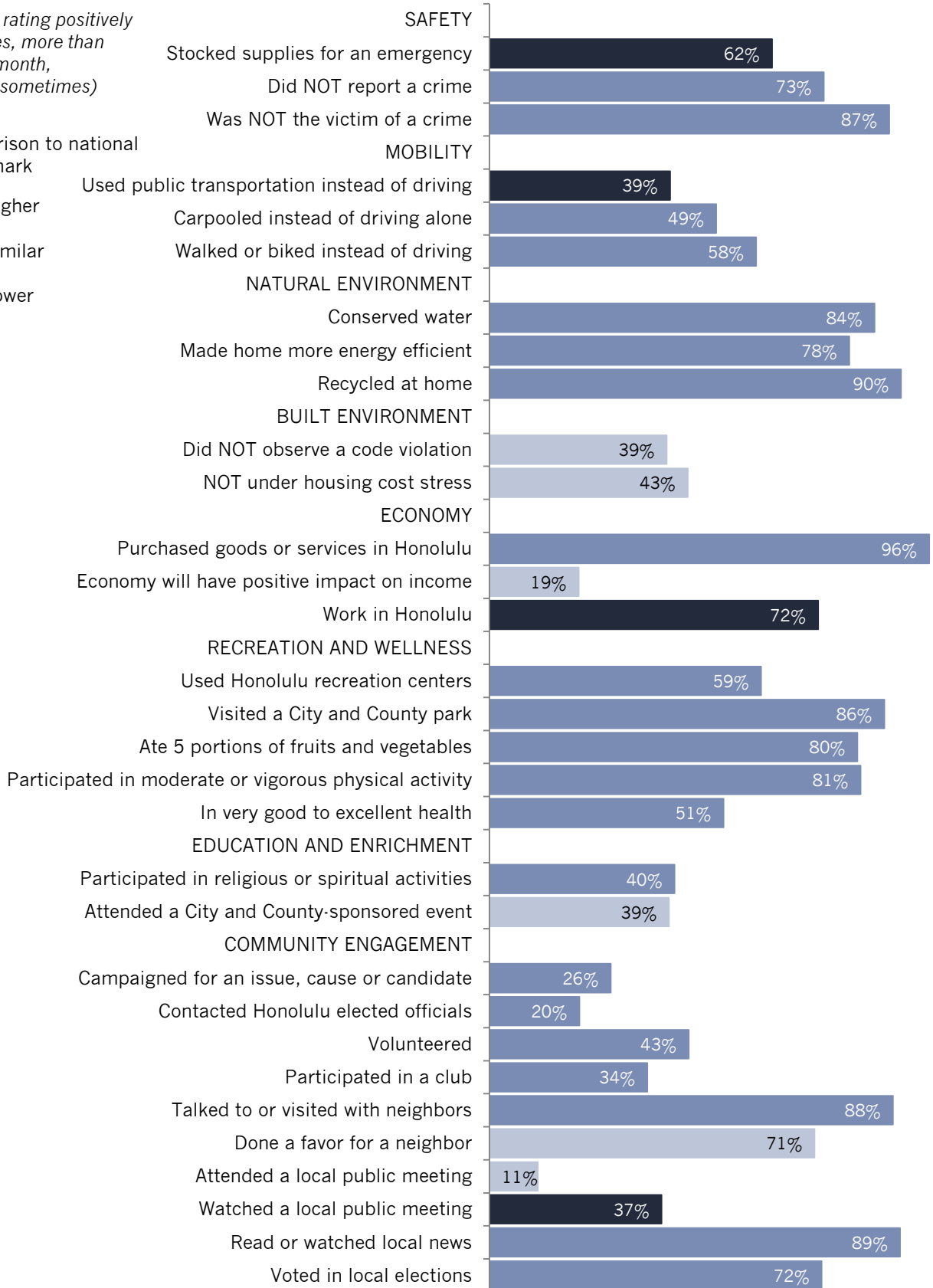
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

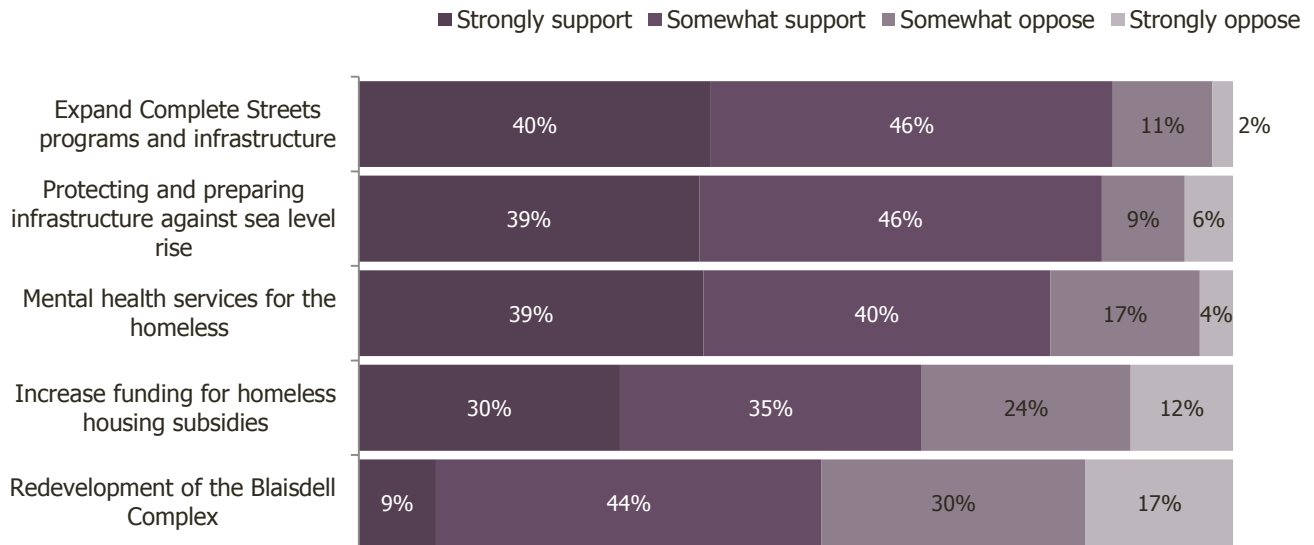


Special Topics

The City and County of Honolulu included six questions of special interest on The NCS. The first questions asked residents to rate their support or opposition for City and County funding items (even if it involved raising taxes or fees). A majority indicated that they would at least somewhat support each item listed. Expanding Complete Streets programs, protecting and preparing infrastructure against sea level rise and funding mental health services for the homeless received the strongest levels of resident support.

Figure 4: Support for Funding

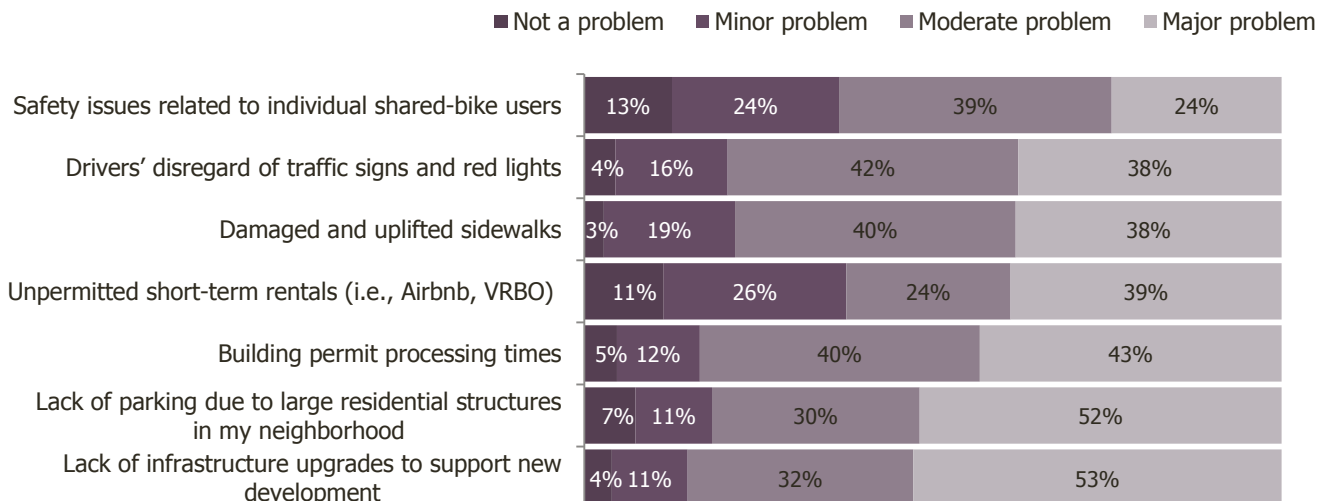
Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:



The next question asked respondents to indicate the extent to which potential issues were problems in Honolulu. About half of respondents said that a lack of infrastructure upgrades to support new development and a lack of parking due to large residential structures in neighborhoods were major problems.

Figure 5: Problems in Honolulu

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

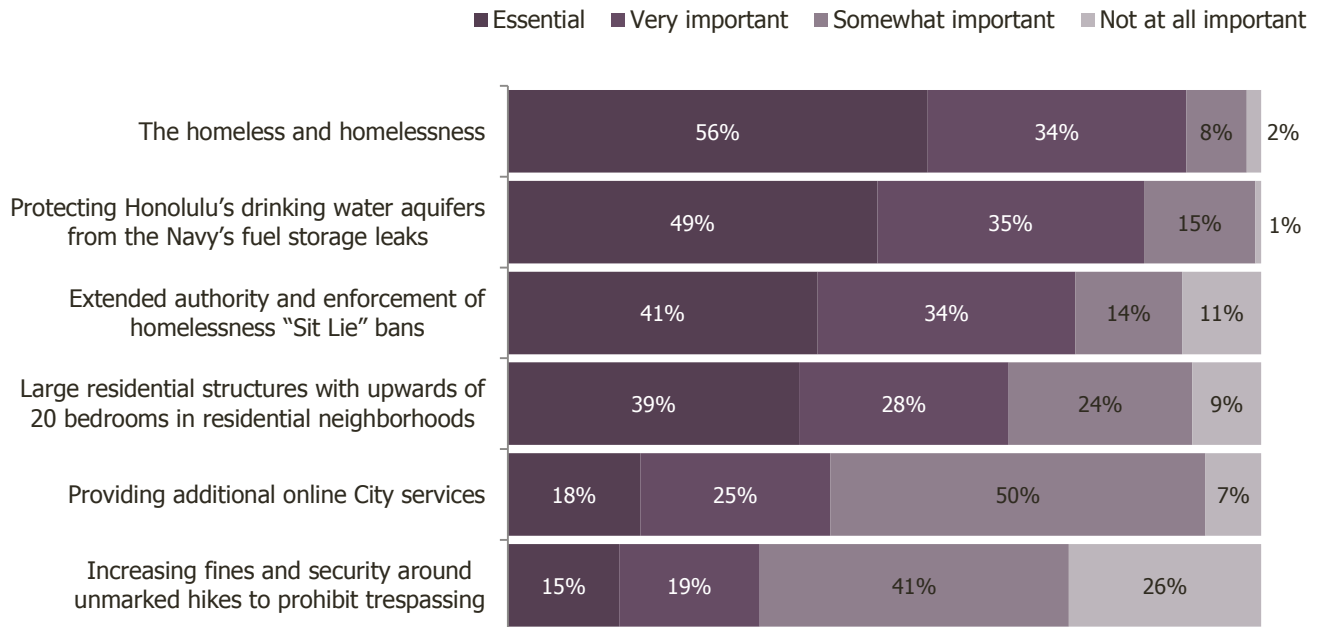


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Survey respondents were then asked to rate the importance of several issues for the City and County to address. About 8 in 10 or more rated the homeless and homelessness and protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage leaks as essential or very important to address. Addressing issues related to extended authority and enforcement of homelessness “Sit Lie” bans and large residential structures in residential neighborhoods was thought to be essential or very important by a majority of residents.

Figure 6: Potential Priorities

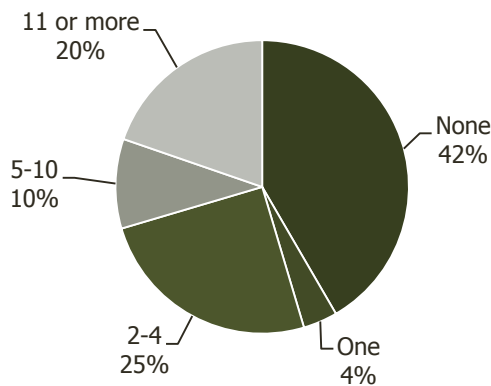
How important, if at all, are the following issues for the City to address in the next two years?



Residents were also asked how many short-term rentals were operating in their neighborhoods. About 4 in 10 didn’t think there were any in their neighborhoods, while about 3 in 10 thought there were 5 or more.

Figure 7: Number of Short Term Rentals

About how many short-term rentals (i.e., Airbnb, VRBO) are operating in your neighborhood?

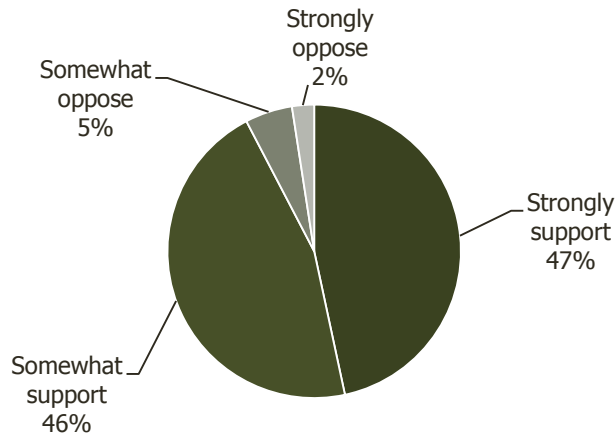


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Asked how they felt about changing solid waste disposal to sort waste into combustible and non-combustible waste, almost all residents indicated that they would strongly or somewhat support this change.

Figure 8: Changing Solid Waste Disposal

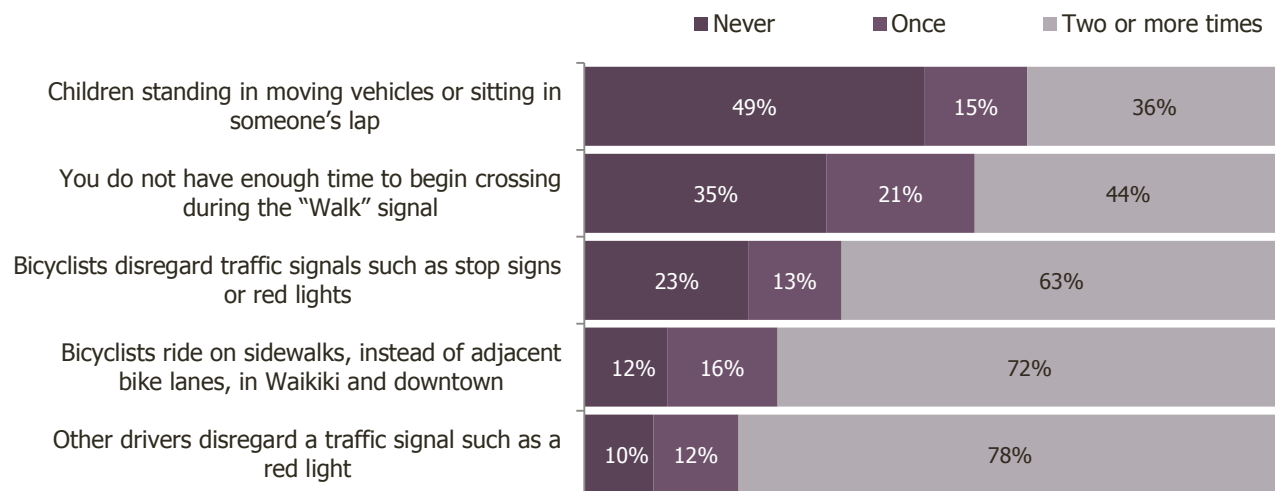
The market decline for recycled waste has made the blue-bin recycling program financially unsustainable. To what extent do you support or oppose changing the solid waste disposal to sort waste into combustible (can be burned at H-POWER to generate electricity) and non-combustible waste?



The final custom question asked respondents to indicate how often they'd observed a variety of traffic issues in the last 12 months. About half had never observed children standing or sitting in someone's lap in moving vehicles. More than half said they had observed bicyclists disregarding traffic signals, bicyclists riding on sidewalks and other drivers disregarding traffic signals at least twice in the prior 12 months.

Figure 9: Observations of Traffic Issues

In the last 12 months, how often, if ever, have you observed each of the following?



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Conclusions

Safety continues to be a priority for residents.

As in past surveys conducted for Honolulu, residents identified Safety as an important focus area for the Honolulu community in the next two years. About 4 in 5 residents reported feeling safe in their neighborhood and about 3 in 5 felt safe downtown and gave positive marks to the overall feel of safety in Honolulu. A majority of residents gave positive marks to fire prevention, ambulance/EMS, fire services and police services. Ratings for police services were lower than the national benchmark; however this rating improved from 2016 to 2017. Almost all safety ratings remained stable over time; however ratings for fire prevention and emergency preparedness saw declines in 2017. Fewer residents reported that they had stocked supplies for an emergency in 2017 compared to 2016.

Economy is also a continued area of focus.

Economy was also identified as an important area of focus in the coming years. As in past years, ratings for many aspects within this facet were lower than those given elsewhere, including the overall economic health of Honolulu, vibrancy of the downtown/commercial area, quality of business and service establishments, cost of living and economic development. However, ratings for Honolulu as a place to visit were higher than the benchmark, and ratings of Honolulu as a place to work, employment opportunities and shopping opportunities were all similar to the national benchmarks and remained stable over time.

Infrastructure is an area for improvement.

Ratings related to Built Environment (new development, affordable quality housing, housing options, overall built environment, public places, sewer services, storm drainage) and Mobility (traffic flow, travel by car, bicycle and walking, overall ease travel, and public parking, street repair, street cleaning, street lighting, sidewalk maintenance and traffic signal timing) were below the national benchmark, although generally stable from past years.

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Honolulu, HI

Dashboard Summary of Findings

2017



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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.

Within the Community Characteristics pillar, Safety, Mobility, Built Environment, Recreation and Wellness, Education and Enrichment and General aspects of community livability tended to have ratings that were lower than comparison communities, while all other facets tended to have ratings that were similar to the national benchmark. When comparisons were available, most ratings within Governance were lower than those observed in comparison communities. Reported rates within the pillar of Participation tended to be similar to the national benchmark. This information can be helpful in identifying areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	16	33	0	7	36	4	24	7
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	1	5	0	3	0
Built Environment	0	0	5	0	1	6	0	0	2
Economy	1	3	4	0	0	1	1	1	1
Recreation and Wellness	0	2	5	0	0	4	0	5	0
Education and Enrichment	0	1	3	0	0	0	0	1	1
Community Engagement	0	5	0	0	0	8	1	8	2

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	↓	↓↓	36%	Customer service	↔	↓↓	39%	Recommend Honolulu	↔	↓↓	62%
Overall quality of life	↔	↓	64%	Services provided by Honolulu	↔	↓	40%	Remain in Honolulu	↔	↔	78%
Place to retire	↓	↓	39%	Services provided by the Federal Government	↓	↔	37%	Contacted Honolulu employees	↔	↔	41%
Place to raise children	↔	↓	59%								
Place to live	↓	↓	63%								
Neighborhood	↔	↔	72%								
Overall image	↔	↓	53%								
Overall feeling of safety	↔	↓	60%	Police	↑	↓	58%	Was NOT the victim of a crime	↔	↔	87%
Safe in neighborhood	↔	↔	89%	Crime prevention	↔	↓↓	34%	Did NOT report a crime	↔	↔	73%
Safe downtown/commercial area	↔	↓↓	60%	Fire	↔	↔	84%	Stocked supplies for an emergency	↓	↑↑	62%
				Fire prevention	↓	↓	51%				
				Ambulance/EMS	↔	↔	80%				
				Emergency preparedness	↓	↔	48%				
				Animal control	↔	↓	30%				
Traffic flow	↔	↓↓	12%	Traffic enforcement	↔	↓	33%	Carpooled instead of driving alone	↔	↔	49%
Travel by car	↔	↓↓	18%	Street repair	↔	↓↓	10%	Walked or biked instead of driving	↔	↔	58%
Travel by bicycle	↔	↓	24%	Street cleaning	↔	↓↓	19%	Used public transportation instead of driving	↔	↑	39%
Ease of walking	↔	↓	47%	Street lighting	↔	↓	39%				
Travel by public transportation	↔	↔	33%	Sidewalk maintenance	↔	↓	25%				
Overall ease travel	↔	↓↓	40%	Traffic signal timing	↔	↓	29%				
Public parking	↔	↓↓	9%	Bus or transit services	↔	↔	61%				
Paths and walking trails	↔	↓	36%								
Overall natural environment	↔	↔	64%	Garbage collection	↔	↓	68%	Recycled at home	↔	↔	90%
Air quality	↔	↔	67%	Recycling	↔	↓	54%	Conserved water	↔	↔	84%
Cleanliness	↔	↓↓	31%	Yard waste pick-up	↔	↓	59%	Made home more energy efficient	↔	↔	78%
				Drinking water	↔	↔	69%				
				Open space	↔	↓↓	24%				
				Natural areas preservation	↔	↓	35%				
New development in Honolulu	↔	↓	35%	Sewer services	↔	↓	56%	NOT experiencing housing cost stress	↔	↓↓	43%
Affordable quality housing	↔	↓↓	5%	Storm drainage	↔	↓	40%	Did NOT observe a code violation	↔	↓	39%
Housing options	↔	↓↓	11%	Power utility	↔	↓	59%				
Overall built environment	↔	↓↓	29%	Utility billing	↔	↓	45%				
Public places	↔	↓	34%	Land use, planning and zoning	↔	↓	19%				
				Code enforcement	↔	↓↓	19%				
				Cable television	↔	↔	46%				

Legend

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

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Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall economic health	↔	↔	27%	Economic development	↔	↓	26%	Economy will have positive impact on income	↔	↓	19%
Shopping opportunities	↔	↔	72%					Purchased goods or services in Honolulu	↔	↔	96%
Employment opportunities	↔	↔	34%					Work in Honolulu	↔	↑↑	72%
Place to visit	↔	↑	80%								
Cost of living	↔	↔	5%								
Vibrant downtown/commercial area	↓	↓	26%								
Place to work	↔	↔	49%								
Business and services	↔	↓	40%								
Fitness opportunities	↔	↔	51%	City and County parks	↓	↔	42%	In very good to excellent health	↓	↔	51%
Recreational opportunities	↔	↔	55%	Recreation centers	↔	↓	39%	Used Honolulu recreation centers	↑	↔	59%
Health care	↔	↓	36%	Recreation programs	↔	↓	45%	Visited a City and County park	↔	↔	86%
Food	↔	↓	37%	Health services	↔	↓	42%	Ate 5 portions of fruits and vegetables	↔	↔	80%
Mental health care	↔	↓	19%					Participated in moderate or vigorous physical activity	↔	↔	81%
Health and wellness	↔	↔	65%								
Preventive health services	↔	↓	39%								
Cultural/arts/music activities	↔	↔	48%								
Child care/preschool	↔	↔	14%					Participated in religious or spiritual activities	↔	↔	40%
Religious or spiritual events and activities	↔	↓	63%					Attended a City and County-sponsored event	↔	↓	39%
Overall education and enrichment	↔	↓	41%								
Opportunities to participate in community matters	↔	↔	53%	Public information	↔	↓	37%	Sense of community	↔	↔	51%
Opportunities to volunteer	↔	↔	60%	Overall direction	↔	↔	26%	Voted in local elections	↔	↔	72%
Openness and acceptance	↔	↔	64%	Value of services for taxes paid	↔	↓	22%	Talked to or visited with neighbors	↔	↔	88%
Social events and activities	↔	↔	51%	Welcoming citizen involvement	↔	↓	25%	Attended a local public meeting	↔	↓	11%
Neighborhoods	↔	↔	52%	Confidence in City and County government	↔	↓	24%	Watched a local public meeting	↔	↑	37%
				Acting in the best interest of Honolulu	↓	↓	25%	Volunteered	↔	↔	43%
				Being honest	↔	↔	22%	Participated in a club	↔	↔	34%
				Treating all residents fairly	↔	↓	25%	Campaigned for an issue, cause or candidate	↔	↔	26%
								Contacted Honolulu elected officials	↔	↔	20%
								Read or watched local news	↔	↔	89%
								Done a favor for a neighbor	↔	↓	71%

Legend

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

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THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Trends over Time

2017



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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 2017 ratings for the City and County of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014, 2015 and 2016. 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 2016 and 2017 surveys, otherwise the comparisons between 2016 and 2017 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Honolulu for 2017 generally remained stable. Of the 128 items for which comparisons were available, 115 items were rated similarly in 2016 and 2017, 11 items showed a decrease in ratings and two showed an increase in ratings. Notable trends over time included the following:

- While almost all aspects of Community Characteristics remained stable from 2016 to 2017, ratings for a handful of items were trending down. Honolulu residents gave lower ratings to the vibrant downtown/commercial area, overall appearance, the City and County as a place to retire and as a place to live in 2017.
- Governance ratings also tended to remain stable since Honolulu's last survey iteration. Residents gave lower marks to fire prevention, emergency preparedness, City and County parks, acting in the best interest of Honolulu and services provided by the Federal Government in 2017 compared to 2016. However, residents' ratings of police services increased during this same time period.
- Differences in reported rates of Participation were minimal in 2017 compared to 2016. In 2017, fewer survey respondents reported that they had stocked supplies for an emergency or that they were in very good to excellent health. However, more respondents had used Honolulu recreation centers in 2017 compared to 2016.

The National Citizen Survey™

Table 1: Community Characteristics General

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

Table 2: Community Characteristics General

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

Table 3: Community Characteristics by Facet

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

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

Table 4: Community Characteristics by Facet

		Comparison to benchmark												
		2006	2010	2011	2012	2013	2014	2015	2016	2017				
Safety	Overall feeling of safety	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Safe in neighborhood	NA	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Much lower
Mobility	Overall ease of travel	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower

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		Comparison to benchmark									
		2006	2010	2011	2012	2013	2014	2015	2016	2017	
Natural Environment	Paths and walking trails	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Lower	Lower	
	Ease of walking	NA	Much lower	Lower	Much lower	Similar	Similar	Lower	Similar	Lower	
	Travel by bicycle	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	
	Travel by public transportation	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Travel by car	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public parking	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	
	Traffic flow	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Overall natural environment	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Cleanliness	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	
	Air quality	NA	Much higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	
Built Environment	Overall built environment	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Much lower	
	New development in Honolulu	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Similar	Lower	
	Affordable quality housing	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Housing options	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public places	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	
	Overall economic health	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Much lower	
	Vibrant downtown/commercial area	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Lower	
	Business and services	NA	Much lower	Lower	Lower	Lower	Similar	Lower	Lower	Lower	
	Cost of living	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	
	Shopping opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Higher	Similar	
Economy Recreation and Wellness	Employment opportunities	NA	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Place to visit	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	
	Place to work	NA	Similar	Similar	Similar	Similar	Similar	Lower	Lower	Similar	
	Health and wellness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Mental health care	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	

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		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017		
Education and Enrichment	Preventive health services	NA	Much lower	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower		
	Health care	NA	Much lower	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower		
	Food	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Lower	Lower		
	Recreational opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar		
	Fitness opportunities	NA	NA	NA	NA	Lower	Similar	Lower	Similar	Lower		
	Religious or spiritual events and activities	NA	Lower	Lower	Much lower	Similar	Similar	Similar	Similar	Lower		
	Cultural/arts/music activities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar		
	Child care/preschool	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower		
	Social events and activities	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar		
	Neighborhoodness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar		
Community Engagement	Openness and acceptance	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar		
	Opportunities to participate in community matters	NA	Lower	Similar	Lower	Similar	Similar	Similar	Similar	Similar		
	Opportunities to volunteer	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar		

Table 5: Governance General

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

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Table 6: Governance General

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

Table 7: Governance by Facet

	Percent rating positively (e.g., excellent/good)											2017 rating compared to 2016
	2006	2010	2011	2012	2013	2014	2015	2016	2017			
Safety	Police	74%	64%	63%	64%	53%	52%	56%	51%	58%	Higher	
	Fire	92%	91%	89%	89%	85%	86%	85%	84%	84%	Similar	
	Ambulance/EMS	84%	90%	86%	86%	85%	85%	77%	81%	80%	Similar	
	Crime prevention	NA	44%	42%	42%	37%	42%	35%	34%	34%	Similar	
	Fire prevention	74%	67%	70%	72%	68%	66%	59%	60%	51%	Lower	
	Animal control	NA	40%	37%	39%	28%	33%	28%	28%	30%	Similar	
	Emergency preparedness	NA	57%	67%	60%	58%	73%	64%	64%	48%	Lower	
	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	33%	Similar	
	Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	Similar	
	Street cleaning	NA	27%	30%	27%	20%	29%	22%	24%	19%	Similar	
Mobility	Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	Similar	
	Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	Similar	
	Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	Similar	
	Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	Similar	
	Garbage collection	83%	73%	76%	73%	72%	72%	72%	70%	68%	Similar	
	Recycling	NA	70%	63%	63%	63%	66%	58%	54%	54%	Similar	
	Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	Similar	
	Drinking water	84%	75%	74%	72%	74%	75%	67%	74%	69%	Similar	
	Natural areas preservation	NA	39%	49%	39%	31%	48%	30%	42%	35%	Similar	
	Open space	NA	NA	NA	NA	26%	38%	25%	28%	24%	Similar	
Natural Environment	Storm drainage	46%	51%	50%	47%	45%	53%	36%	46%	40%	Similar	
	Sewer services	48%	57%	59%	59%	57%	58%	50%	54%	56%	Similar	
Built Environment	Power utility	NA	NA	NA	NA	50%	51%	47%	55%	59%	Similar	

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		Percent rating positively (e.g., excellent/good)											2017 rating compared to 2016		
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2017	2017			
Economy	Utility billing	NA	NA	NA	NA	37%	39%	36%	39%	37%	39%	36%	39%	45%	Similar
	Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	16%	19%	19%	20%	19%	Similar
	Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	18%	20%	14%	23%	19%	Similar
	Cable television	NA	NA	NA	NA	47%	53%	39%	48%	47%	53%	39%	48%	46%	Similar
	Economic development	49%	24%	27%	30%	22%	34%	24%	25%	22%	34%	24%	25%	26%	Similar
	City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	49%	54%	44%	50%	42%	Lower
	Recreation programs	70%	54%	56%	56%	44%	52%	47%	47%	44%	52%	47%	47%	45%	Similar
	Recreation centers	NA	45%	52%	50%	40%	46%	40%	41%	40%	46%	40%	41%	39%	Similar
	Health services	NA	NA	NA	NA	49%	55%	40%	41%	49%	55%	40%	41%	42%	Similar
	Public information	62%	41%	47%	42%	40%	48%	36%	42%	40%	48%	36%	42%	37%	Similar
Recreation and Wellness															
Community Engagement															

Table 8: Governance by Facet

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

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	Comparison to benchmark											
	2006	2010	2011	2012	2013	2014	2015	2016	2017			
Economy	Land use, planning and zoning	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower
	Code enforcement	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower
	Cable television	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Economic development	Lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower
Recreation and Wellness	City and County parks	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Recreation programs	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Recreation centers	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
	Health services	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Public information	Similar	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Similar	Lower	Lower

Table 9: Participation General

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

Table 10: Participation General

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

Table 11: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)											2017 rating compared to 2016
	2006	2010	2011	2012	2013	2014	2015	2016	2017			
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	80%	80%	75%	69%	62%	Lower
	Did NOT report a crime	NA	NA	NA	NA	73%	74%	70%	73%	73%	73%	Similar
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	87%	83%	86%	87%	87%	Similar
Mobility	Used TheBus, TheHandi-Van or other public transportation instead of driving	NA	NA	NA	NA	42%	42%	39%	40%	39%	39%	Similar
	Carpooled instead of driving alone	NA	NA	NA	NA	52%	52%	52%	51%	49%	49%	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	62%	61%	58%	58%	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)											2017 rating compared to 2016		
		2006	2010	2011	2012	2013	2014	2015	2016	2017					
Natural Environment	Conserved water	NA	NA	NA	NA	87%	88%	91%	87%	84%	84%	84%	84%	84%	Similar
	Made home more energy efficient	NA	NA	NA	NA	78%	79%	84%	84%	84%	84%	84%	84%	84%	Similar
	Recycled at home	NA	90%	89%	90%	89%	95%	91%	88%	88%	90%	88%	88%	90%	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	41%	45%	37%	39%	37%	40%	43%	39%	Similar
	NOT under housing cost stress	NA	46%	39%	41%	48%	40%	38%	40%	43%	40%	40%	43%	40%	Similar
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	96%	95%	98%	96%	98%	98%	96%	96%	Similar
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	24%	17%	19%	24%	17%	19%	19%	Similar
	Work in Honolulu	NA	NA	NA	NA	67%	69%	76%	75%	72%	75%	75%	72%	72%	Similar
	Used Honolulu recreation centers	NA	57%	52%	57%	56%	60%	61%	50%	59%	61%	50%	59%	59%	Higher
Recreation and Wellness	Visited a City and County park	NA	87%	86%	87%	86%	84%	84%	82%	86%	84%	82%	86%	86%	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	89%	86%	80%	80%	86%	80%	80%	80%	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	87%	84%	83%	81%	84%	83%	81%	81%	Similar
Education and Enrichment	In very good to excellent health	NA	NA	NA	NA	59%	60%	55%	59%	51%	55%	59%	51%	51%	Lower
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	48%	46%	40%	48%	46%	40%	40%	Similar
	Attended a City and County-sponsored event	NA	NA	NA	NA	44%	42%	47%	38%	39%	47%	38%	39%	39%	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	27%	26%	27%	27%	26%	26%	Similar
	Contacted Honolulu elected officials	NA	NA	NA	NA	25%	21%	24%	22%	20%	24%	22%	20%	20%	Similar
	Volunteered	NA	48%	50%	53%	42%	47%	49%	47%	43%	49%	47%	43%	43%	Similar
Safety	Participated in a club	NA	32%	36%	30%	39%	36%	37%	28%	34%	37%	28%	34%	34%	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	89%	83%	88%	86%	88%	88%	86%	88%	88%	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	75%	76%	80%	69%	71%	80%	69%	71%	71%	Similar
Mobility	Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	16%	11%	18%	16%	11%	11%	Similar
	Watched a local public meeting	NA	59%	47%	56%	43%	44%	39%	38%	37%	39%	38%	37%	37%	Similar
	Read or watched local news	NA	NA	NA	NA	93%	91%	84%	86%	89%	84%	86%	89%	89%	Similar
Natural Environment	Voted in local elections	NA	65%	63%	69%	77%	75%	74%	79%	72%	74%	79%	72%	72%	Similar

Table 12: Participation by Facet

		Comparison to benchmark													
		2006	2010	2011	2012	2013	2014	2015	2016	2017					
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher
	Did NOT report a crime	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar
	Was NOT the victim of a crime	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Used TheBus, TheHandi-Van or other public transportation instead of driving	NA	NA	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar

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		Comparison to benchmark									
		2006	2010	2011	2012	2013	2014	2015	2016	2017	
	Made home more energy efficient	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Recycled at home	NA	Much higher	Much higher	Much higher	Similar	Higher	Similar	Similar	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	Lower	Lower	Similar	Lower	Similar	
	NOT under housing cost stress	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	
	Purchased goods or services in Honolulu	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Economy will have positive impact on income	NA	Higher	Similar	Similar	Similar	Similar	Much higher	Much higher	Much higher	
Economy	Work in Honolulu	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	
	Used Honolulu recreation centers	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	
	Visited a City and County park	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Recreation and Wellness	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	In very good to excellent health	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Participated in religious or spiritual activities	NA	Lower	Similar	Much lower	Similar	Similar	Similar	Similar	Similar	
Education and Enrichment	Attended a City and County-sponsored event	NA	NA	NA	NA	Lower	Lower	Similar	Lower	Lower	
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Contacted Honolulu elected officials	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Volunteered	NA	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	
Community Engagement	Participated in a club	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Talked to or visited with neighbors	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Done a favor for a neighbor	NA	NA	NA	NA	Similar	Similar	Similar	Lower	Lower	
	Attended a local public meeting	NA	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Lower	
Community Engagement	Watched a local public meeting	NA	Much higher	Much higher	Much higher	Similar	Higher	Higher	Higher	Higher	
	Read or watched local news	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Voted in local elections	NA	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	



THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Technical Appendices

2017



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Contents

Appendix A: Complete Survey Responses 5

Appendix B: Benchmark Comparisons 25

Appendix C: Detailed Survey Methods 41

Appendix D: Survey Materials 47



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	25% N=104	39% N=163	25% N=108	11% N=48	100% N=423
Your neighborhood as a place to live	31% N=132	41% N=173	17% N=73	11% N=46	100% N=423
Honolulu as a place to raise children	22% N=89	37% N=152	28% N=114	13% N=51	100% N=406
Honolulu as a place to work	13% N=54	36% N=150	36% N=152	15% N=61	100% N=418
Honolulu as a place to visit	40% N=166	40% N=167	16% N=67	4% N=18	100% N=418
Honolulu as a place to retire	17% N=66	23% N=90	30% N=120	31% N=122	100% N=398
The overall quality of life in Honolulu	18% N=76	46% N=192	25% N=105	11% N=48	100% N=422

Table 2: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	12% N=49	49% N=205	30% N=127	10% N=41	100% N=422
Overall ease of getting to the places you usually have to visit	9% N=38	31% N=129	39% N=164	21% N=88	100% N=419
Quality of overall natural environment in Honolulu	20% N=85	44% N=183	29% N=123	7% N=29	100% N=420
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	6% N=24	23% N=98	40% N=166	31% N=131	100% N=418
Health and wellness opportunities in Honolulu	16% N=68	49% N=204	29% N=122	6% N=24	100% N=418
Overall opportunities for education and enrichment	8% N=34	33% N=136	37% N=154	22% N=92	100% N=417
Overall economic health of Honolulu	5% N=22	22% N=91	48% N=197	25% N=104	100% N=415
Sense of community	11% N=48	40% N=165	40% N=168	9% N=37	100% N=418
Overall image or reputation of Honolulu	10% N=40	44% N=182	36% N=148	11% N=45	100% N=416

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	20% N=83	42% N=174	17% N=69	22% N=91	100% N=417
Remain in Honolulu for the next five years	52% N=212	26% N=106	10% N=41	11% N=46	100% N=405

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	51% N=213	38% N=161	7% N=29	3% N=14	1% N=4	100% N=422
In Honolulu's downtown/commercial area during the day	13% N=53	48% N=197	19% N=77	17% N=71	4% N=16	100% N=414

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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 as a whole:	Excellent		Good		Fair		Poor		Total	
	1%	N=5	11%	N=46	34%	N=144	54%	N=226	100%	N=421
Traffic flow on major streets	1%	N=4	8%	N=33	37%	N=153	55%	N=229	100%	N=419
Ease of public parking	2%	N=10	16%	N=65	46%	N=191	37%	N=154	100%	N=420
Ease of travel by car in Honolulu	9%	N=30	24%	N=81	40%	N=134	27%	N=91	100%	N=337
Ease of travel by public transportation in Honolulu	4%	N=13	20%	N=56	41%	N=118	35%	N=99	100%	N=286
Ease of travel by bicycle in Honolulu	8%	N=34	38%	N=153	43%	N=171	10%	N=42	100%	N=400
Ease of walking in Honolulu	7%	N=25	29%	N=108	45%	N=171	19%	N=72	100%	N=376
Availability of paths and walking trails	26%	N=107	42%	N=174	26%	N=108	7%	N=29	100%	N=417
Air quality	3%	N=13	27%	N=116	44%	N=187	25%	N=106	100%	N=422
Cleanliness of Honolulu	6%	N=25	30%	N=128	49%	N=204	15%	N=63	100%	N=420
Overall appearance of Honolulu	7%	N=28	27%	N=114	45%	N=190	21%	N=88	100%	N=420
Public places where people want to spend time	1%	N=5	10%	N=41	31%	N=125	58%	N=235	100%	N=405
Variety of housing options	1%	N=5	4%	N=14	17%	N=68	78%	N=315	100%	N=402
Availability of affordable quality housing	13%	N=51	39%	N=156	39%	N=158	10%	N=39	100%	N=404
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=73	38%	N=155	37%	N=151	8%	N=34	100%	N=413
Recreational opportunities	8%	N=34	29%	N=120	38%	N=159	26%	N=107	100%	N=420
Availability of affordable quality food	8%	N=33	28%	N=113	36%	N=146	28%	N=112	100%	N=404
Availability of affordable quality health care	8%	N=30	31%	N=122	43%	N=171	18%	N=70	100%	N=393
Availability of preventive health services	4%	N=13	14%	N=43	37%	N=108	44%	N=130	100%	N=294
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 as a whole:	Excellent		Good		Fair		Poor		Total	
	3%	N=8	11%	N=33	31%	N=91	55%	N=159	100%	N=291
Availability of affordable quality child care/preschool	11%	N=41	38%	N=149	41%	N=163	10%	N=40	100%	N=394
Opportunities to attend cultural/arts/music activities	12%	N=44	50%	N=177	33%	N=115	5%	N=16	100%	N=352
Opportunities to participate in religious or spiritual events and activities	4%	N=15	31%	N=122	47%	N=186	19%	N=74	100%	N=397
Employment opportunities	20%	N=82	52%	N=216	22%	N=93	6%	N=24	100%	N=415
Shopping opportunities	1%	N=3	4%	N=17	16%	N=66	79%	N=318	100%	N=405
Cost of living in Honolulu	4%	N=16	36%	N=143	48%	N=189	13%	N=50	100%	N=398
Overall quality of business and service establishments in Honolulu	3%	N=10	24%	N=92	50%	N=192	24%	N=93	100%	N=388
Vibrant downtown/commercial area	5%	N=20	30%	N=117	43%	N=167	21%	N=81	100%	N=384
Overall quality of new development in Honolulu	5%	N=19	46%	N=183	41%	N=163	8%	N=32	100%	N=396
Opportunities to participate in social events and activities	11%	N=42	49%	N=190	35%	N=135	5%	N=19	100%	N=386
Opportunities to volunteer	10%	N=37	43%	N=167	41%	N=159	6%	N=23	100%	N=386
Openness and acceptance in community matters	17%	N=69	47%	N=189	26%	N=105	9%	N=37	100%	N=400
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=42	41%	N=168	40%	N=164	8%	N=32	100%	N=406
Neighborhoodness of residents in Honolulu										

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Table 7: Question 7

	No	Yes	Total
Please indicate whether or not you have done each of the following in the last 12 months.			
Made efforts to conserve water	16% N=68	84% N=352	100% N=420
Made efforts to make your home more energy efficient	22% N=90	78% N=328	100% N=418
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	39% N=160	61% N=255	100% N=415
Household member was a victim of a crime in Honolulu	87% N=362	13% N=54	100% N=415
Reported a crime to the police in Honolulu	73% N=306	27% N=114	100% N=420
Stocked supplies in preparation for an emergency	38% N=160	62% N=257	100% N=417
Campaigned or advocated for an issue, cause or candidate	74% N=308	26% N=111	100% N=419
Contacted the City (in-person, phone, email or web) for help or information	59% N=246	41% N=174	100% N=419
Contacted City elected officials (in-person, phone, email or web) to express your opinion	80% N=337	20% N=82	100% N=419

Table 8: Question 8

	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
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?					
Used City recreation centers or their services	10% N=43	14% N=57	35% N=147	41% N=171	100% N=418
Visited a neighborhood park or City and County park	21% N=89	28% N=119	36% N=151	14% N=59	100% N=419
Participated in religious or spiritual activities in Honolulu	8% N=32	14% N=60	18% N=76	60% N=249	100% N=418
Attended a City and County-sponsored event	1% N=6	3% N=13	34% N=142	61% N=251	100% N=412
Used TheBus, TheHandi-Van or other public transportation instead of driving	15% N=61	7% N=31	17% N=73	61% N=255	100% N=421
Carpooled with other adults or children instead of driving alone	17% N=71	17% N=70	16% N=65	51% N=211	100% N=417
Walked or biked instead of driving	20% N=84	18% N=73	20% N=85	42% N=174	100% N=416
Volunteered your time to some group/activity in Honolulu	8% N=34	7% N=31	28% N=116	57% N=236	100% N=417
Participated in a club	7% N=28	8% N=35	19% N=80	66% N=274	100% N=418
Talked to or visited with your immediate neighbors	24% N=99	37% N=156	27% N=114	12% N=51	100% N=419
Done a favor for a neighbor	9% N=36	22% N=92	40% N=167	29% N=122	100% N=418
Traveled by Biki-bike, Honolulu's new bike-share program	2% N=7	2% N=9	6% N=25	90% N=378	100% N=420

Table 9: Question 9

	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
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?					
Attended a local public meeting	1% N=3	1% N=3	9% N=38	89% N=369	100% N=413
Watched (online or on television) a local public meeting	4% N=16	6% N=23	28% N=116	63% N=259	100% N=414

Table 10: Question 10

	Excellent	Good	Fair	Poor	Total
Please rate the quality of each of the following services in the City and County of Honolulu as a whole:					
Police services	13% N=53	45% N=178	31% N=121	11% N=45	100% N=397
Fire services	25% N=94	59% N=218	13% N=49	2% N=9	100% N=370
Ambulance or emergency medical services	26% N=96	54% N=199	18% N=66	2% N=7	100% N=368
Crime prevention	9% N=33	25% N=93	44% N=166	22% N=83	100% N=376

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Fire prevention and education	17%	N=58	35%	N=122	39%	N=136	10%	N=34	100%	N=350
Traffic enforcement	12%	N=46	21%	N=84	38%	N=152	29%	N=114	100%	N=396
Street repair	3%	N=11	7%	N=31	28%	N=115	62%	N=257	100%	N=414
Street cleaning	3%	N=13	16%	N=63	43%	N=173	38%	N=154	100%	N=403
Street lighting	4%	N=17	35%	N=144	39%	N=161	22%	N=92	100%	N=415
Sidewalk maintenance	3%	N=11	22%	N=91	41%	N=170	34%	N=139	100%	N=410
Traffic signal timing	4%	N=16	25%	N=102	42%	N=171	28%	N=114	100%	N=404
Bus or transit services	16%	N=50	45%	N=141	27%	N=85	11%	N=36	100%	N=311
Garbage collection	20%	N=79	48%	N=189	23%	N=91	9%	N=35	100%	N=394
Recycling	12%	N=48	42%	N=167	29%	N=116	17%	N=70	100%	N=401
Yard waste pick-up	15%	N=48	45%	N=145	27%	N=88	13%	N=43	100%	N=324
Storm drainage	7%	N=26	32%	N=112	44%	N=152	16%	N=56	100%	N=346
Drinking water	25%	N=102	45%	N=183	25%	N=102	6%	N=24	100%	N=411
Sewer services	12%	N=43	44%	N=160	36%	N=129	8%	N=28	100%	N=360
Power (electric and/or gas) utility	12%	N=51	47%	N=193	34%	N=141	7%	N=29	100%	N=414
Utility billing	7%	N=30	38%	N=155	36%	N=146	19%	N=79	100%	N=410
City and County parks	9%	N=38	33%	N=134	41%	N=164	17%	N=68	100%	N=404
Recreation programs or classes	8%	N=22	37%	N=102	45%	N=126	10%	N=28	100%	N=278
Recreation centers or facilities	6%	N=19	33%	N=101	43%	N=132	18%	N=53	100%	N=305
Land use, planning and zoning	3%	N=9	16%	N=50	46%	N=145	35%	N=111	100%	N=314
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=10	16%	N=53	38%	N=129	44%	N=149	100%	N=342
Animal control	6%	N=22	24%	N=84	41%	N=143	29%	N=101	100%	N=350
Economic development	3%	N=9	23%	N=86	41%	N=150	33%	N=120	100%	N=365
Health services	7%	N=25	36%	N=136	42%	N=162	15%	N=58	100%	N=381
Public information services	5%	N=18	32%	N=115	49%	N=175	15%	N=53	100%	N=361
Cable television	10%	N=37	36%	N=135	37%	N=137	18%	N=66	100%	N=374
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=42	36%	N=135	44%	N=164	8%	N=31	100%	N=372
Preservation of natural areas such as open space, farmlands and greenbelts	7%	N=25	28%	N=100	44%	N=157	21%	N=73	100%	N=355
Honolulu open space	5%	N=18	19%	N=73	41%	N=156	35%	N=131	100%	N=377
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	8%	N=28	32%	N=113	43%	N=155	18%	N=64	100%	N=360
Satellite City Halls	12%	N=44	35%	N=131	39%	N=145	14%	N=53	100%	N=372
Neighborhood Boards	6%	N=16	36%	N=88	43%	N=106	14%	N=35	100%	N=245

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	
	%	N	%	N	%	N	%	N	%	N
The City and County of Honolulu	5%	N=21	34%	N=138	46%	N=184	14%	N=58	100%	N=400
The Federal Government	6%	N=20	31%	N=115	48%	N=177	15%	N=56	100%	N=368

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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=9	20% N=76	44% N=172	34% N=133	100% N=390
The overall direction that Honolulu is taking		2% N=9	23% N=92	40% N=156	34% N=134	100% N=391
The job Honolulu government does at welcoming citizen involvement		3% N=9	23% N=77	47% N=160	28% N=94	100% N=341
Overall confidence in Honolulu government		4% N=14	20% N=82	42% N=169	34% N=139	100% N=405
Generally acting in the best interest of the community		5% N=18	20% N=81	43% N=171	33% N=130	100% N=400
Being honest		3% N=13	18% N=70	37% N=143	41% N=159	100% N=384
Treating all residents fairly		3% N=11	22% N=84	43% N=163	32% N=121	100% N=378

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		49% N=205	45% N=191	6% N=23	0% N=2	100% N=421
Overall ease of getting to the places you usually have to visit		35% N=149	49% N=206	14% N=60	1% N=5	100% N=421
Quality of overall natural environment in Honolulu		41% N=169	45% N=187	14% N=60	0% N=2	100% N=418
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)		39% N=165	42% N=177	17% N=73	1% N=4	100% N=419
Health and wellness opportunities in Honolulu		39% N=162	47% N=198	14% N=57	1% N=2	100% N=419
Overall opportunities for education and enrichment		48% N=200	39% N=165	12% N=52	1% N=4	100% N=420
Overall economic health of Honolulu		50% N=209	41% N=173	9% N=37	0% N=2	100% N=420
Sense of community		27% N=111	47% N=199	24% N=101	2% N=8	100% N=420

Table 14: Question 14

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:		Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Mental health services for the homeless		39% N=158	40% N=159	17% N=68	4% N=15	100% N=400
Redevelopment of the Blaisdell Complex		9% N=33	44% N=165	30% N=113	17% N=63	100% N=375
Protecting and preparing infrastructure against sea level rise		39% N=155	46% N=183	9% N=38	6% N=22	100% N=398
Increase funding for homeless housing subsidies		30% N=118	35% N=137	24% N=95	12% N=46	100% N=396
Expand Complete Streets programs and infrastructure, such as sidewalks, median islands, or special bus lanes, among others		40% N=166	46% N=190	11% N=47	2% N=10	100% N=413

Table 15: Question 15

Please indicate the extent to which you think each of the following is a problem in the City and County of Honolulu:		Not a problem	Minor problem	Moderate problem	Major problem	Total
Lack of infrastructure upgrades to support new development		4% N=15	11% N=40	32% N=119	53% N=195	100% N=369
Unpermitted short-term rentals (i.e., Airbnb, VRBO)		11% N=41	26% N=95	24% N=85	39% N=141	100% N=362
Building permit processing times		5% N=15	12% N=38	40% N=127	43% N=137	100% N=317
Safety issues related to individual shared-bike users		13% N=42	24% N=80	39% N=131	24% N=81	100% N=334
Drivers' disregard of traffic signs and red lights		4% N=18	16% N=66	42% N=170	38% N=154	100% N=408
Lack of parking due to large residential structures in my neighborhood		7% N=29	11% N=44	30% N=118	52% N=206	100% N=397
Damaged and uplifted sidewalks		3% N=12	19% N=77	40% N=166	38% N=157	100% N=411

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Table 16: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential	Very important	Somewhat important	Not at all important	Total
Protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage leaks	49% N=196	35% N=141	15% N=59	1% N=3	100% N=399
Providing additional online City services	18% N=70	25% N=100	50% N=198	7% N=29	100% N=398
Increasing fines and security around unmarked hikes to prohibit trespassing	15% N=59	19% N=74	41% N=164	26% N=102	100% N=399
The homeless and homelessness	56% N=227	34% N=140	8% N=33	2% N=8	100% N=408
Extended authority and enforcement of homelessness “Sit Lie” bans	41% N=165	34% N=137	14% N=57	11% N=42	100% N=401
Large residential structures with upwards of 20 bedrooms in residential neighborhoods	39% N=151	28% N=109	24% N=95	9% N=36	100% N=391

Table 17: Question 17

About how many short-term rentals (i.e., Airbnb, VRBO) are operating in your neighborhood?	Percent	Number
None	42%	N=49
One	4%	N=4
2-4	25%	N=29
5-10	10%	N=12
11 or more	20%	N=23
Total	100%	N=117

Table 18: Question 18

The market decline for recycled waste has made the blue-bin recycling program financially unsustainable. To what extent do you support or oppose changing solid waste disposal to sort waste into combustible (can be burned at H-POWER to generate electricity) and non-combustible waste?	Percent	Number
Strongly support	47%	N=155
Somewhat support	46%	N=152
Somewhat oppose	5%	N=17
Strongly oppose	2%	N=8
Total	100%	N=332

Table 19: Question 19

In the last 12 months, how often, if ever, have you observed each of the following?	Never	Once	Two or more times	Total
You do not have enough time to begin crossing during the “Walk” signal	35% N=80	21% N=80	44% N=165	100% N=375
Other drivers disregard a traffic signal such as a red light	10% N=39	12% N=47	78% N=303	100% N=389
Children standing in moving vehicles or sitting in someone’s lap	49% N=174	15% N=52	36% N=130	100% N=356
Bicyclists disregard traffic signals such as stop signs or red lights	23% N=87	13% N=50	63% N=234	100% N=371
Bicyclists ride on sidewalks, instead of adjacent bike lanes, in Waikiki and downtown	12% N=40	16% N=53	72% N=241	100% N=334

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Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	5%	N=22	5%	N=22	12%	N=51	30%	N=126	47%	N=196		
Recycle at home	1% <td>N=6</td> <td>3% <td>N=12</td> <td>28% <td>N=117</td> <td>44% <td>N=183</td> <td>24% <td>N=101</td> <td>100%</td> <td>N=419</td> </td></td></td></td>	N=6	3% <td>N=12</td> <td>28% <td>N=117</td> <td>44% <td>N=183</td> <td>24% <td>N=101</td> <td>100%</td> <td>N=419</td> </td></td></td>	N=12	28% <td>N=117</td> <td>44% <td>N=183</td> <td>24% <td>N=101</td> <td>100%</td> <td>N=419</td> </td></td>	N=117	44% <td>N=183</td> <td>24% <td>N=101</td> <td>100%</td> <td>N=419</td> </td>	N=183	24% <td>N=101</td> <td>100%</td> <td>N=419</td>	N=101	100%	N=419
Purchase goods or services from a business located in Honolulu	3% <td>N=12</td> <td>17% <td>N=72</td> <td>38% <td>N=162</td> <td>25% <td>N=107</td> <td>16% <td>N=68</td> <td>100% <td>N=421</td> </td></td></td></td></td>	N=12	17% <td>N=72</td> <td>38% <td>N=162</td> <td>25% <td>N=107</td> <td>16% <td>N=68</td> <td>100% <td>N=421</td> </td></td></td></td>	N=72	38% <td>N=162</td> <td>25% <td>N=107</td> <td>16% <td>N=68</td> <td>100% <td>N=421</td> </td></td></td>	N=162	25% <td>N=107</td> <td>16% <td>N=68</td> <td>100% <td>N=421</td> </td></td>	N=107	16% <td>N=68</td> <td>100% <td>N=421</td> </td>	N=68	100% <td>N=421</td>	N=421
Eat at least 5 portions of fruits and vegetables a day	4% <td>N=16</td> <td>15% <td>N=64</td> <td>37% <td>N=156</td> <td>24% <td>N=102</td> <td>19% <td>N=81</td> <td>100% <td>N=420</td> </td></td></td></td></td>	N=16	15% <td>N=64</td> <td>37% <td>N=156</td> <td>24% <td>N=102</td> <td>19% <td>N=81</td> <td>100% <td>N=420</td> </td></td></td></td>	N=64	37% <td>N=156</td> <td>24% <td>N=102</td> <td>19% <td>N=81</td> <td>100% <td>N=420</td> </td></td></td>	N=156	24% <td>N=102</td> <td>19% <td>N=81</td> <td>100% <td>N=420</td> </td></td>	N=102	19% <td>N=81</td> <td>100% <td>N=420</td> </td>	N=81	100% <td>N=420</td>	N=420
Participate in moderate or vigorous physical activity	3% <td>N=12</td> <td>8% <td>N=33</td> <td>18% <td>N=78</td> <td>32% <td>N=135</td> <td>39% <td>N=164</td> <td>100% <td>N=421</td> </td></td></td></td></td>	N=12	8% <td>N=33</td> <td>18% <td>N=78</td> <td>32% <td>N=135</td> <td>39% <td>N=164</td> <td>100% <td>N=421</td> </td></td></td></td>	N=33	18% <td>N=78</td> <td>32% <td>N=135</td> <td>39% <td>N=164</td> <td>100% <td>N=421</td> </td></td></td>	N=78	32% <td>N=135</td> <td>39% <td>N=164</td> <td>100% <td>N=421</td> </td></td>	N=135	39% <td>N=164</td> <td>100% <td>N=421</td> </td>	N=164	100% <td>N=421</td>	N=421
Read or watch local news (via television, paper, computer, etc.)	23% <td>N=96</td> <td>5% <td>N=20</td> <td>8% <td>N=33</td> <td>19% <td>N=80</td> <td>45% <td>N=191</td> <td>100% <td>N=420</td> </td></td></td></td></td>	N=96	5% <td>N=20</td> <td>8% <td>N=33</td> <td>19% <td>N=80</td> <td>45% <td>N=191</td> <td>100% <td>N=420</td> </td></td></td></td>	N=20	8% <td>N=33</td> <td>19% <td>N=80</td> <td>45% <td>N=191</td> <td>100% <td>N=420</td> </td></td></td>	N=33	19% <td>N=80</td> <td>45% <td>N=191</td> <td>100% <td>N=420</td> </td></td>	N=80	45% <td>N=191</td> <td>100% <td>N=420</td> </td>	N=191	100% <td>N=420</td>	N=420
Vote in local elections												

Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=57
Very good	37%	N=156
Good	37%	N=153
Fair	11%	N=45
Poor	2%	N=7
Total	100%	N=418

Table 22: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	2%	N=10
Somewhat positive	17%	N=72
Neutral	53%	N=220
Somewhat negative	22%	N=93
Very negative	6%	N=24
Total	100%	N=418

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=243
Working part time for pay	11%	N=48
Unemployed, looking for paid work	4%	N=17
Unemployed, not looking for paid work	2%	N=7
Fully retired	25%	N=104
Total	100%	N=418

Table 24: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	64%	N=250
Yes, from home	8%	N=30
No	28%	N=111
Total	100%	N=392

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Table 25: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=24
2 to 5 years	11%	N=47
6 to 10 years	7%	N=29
11 to 20 years	9%	N=39
More than 20 years	67%	N=280
Total	100%	N=419

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=207
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=181
Other	6%	N=26
Total	100%	N=416

Table 27: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=171
Owned	59%	N=242
Total	100%	N=414

Table 28: 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=12
\$300 to \$599 per month	6%	N=26
\$600 to \$999 per month	8%	N=32
\$1,000 to \$1,499 per month	17%	N=67
\$1,500 to \$2,499 per month	31%	N=127
\$2,500 or more per month	35%	N=143
Total	100%	N=406

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=263
Yes	37%	N=153
Total	100%	N=415

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Table 30: Question D11

Are you or any other members of your household aged 65 or older?		
	Percent	Number
No	62%	N=258
Yes	38%	N=158
Total	100%	N=416

Table 31: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)		
	Percent	Number
Less than \$25,000	12%	N=49
\$25,000 to \$49,999	16%	N=62
\$50,000 to \$99,999	37%	N=147
\$100,000 to \$149,999	17%	N=69
\$150,000 or more	18%	N=73
Total	100%	N=401

Table 32: Question D13

Are you Spanish, Hispanic or Latino?		
	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=390
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=25
Total	100%	N=415

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)		
	Percent	Number
American Indian or Alaskan Native	3%	N=11
Black or African American	8%	N=33
White	27%	N=114
Other	10%	N=42
Native Hawaiian or other Pacific Islander	17%	N=71
Asian	58%	N=244

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

Table 34: Question D15

In which category is your age?		
	Percent	Number
18 to 24 years	4%	N=18
25 to 34 years	22%	N=90
35 to 44 years	17%	N=69
45 to 54 years	20%	N=82
55 to 64 years	12%	N=49
65 to 74 years	16%	N=68
75 years or older	10%	N=41
Total	100%	N=417

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Table 35: Question D16

What is your sex?	Percent	Number
Female	53%	N=219
Male	47%	N=197
Total	100%	N=416

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=306
Land line	11%	N=48
Both	15%	N=64
Total	100%	N=418

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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 37: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	25% N=104	39% N=163	25% N=108	11% N=48	0% N=0	100% N=423
Your neighborhood as a place to live	31% N=132	41% N=173	17% N=73	11% N=46	0% N=0	100% N=423
Honolulu as a place to raise children	21% N=89	36% N=152	27% N=114	12% N=51	4% N=15	100% N=421
Honolulu as a place to work	13% N=54	36% N=150	36% N=152	15% N=61	1% N=3	100% N=420
Honolulu as a place to visit	39% N=166	40% N=167	16% N=67	4% N=18	1% N=3	100% N=421
Honolulu as a place to retire	16% N=66	22% N=90	29% N=120	29% N=122	4% N=16	100% N=414
The overall quality of life in Honolulu	18% N=76	46% N=192	25% N=105	11% N=48	0% N=1	100% N=422

Table 38: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	12% N=49	49% N=205	30% N=127	10% N=41	0% N=1	100% N=423
Overall ease of getting to the places you usually have to visit	9% N=38	31% N=129	39% N=164	21% N=88	0% N=0	100% N=419
Quality of overall natural environment in Honolulu	20% N=85	43% N=183	29% N=123	7% N=29	0% N=2	100% N=421
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	6% N=24	23% N=98	39% N=166	31% N=131	1% N=2	100% N=420
Health and wellness opportunities in Honolulu	16% N=68	48% N=204	29% N=122	6% N=24	1% N=5	100% N=423
Overall opportunities for education and enrichment	8% N=34	32% N=136	37% N=154	22% N=92	1% N=5	100% N=422
Overall economic health of Honolulu	5% N=22	22% N=91	47% N=197	25% N=104	1% N=6	100% N=420
Sense of community	11% N=48	39% N=165	40% N=168	9% N=37	1% N=4	100% N=423
Overall image or reputation of Honolulu	10% N=40	43% N=182	35% N=148	11% N=45	1% N=4	100% N=420

Table 39: 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	20% N=83	41% N=174	16% N=69	22% N=91	1% N=4	100% N=421
Remain in Honolulu for the next five years	50% N=212	25% N=106	10% N=41	11% N=46	4% N=17	100% N=422

Table 40: 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	50% N=213	38% N=161	7% N=29	3% N=14	1% N=4	0% N=1	100% N=423
In Honolulu's downtown/commercial area during the day	13% N=53	47% N=197	18% N=77	17% N=71	4% N=16	2% N=7	100% N=421

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Table 41: Question 5

County of Honolulu as a whole as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	1% N=5	11% N=46	34% N=144	54% N=226	0% N=1	100% N=423
Ease of public parking	1% N=4	8% N=33	36% N=153	54% N=229	1% N=4	100% N=424
Ease of travel by car in Honolulu	2% N=10	15% N=65	45% N=191	37% N=154	0% N=1	100% N=421
Ease of travel by public transportation in Honolulu	7% N=30	19% N=81	32% N=134	22% N=91	20% N=83	100% N=419
Ease of travel by bicycle in Honolulu	3% N=13	13% N=56	28% N=118	24% N=99	32% N=136	100% N=423
Ease of walking in Honolulu	8% N=34	37% N=153	41% N=171	10% N=42	5% N=19	100% N=419
Availability of paths and walking trails	6% N=25	26% N=108	41% N=171	17% N=72	11% N=45	100% N=421
Air quality	25% N=107	41% N=174	25% N=108	7% N=29	1% N=5	100% N=422
Cleanliness of Honolulu	3% N=13	27% N=116	44% N=187	25% N=106	0% N=1	100% N=422
Overall appearance of Honolulu	6% N=25	30% N=128	48% N=204	15% N=63	0% N=1	100% N=421
Public places where people want to spend time	7% N=28	27% N=114	45% N=190	21% N=88	1% N=3	100% N=423
Variety of housing options	1% N=5	10% N=41	30% N=125	56% N=235	4% N=15	100% N=420
Availability of affordable quality housing	1% N=5	3% N=14	16% N=68	75% N=315	4% N=17	100% N=419
Fitness opportunities (including exercise classes and paths or trails, etc.)	12% N=51	37% N=156	37% N=158	9% N=39	4% N=17	100% N=421
Recreational opportunities	17% N=73	37% N=155	36% N=151	8% N=34	2% N=10	100% N=423
Availability of affordable quality food	8% N=34	28% N=120	38% N=159	25% N=107	1% N=3	100% N=424
Availability of affordable quality health care	8% N=33	27% N=113	35% N=146	26% N=112	5% N=19	100% N=424
Availability of preventive health services	7% N=30	29% N=122	41% N=171	17% N=70	7% N=28	100% N=421
Availability of affordable quality mental health care	3% N=13	10% N=43	26% N=108	31% N=130	30% N=128	100% N=422

Table 42: Question 6

County of Honolulu as a whole as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Availability of affordable quality child care/preschool	2% N=8	8% N=33	22% N=91	38% N=159	31% N=131	100% N=422
Opportunities to attend cultural/arts/music activities	10% N=41	36% N=149	39% N=163	10% N=40	6% N=25	100% N=419
Opportunities to participate in religious or spiritual events and activities	10% N=44	42% N=177	27% N=115	4% N=16	17% N=70	100% N=422
Employment opportunities	4% N=15	29% N=122	44% N=186	18% N=74	5% N=23	100% N=420
Shopping opportunities	20% N=82	51% N=216	22% N=93	6% N=24	1% N=6	100% N=421
Cost of living in Honolulu	1% N=3	4% N=17	16% N=66	76% N=318	3% N=14	100% N=419
Overall quality of business and service establishments in Honolulu	4% N=16	34% N=143	45% N=189	12% N=50	5% N=22	100% N=420
Vibrant downtown/commercial area	2% N=10	22% N=92	46% N=192	22% N=93	8% N=32	100% N=420
Overall quality of new development in Honolulu	5% N=20	28% N=117	40% N=167	19% N=81	8% N=35	100% N=419
Opportunities to participate in social events and activities	4% N=19	44% N=183	39% N=163	8% N=32	5% N=22	100% N=418
Opportunities to volunteer	10% N=42	45% N=190	32% N=135	5% N=19	9% N=36	100% N=423
Opportunities to participate in community matters	9% N=37	40% N=167	38% N=159	6% N=23	8% N=33	100% N=419
Openness and acceptance of the community toward people of diverse backgrounds	16% N=69	45% N=189	25% N=105	9% N=37	5% N=22	100% N=422
Neighborhoodness of residents in Honolulu	10% N=42	40% N=168	39% N=164	8% N=32	4% N=16	100% N=422

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Table 43: 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	16%	N=68	84%	N=352	N=420
Made efforts to make your home more energy efficient	22%	N=90	78%	N=328	N=418
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)	39%	N=160	61%	N=255	N=415
Household member was a victim of a crime in Honolulu	87%	N=362	13%	N=54	N=415
Reported a crime to the police in Honolulu	73%	N=306	27%	N=114	N=420
Stocked supplies in preparation for an emergency	38%	N=160	62%	N=257	N=417
Campaigned or advocated for an issue, cause or candidate	74%	N=308	26%	N=111	N=419
Contacted the City (in-person, phone, email or web) for help or information	59%	N=246	41%	N=174	N=419
Contacted City elected officials (in-person, phone, email or web) to express your opinion	80%	N=337	20%	N=82	N=419

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
Used City recreation centers or their services	10%	N=43	14%	N=57	35%	N=147	41%	N=171	N=418
Visited a neighborhood park or City and County park	21%	N=89	28%	N=119	36%	N=151	14%	N=59	N=419
Participated in religious or spiritual activities in Honolulu	8%	N=32	14%	N=60	18%	N=76	60%	N=249	N=418
Attended a City and County-sponsored event	1%	N=6	3%	N=13	34%	N=142	61%	N=251	N=412
Used TheBus, TheHandi-Van or other public transportation instead of driving	15%	N=61	7%	N=31	17%	N=73	61%	N=255	N=421
Carpooled with other adults or children instead of driving alone	17%	N=71	17%	N=70	16%	N=65	51%	N=211	N=417
Walked or biked instead of driving	20%	N=84	18%	N=73	20%	N=85	42%	N=174	N=416
Volunteered your time to some group/activity in Honolulu	8%	N=34	7%	N=31	28%	N=116	57%	N=236	N=417
Participated in a club	7%	N=28	8%	N=35	19%	N=80	66%	N=274	N=418
Talked to or visited with your immediate neighbors	24%	N=99	37%	N=156	27%	N=114	12%	N=51	N=419
Done a favor for a neighbor	9%	N=36	22%	N=92	40%	N=167	29%	N=122	N=418
Traveled by Biki-bike, Honolulu's new bike-share program	2%	N=7	2%	N=9	6%	N=25	90%	N=378	N=420

Table 45: 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	1%	N=3	9%	N=38	89%	N=369	N=413
Watched (online or on television) a local public meeting	4%	N=16	6%	N=23	28%	N=116	63%	N=259	N=414

Table 46: 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	13%	N=53	43%	N=178	29%	N=121	11%	N=45	5%	N=21	N=417
Fire services	22%	N=94	52%	N=218	12%	N=49	2%	N=9	12%	N=49	N=419
Ambulance or emergency medical services	23%	N=96	48%	N=199	16%	N=66	2%	N=7	12%	N=50	N=418
Crime prevention	8%	N=33	22%	N=93	40%	N=166	20%	N=83	9%	N=39	N=415

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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	
Fire prevention and education	14%	N=58	29%	N=122	32%	N=136	8%	N=34	16%	N=67	100%	N=417
Traffic enforcement	11%	N=46	20%	N=84	37%	N=152	28%	N=114	4%	N=16	100%	N=412
Street repair	3%	N=11	7%	N=31	27%	N=115	61%	N=257	1%	N=5	100%	N=419
Street cleaning	3%	N=13	15%	N=63	42%	N=173	37%	N=154	3%	N=14	100%	N=417
Street lighting	4%	N=17	35%	N=144	39%	N=161	22%	N=92	0%	N=1	100%	N=416
Sidewalk maintenance	3%	N=11	22%	N=91	41%	N=170	33%	N=139	2%	N=7	100%	N=418
Traffic signal timing	4%	N=16	24%	N=102	41%	N=171	27%	N=114	3%	N=14	100%	N=418
Bus or transit services	12%	N=50	34%	N=141	20%	N=85	8%	N=36	26%	N=108	100%	N=419
Garbage collection	19%	N=79	45%	N=189	22%	N=91	8%	N=35	6%	N=25	100%	N=420
Recycling	11%	N=48	40%	N=167	28%	N=116	17%	N=70	4%	N=18	100%	N=418
Yard waste pick-up	11%	N=48	35%	N=145	21%	N=88	10%	N=43	22%	N=94	100%	N=418
Storm drainage	6%	N=26	27%	N=112	36%	N=152	14%	N=56	17%	N=70	100%	N=416
Drinking water	24%	N=102	44%	N=183	24%	N=102	6%	N=24	2%	N=7	100%	N=418
Sewer services	10%	N=43	38%	N=160	31%	N=129	7%	N=28	14%	N=59	100%	N=419
Power (electric and/or gas) utility	12%	N=51	46%	N=193	34%	N=141	7%	N=29	1%	N=5	100%	N=419
Utility billing	7%	N=30	37%	N=155	35%	N=146	19%	N=79	2%	N=8	100%	N=419
City and County parks	9%	N=38	32%	N=134	39%	N=164	16%	N=68	3%	N=14	100%	N=418
Recreation programs or classes	5%	N=22	25%	N=102	30%	N=126	7%	N=28	33%	N=139	100%	N=417
Recreation centers or facilities	5%	N=19	24%	N=101	32%	N=132	13%	N=53	27%	N=110	100%	N=415
Land use, planning and zoning	2%	N=9	12%	N=50	35%	N=145	27%	N=111	24%	N=101	100%	N=415
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=10	13%	N=53	31%	N=129	36%	N=149	18%	N=76	100%	N=418
Animal control	5%	N=22	20%	N=84	34%	N=143	24%	N=101	16%	N=68	100%	N=418
Economic development	2%	N=9	21%	N=86	36%	N=150	29%	N=120	12%	N=51	100%	N=416
Health services	6%	N=25	33%	N=136	39%	N=162	14%	N=58	9%	N=37	100%	N=418
Public information services	4%	N=18	28%	N=115	42%	N=175	13%	N=53	13%	N=55	100%	N=416
Cable television	9%	N=37	32%	N=135	33%	N=137	16%	N=66	10%	N=42	100%	N=416
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=42	33%	N=135	40%	N=164	8%	N=31	10%	N=42	100%	N=414
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=25	24%	N=100	38%	N=157	18%	N=73	15%	N=63	100%	N=418
Honolulu open space	4%	N=18	18%	N=73	38%	N=156	31%	N=131	9%	N=38	100%	N=415
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	7%	N=28	27%	N=113	37%	N=155	15%	N=64	14%	N=57	100%	N=417
Satellite City Halls	10%	N=44	31%	N=131	35%	N=145	13%	N=53	11%	N=47	100%	N=420
Neighborhood Boards	4%	N=16	21%	N=88	25%	N=106	8%	N=35	42%	N=174	100%	N=419

Table 47: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City and County of Honolulu	5%	N=21	33%	N=138	44%	N=184	14%	N=58	4%	N=19	100%	N=419
The Federal Government	5%	N=20	27%	N=115	42%	N=177	14%	N=56	12%	N=49	100%	N=418

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Table 48: Question 12

Please rate the following categories of the City and County of Honolulu government performance:	Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to Honolulu	2% N=9	18% N=76	41% N=172	32% N=133	6% N=24	100% N=414
The overall direction that Honolulu is taking	2% N=9	22% N=92	37% N=156	32% N=134	7% N=29	100% N=419
The job Honolulu government does at welcoming citizen involvement	2% N=9	18% N=77	38% N=160	23% N=94	19% N=78	100% N=419
Overall confidence in Honolulu government	3% N=14	20% N=82	40% N=169	33% N=139	3% N=12	100% N=417
Generally acting in the best interest of the community	4% N=18	19% N=81	41% N=171	31% N=130	4% N=17	100% N=417
Being honest	3% N=13	17% N=70	34% N=143	38% N=159	8% N=33	100% N=417
Treating all residents fairly	3% N=11	20% N=84	39% N=163	29% N=121	9% N=39	100% N=417

Table 49: 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	49% N=205	45% N=191	6% N=23	0% N=2	100% N=421
Overall ease of getting to the places you usually have to visit	35% N=149	49% N=206	14% N=60	1% N=5	100% N=421
Quality of overall natural environment in Honolulu	41% N=169	45% N=187	14% N=60	0% N=2	100% N=418
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	39% N=165	42% N=177	17% N=73	1% N=4	100% N=419
Health and wellness opportunities in Honolulu	39% N=162	47% N=198	14% N=57	1% N=2	100% N=419
Overall opportunities for education and enrichment	48% N=200	39% N=165	12% N=52	1% N=4	100% N=420
Overall economic health of Honolulu	50% N=209	41% N=173	9% N=37	0% N=2	100% N=420
Sense of community	27% N=111	47% N=199	24% N=101	2% N=8	100% N=420

Table 50: Question 14

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Mental health services for the homeless	38% N=158	38% N=159	16% N=68	4% N=15	4% N=18	100% N=418
Redevelopment of the Blaisdell Complex	8% N=33	39% N=165	27% N=113	15% N=63	11% N=45	100% N=420
Protecting and preparing infrastructure against sea level rise	37% N=155	44% N=183	9% N=38	5% N=22	6% N=23	100% N=421
Increase funding for homeless housing subsidies	28% N=118	33% N=137	23% N=95	11% N=46	5% N=20	100% N=416
Expand Complete Streets programs and infrastructure, such as sidewalks, median islands, or special bus lanes, among others	40% N=166	45% N=190	11% N=47	2% N=10	2% N=7	100% N=419

Table 51: Question 15

Please indicate the extent to which you think each of the following is a problem in the City and County of Honolulu:	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Lack of infrastructure upgrades to support new development	3% N=15	10% N=40	29% N=119	47% N=195	12% N=49	100% N=418
Unpermitted short-term rentals (i.e., Airbnb, VRBO)	10% N=41	23% N=95	20% N=85	34% N=141	14% N=57	100% N=420
Building permit processing times	4% N=15	9% N=38	30% N=127	33% N=137	25% N=103	100% N=420
Safety issues related to individual shared-bike users	10% N=42	19% N=80	32% N=131	20% N=81	19% N=79	100% N=413
Drivers' disregard of traffic signs and red lights	4% N=18	16% N=66	41% N=170	37% N=154	2% N=7	100% N=415
Lack of parking due to large residential structures in my neighborhood	7% N=29	10% N=44	28% N=118	49% N=206	5% N=22	100% N=420
Damaged and uplifted sidewalks	3% N=12	18% N=77	40% N=166	38% N=157	2% N=7	100% N=418

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Table 52: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	47%	N=196	34%	N=141	14%	N=59	1%	N=3	5%	N=20	100%	N=419
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	17%	N=70	24%	N=100	47%	N=198	7%	N=29	5%	N=20	100%	N=418
Providing additional online City services	14%	N=59	18%	N=74	39%	N=164	24%	N=102	5%	N=19	100%	N=418
Increasing fines and security around unmarked hikes to prohibit trespassing	55%	N=227	34%	N=140	8%	N=33	2%	N=8	1%	N=3	100%	N=411
The homeless and homelessness	40%	N=165	33%	N=137	14%	N=57	10%	N=42	4%	N=16	100%	N=417
Extended authority and enforcement of homelessness "Sit Lie" bans	36%	N=151	26%	N=109	23%	N=95	9%	N=36	6%	N=25	100%	N=415
Large residential structures with upwards of 20 bedrooms in residential neighborhoods												

Table 53: Question 17

About how many short-term rentals (i.e., Airbnb, VRBO) are operating in your neighborhood?	Percent	Number
None	12%	N=49
One	1%	N=4
2-4	7%	N=29
5-10	3%	N=12
11 or more	6%	N=23
Don't know	72%	N=296
Total	100%	N=414

Table 54: Question 18

The market decline for recycled waste has made the blue-bin recycling program financially unsustainable. To what extent do you support or oppose changing solid waste disposal to sort waste into combustible (can be burned at H-POWER to generate electricity) and non-combustible waste?	Percent	Number
Strongly support	38%	N=155
Somewhat support	37%	N=152
Somewhat oppose	4%	N=17
Strongly oppose	2%	N=8
Don't know	19%	N=77
Total	100%	N=409

Table 55: Question 19

In the last 12 months, how often, if ever, have you observed each of the following?	Never		Once		Two or more times		Don't know		Total	
	31%	N=130	19%	N=80	40%	N=165	10%	N=43	100%	N=418
You do not have enough time to begin crossing during the "Walk" signal	9%	N=39	11%	N=47	72%	N=303	7%	N=30	100%	N=418
Other drivers disregard a traffic signal such as a red light	42%	N=174	12%	N=52	31%	N=130	15%	N=62	100%	N=418
Children standing in moving vehicles or sitting in someone's lap	21%	N=87	12%	N=50	56%	N=234	12%	N=49	100%	N=419
Bicyclists disregard traffic signals such as stop signs or red lights	9%	N=40	13%	N=53	58%	N=241	20%	N=84	100%	N=418
Bicyclists ride on sidewalks, instead of adjacent bike lanes, in Waikiki and downtown										

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Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	5% N=22	5% N=22	12% N=51	30% N=126	47% N=196	100% N=416
Purchase goods or services from a business located in Honolulu	1% N=6	3% N=12	28% N=117	44% N=183	24% N=101	100% N=419
Eat at least 5 portions of fruits and vegetables a day	3% N=12	17% N=72	38% N=162	25% N=107	16% N=68	100% N=421
Participate in moderate or vigorous physical activity	4% N=16	15% N=64	37% N=156	24% N=102	19% N=81	100% N=420
Read or watch local news (via television, paper, computer, etc.)	3% N=12	8% N=33	18% N=78	32% N=135	39% N=164	100% N=421
Vote in local elections	23% N=96	5% N=20	8% N=33	19% N=80	45% N=191	100% N=420

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=57
Very good	37%	N=156
Good	37%	N=153
Fair	11%	N=45
Poor	2%	N=7
Total	100%	N=418

Table 58: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	2%	N=10
Somewhat positive	17%	N=72
Neutral	53%	N=220
Somewhat negative	22%	N=93
Very negative	6%	N=24
Total	100%	N=418

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=243
Working part time for pay	11%	N=48
Unemployed, looking for paid work	4%	N=17
Unemployed, not looking for paid work	2%	N=7
Fully retired	25%	N=104
Total	100%	N=418

Table 60: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	64%	N=250
Yes, from home	8%	N=30
No	28%	N=111
Total	100%	N=392

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Table 61: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=24
2 to 5 years	11%	N=47
6 to 10 years	7%	N=29
11 to 20 years	9%	N=39
More than 20 years	67%	N=280
Total	100%	N=419

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=207
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=181
Other	6%	N=26
Total	100%	N=416

Table 63: Question D8

Is this house or apartment...	Percent	Number
Rented	41%	N=171
Owned	59%	N=242
Total	100%	N=414

Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=12
\$300 to \$599 per month	6%	N=26
\$600 to \$999 per month	8%	N=32
\$1,000 to \$1,499 per month	17%	N=67
\$1,500 to \$2,499 per month	31%	N=127
\$2,500 or more per month	35%	N=143
Total	100%	N=406

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=263
Yes	37%	N=153
Total	100%	N=415

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Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	62%	N=258
Yes	38%	N=158
Total	100%	N=416

Table 67: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	12%	N=49
\$25,000 to \$49,999	16%	N=62
\$50,000 to \$99,999	37%	N=147
\$100,000 to \$149,999	17%	N=69
\$150,000 or more	18%	N=73
Total	100%	N=401

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=390
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=25
Total	100%	N=415

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=11
Black or African American	8%	N=33
White	27%	N=114
Other	10%	N=42
Native Hawaiian or other Pacific Islander	17%	N=71
Asian	58%	N=244

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

Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=18
25 to 34 years	22%	N=90
35 to 44 years	17%	N=69
45 to 54 years	20%	N=82
55 to 64 years	12%	N=49
65 to 74 years	16%	N=68
75 years or older	10%	N=41
Total	100%	N=417

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Table 71: Question D16

What is your sex?	Percent	Number
Female	53%	N=219
Male	47%	N=197
Total	100%	N=416

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=306
Land line	11%	N=48
Both	15%	N=64
Total	100%	N=418

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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,” 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 displays Honolulu’s percentile. The final column shows the comparison of Honolulu’s rating to the benchmark.

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

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National Benchmark Comparisons

Table 73: 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	64%	387	455	15%	Lower
Overall image or reputation of Honolulu	53%	274	346	21%	Lower
Honolulu as a place to live	63%	355	391	9%	Lower
Your neighborhood as a place to live	72%	259	311	17%	Similar
Honolulu as a place to raise children	59%	323	382	15%	Lower
Honolulu as a place to retire	39%	332	357	7%	Lower
Overall appearance of Honolulu	36%	340	358	5%	Much lower

Table 74: 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	60%	290	332	13%	Lower
	In your neighborhood during the day	89%	292	354	18%	Similar
	In Honolulu's downtown/commercial area during the day	60%	304	311	2%	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	40%	236	240	2%	Much lower
	Availability of paths and walking trails	36%	281	311	10%	Lower
	Ease of walking in Honolulu	47%	239	299	20%	Lower
	Ease of travel by bicycle in Honolulu	24%	285	302	6%	Lower
	Ease of travel by public transportation in Honolulu	33%	112	203	45%	Similar
	Ease of travel by car in Honolulu	18%	301	302	0%	Much lower
	Ease of public parking	9%	198	200	1%	Much lower
	Traffic flow on major streets	12%	339	343	1%	Much lower
Natural Environment	Quality of overall natural environment in Honolulu	64%	231	275	16%	Similar
	Cleanliness of Honolulu	31%	277	282	2%	Much lower
	Air quality	67%	166	241	31%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	29%	226	229	1%	Much lower
	Overall quality of new development in Honolulu	35%	248	286	13%	Lower
	Availability of affordable quality housing	5%	297	301	1%	Much lower
	Variety of housing options	11%	272	277	2%	Much lower
	Public places where people want to spend time	34%	208	221	6%	Lower
Economy	Overall economic health of Honolulu	27%	218	235	7%	Much lower
	Vibrant downtown/commercial area	26%	161	212	24%	Lower
	Overall quality of business and service establishments in Honolulu	40%	248	269	8%	Lower
	Cost of living in Honolulu	5%	231	232	0%	Much lower
	Shopping opportunities	72%	90	292	69%	Similar
	Employment opportunities	34%	165	310	47%	Similar
	Honolulu as a place to visit	80%	56	249	78%	Higher

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
	Honolulu as a place to work	49%	260	358	27%	Similar
Recreation and Wellness	Health and wellness opportunities in Honolulu	65%	155	230	33%	Similar
	Availability of affordable quality mental health care	19%	192	201	5%	Lower
	Availability of preventive health services	39%	210	231	9%	Lower
	Availability of affordable quality health care	36%	237	257	8%	Lower
	Availability of affordable quality food	37%	225	234	4%	Lower
	Recreational opportunities	55%	208	297	30%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	51%	192	220	13%	Lower
Education and Enrichment	Overall opportunities for education and enrichment	41%	218	231	6%	Lower
	Opportunities to participate in religious or spiritual events and activities	63%	182	198	8%	Lower
	Opportunities to attend cultural/arts/music activities	48%	192	296	35%	Similar
	Availability of affordable quality child care/preschool	14%	245	247	1%	Much lower
Community Engagement	Opportunities to participate in social events and activities	51%	199	258	23%	Similar
	Neighborliness of Honolulu	52%	174	224	22%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	122	290	58%	Similar
	Opportunities to participate in community matters	53%	202	270	25%	Similar
	Opportunities to volunteer	60%	211	262	20%	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	40%	419	432	3%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	39%	368	376	2%	Much lower
Value of services for the taxes paid to Honolulu	22%	394	401	2%	Lower
Overall direction that Honolulu is taking	26%	311	316	2%	Much lower
Job Honolulu government does at welcoming citizen involvement	25%	304	316	4%	Lower
Overall confidence in Honolulu government	24%	228	233	2%	Lower
Generally acting in the best interest of the community	25%	227	233	3%	Lower
Being honest	22%	224	226	1%	Much lower
Treating all residents fairly	25%	223	231	3%	Lower
Services provided by the Federal Government	37%	106	246	57%	Similar

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Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	58%	430	459	6%	Lower
	Fire services	84%	334	383	13%	Similar
	Ambulance or emergency medical services	80%	311	352	12%	Similar
	Crime prevention	34%	336	357	6%	Much lower
	Fire prevention and education	51%	270	283	5%	Lower
	Animal control	30%	333	340	2%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	48%	217	274	21%	Similar
Mobility	Traffic enforcement	33%	366	372	2%	Lower
	Street repair	10%	386	395	2%	Much lower
	Street cleaning	19%	320	321	0%	Much lower
	Street lighting	39%	309	326	5%	Lower
	Sidewalk maintenance	25%	305	321	5%	Lower
	Traffic signal timing	29%	251	259	3%	Lower
	Bus or transit services	61%	74	223	67%	Similar
Natural Environment	Garbage collection	68%	336	360	7%	Lower
	Recycling	54%	341	361	6%	Lower
	Yard waste pick-up	59%	245	275	11%	Lower
	Drinking water	69%	154	322	52%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	35%	246	253	3%	Lower
Built Environment	Honolulu open space	24%	210	210	0%	Much lower
	Storm drainage	40%	313	352	11%	Lower
	Sewer services	56%	301	324	7%	Lower
	Power (electric and/or gas) utility	59%	165	173	5%	Lower
	Utility billing	45%	198	203	2%	Lower
	Land use, planning and zoning	19%	298	303	2%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	19%	374	387	3%	Much lower
Economy	Cable television	46%	131	200	35%	Similar
	Economic development	26%	263	283	7%	Lower
Recreation and Wellness	City and County parks	42%	323	327	1%	Much lower
	Recreation programs or classes	45%	297	323	8%	Lower
	Recreation centers or facilities	39%	259	273	5%	Lower
	Health services	42%	196	211	7%	Lower
Community Engagement	Public information services	37%	276	281	2%	Lower

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	235	311	25%	Similar
Recommend living in Honolulu to someone who asks	62%	270	283	5%	Much lower
Remain in Honolulu for the next five years	78%	219	274	20%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	41%	208	315	34%	Similar

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Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	10	202	96%	Much higher
	Did NOT report a crime to the police	73%	176	226	22%	Similar
	Household member was NOT a victim of a crime	87%	182	271	33%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	39%	47	183	75%	Higher
	Carpooled with other adults or children instead of driving alone	49%	52	214	76%	Similar
	Walked or biked instead of driving	58%	100	222	55%	Similar
Natural Environment	Made efforts to conserve water	84%	80	209	62%	Similar
	Made efforts to make your home more energy efficient	78%	60	210	72%	Similar
	Recycle at home	90%	136	255	47%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	39%	188	216	13%	Lower
	NOT experiencing housing costs stress	43%	250	252	1%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	96%	154	220	30%	Similar
	Economy will have positive impact on income	19%	242	253	4%	Lower
	Work inside boundaries of Honolulu	72%	10	221	96%	Much higher
Recreation and Wellness	Used Honolulu recreation centers or their services	59%	97	231	58%	Similar
	Visited a neighborhood park or City and County park	86%	118	266	56%	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	153	212	28%	Similar
	Participate in moderate or vigorous physical activity	81%	174	216	20%	Similar
	In very good to excellent health	51%	193	216	11%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	40%	129	195	34%	Similar
	Attended City and County-sponsored event	39%	201	222	10%	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	68	203	67%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	20%	75	219	66%	Similar
	Volunteered your time to some group/activity in Honolulu	43%	98	261	63%	Similar
	Participated in a club	34%	50	235	79%	Similar
	Talked to or visited with your immediate neighbors	88%	174	217	20%	Similar
	Done a favor for a neighbor	71%	205	212	3%	Lower
	Attended a local public meeting	11%	256	260	2%	Lower
	Watched (online or on television) a local public meeting	37%	27	223	88%	Higher
	Read or watch local news (via television, paper, computer, etc.)	89%	40	221	82%	Similar
	Vote in local elections	72%	229	254	10%	Similar

The National Citizen Survey™

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	Brentwood city, TN	37,060
Airway Heights city, WA	6,114	Brighton city, CO.....	33,352
Albany city, OR	50,158	Brighton city, MI	7,444
Albemarle County, VA.....	98,970	Bristol city, TN	26,702
Albert Lea city, MN.....	18,016	Broken Arrow city, OK	98,850
Alexandria city, VA	139,966	Brookfield city, WI	37,920
Algonquin village, IL.....	30,046	Brookline CDP, MA	58,732
Aliso Viejo city, CA	47,823	Brooklyn Center city, MN	30,104
Altoona city, IA	14,541	Brooklyn city, OH	11,169
American Canyon city, CA.....	19,454	Broomfield city, CO	55,889
Ames city, IA	58,965	Brownsburg town, IN	21,285
Andover CDP, MA.....	8,762	Buffalo Grove village, IL	41,496
Ankeny city, IA	45,582	Burien city, WA	33,313
Ann Arbor city, MI.....	113,934	Burleson city, TX.....	36,690
Annapolis city, MD	38,394	Burlingame city, CA.....	28,806
Apache Junction city, AZ.....	35,840	Cabarrus County, NC.....	178,011
Arapahoe County, CO	572,003	Cambridge city, MA	105,162
Arkansas City city, AR.....	366	Cannon Beach city, OR	1,690
Arlington city, TX	365,438	Cañon City city, CO	16,400
Arvada city, CO	106,433	Canton city, SD	3,057
Asheville city, NC	83,393	Cape Coral city, FL	154,305
Ashland city, OR	20,078	Cape Girardeau city, MO.....	37,941
Ashland town, MA.....	16,593	Carlisle borough, PA.....	18,682
Ashland town, VA.....	7,225	Carlsbad city, CA.....	105,328
Aspen city, CO	6,658	Carroll city, IA.....	10,103
Athens-Clarke County, GA	115,452	Cartersville city, GA.....	19,731
Auburn city, AL	53,380	Cary town, NC	135,234
Augusta CCD, GA	134,777	Castine town, ME.....	1,366
Aurora city, CO	325,078	Castle Pines North city, CO	10,360
Austin city, TX	790,390	Castle Rock town, CO	48,231
Avon town, CO	6,447	Cedar Hill city, TX	45,028
Avon town, IN	12,446	Cedar Rapids city, IA.....	126,326
Avondale city, AZ	76,238	Celina city, TX.....	6,028
Azusa city, CA.....	46,361	Centennial city, CO.....	100,377
Bainbridge Island city, WA.....	23,025	Chandler city, AZ	236,123
Baltimore city, MD.....	620,961	Chandler city, TX	2,734
Bartonville town, TX.....	1,469	Chanhassen city, MN	22,952
Battle Creek city, MI.....	52,347	Chapel Hill town, NC	57,233
Bay City city, MI.....	34,932	Chardon city, OH	5,148
Bay Village city, OH.....	15,651	Charles County, MD	146,551
Baytown city, TX.....	71,802	Charlotte city, NC.....	731,424
Bedford city, TX.....	46,979	Charlotte County, FL	159,978
Bedford town, MA	13,320	Charlottesville city, VA.....	43,475
Bellevue city, WA	122,363	Chattanooga city, TN.....	167,674
Bellingham city, WA	80,885	Chautauqua town, NY	4,464
Benbrook city, TX.....	21,234	Chesterfield County, VA.....	316,236
Bend city, OR.....	76,639	Citrus Heights city, CA	83,301
Bettendorf city, IA.....	33,217	Clackamas County, OR	375,992
Billings city, MT.....	104,170	Clarendon Hills village, IL	8,427
Blaine city, MN.....	57,186	Clayton city, MO	15,939
Bloomfield Hills city, MI	3,869	Clearwater city, FL	107,685
Bloomington city, IN	80,405	Cleveland Heights city, OH	46,121
Bloomington city, MN	82,893	Clinton city, SC	8,490
Blue Springs city, MO	52,575	Clive city, IA	15,447
Boise City city, ID	205,671	Clovis city, CA.....	95,631
Bonner Springs city, KS	7,314	College Park city, MD	30,413
Boone County, KY	118,811	College Station city, TX	93,857
Boulder city, CO.....	97,385	Columbia city, MO.....	108,500
Bowling Green city, KY	58,067	Columbia city, SC.....	129,272
Bozeman city, MT	37,280	Columbia Falls city, MT.....	4,688
Brentwood city, MO.....	8,055	Commerce City city, CO.....	45,913

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Concord city, CA	122,067	Farmersville city, TX.....	3,301
Concord town, MA.....	17,668	Farmington Hills city, MI.....	79,740
Conshohocken borough, PA	7,833	Fayetteville city, NC.....	200,564
Coon Rapids city, MN	61,476	Fernandina Beach city, FL.....	11,487
Copperas Cove city, TX.....	32,032	Fishers town, IN	76,794
Coral Springs city, FL.....	121,096	Flagstaff city, AZ	65,870
Coronado city, CA	18,912	Flower Mound town, TX.....	64,669
Corvallis city, OR.....	54,462	Forest Grove city, OR	21,083
Cottonwood Heights city, UT	33,433	Fort Collins city, CO.....	143,986
Creve Coeur city, MO	17,833	Fort Lauderdale city, FL.....	165,521
Cross Roads town, TX	1,563	Fort Smith city, AR.....	86,209
Dacono city, CO.....	4,152	Franklin city, TN.....	62,487
Dade City city, FL.....	6,437	Fremont city, CA	214,089
Dakota County, MN.....	398,552	Friendswood city, TX.....	35,805
Dallas city, OR	14,583	Fruita city, CO.....	12,646
Dallas city, TX.....	1,197,816	Gahanna city, OH.....	33,248
Danville city, KY.....	16,218	Gaithersburg city, MD.....	59,933
Dardenne Prairie city, MO	11,494	Galveston city, TX	47,743
Darien city, IL.....	22,086	Gardner city, KS.....	19,123
Davenport city, FL.....	2,888	Georgetown city, TX.....	47,400
Davenport city, IA.....	99,685	Germantown city, TN	38,844
Davidson town, NC.....	10,944	Gilbert town, AZ.....	208,453
Dayton city, OH	141,527	Gillette city, WY	29,087
Dayton town, WY.....	757	Glen Ellyn village, IL.....	27,450
Decatur city, GA.....	19,335	Glendora city, CA	50,073
Del Mar city, CA.....	4,161	Glenview village, IL	44,692
DeLand city, FL.....	27,031	Globe city, AZ	7,532
Delaware city, OH	34,753	Golden city, CO.....	18,867
Delray Beach city, FL.....	60,522	Golden Valley city, MN.....	20,371
Denison city, TX.....	22,682	Goodyear city, AZ	65,275
Denton city, TX.....	113,383	Grafton village, WI	11,459
Denver city, CO.....	600,158	Grand Blanc city, MI.....	8,276
Derby city, KS.....	22,158	Grants Pass city, OR.....	34,533
Des Moines city, IA	203,433	Grass Valley city, CA	12,860
Des Peres city, MO.....	8,373	Greeley city, CO.....	92,889
Destin city, FL.....	12,305	Greenville city, NC.....	84,554
Dothan city, AL.....	65,496	Greenwich town, CT.....	61,171
Douglas County, CO	285,465	Greenwood Village city, CO.....	13,925
Dover city, NH	29,987	Greer city, SC	25,515
Dublin city, CA	46,036	Gunnison County, CO	15,324
Dublin city, OH	41,751	Hailey city, ID	7,960
Duluth city, MN.....	86,265	Haines Borough, AK	2,508
Durham city, NC	228,330	Halton City city, TX	42,409
Durham County, NC.....	267,587	Hamilton city, OH.....	62,477
Dyer town, IN.....	16,390	Hamilton town, MA	7,764
Eagan city, MN	64,206	Hanover County, VA.....	99,863
Eagle Mountain city, UT.....	21,415	Harrisburg city, SD.....	4,089
Eagle town, CO.....	6,508	Harrisonburg city, VA	48,914
East Grand Forks city, MN	8,601	Harrisonville city, MO	10,019
East Lansing city, MI	48,579	Hastings city, MN	22,172
Eau Claire city, WI	65,883	Hayward city, CA	144,186
Eden Prairie city, MN.....	60,797	Henderson city, NV	257,729
Edgerton city, KS	1,671	Herndon town, VA.....	23,292
Edgewater city, CO	5,170	High Point city, NC.....	104,371
Edina city, MN	47,941	Highland Park city, IL	29,763
Edmond city, OK.....	81,405	Highlands Ranch CDP, CO	96,713
Edmonds city, WA.....	39,709	Holland city, MI.....	33,051
El Cerrito city, CA.....	23,549	Homer Glen village, IL.....	24,220
El Dorado County, CA.....	181,058	Honolulu County, HI.....	953,207
El Paso de Robles (Paso Robles) city, CA	29,793	Hooksett town, NH.....	13,451
Elk Grove city, CA	153,015	Hopkins city, MN.....	17,591
Elko New Market city, MN.....	4,110	Hopkinton town, MA.....	14,925
Elmhurst city, IL.....	44,121	Hoquiam city, WA	8,726
Encinitas city, CA	59,518	Horry County, SC	269,291
Englewood city, CO.....	30,255	Howard village, WI.....	17,399
Erie town, CO	18,135	Hudson city, OH.....	22,262
Escambia County, FL.....	297,619	Hudson town, CO.....	2,356
Estes Park town, CO.....	5,858	Huntley village, IL	24,291
Euclid city, OH	48,920	Hurst city, TX.....	37,337
Fairview town, TX	7,248	Hutchinson city, MN	14,178

The National Citizen Survey™

Hutto city, TX	14,698	Longmont city, CO	86,270
Independence city, MO.....	116,830	Longview city, TX.....	80,455
Indianola city, IA	14,782	Lonsdale city, MN.....	3,674
Indio city, CA.....	76,036	Los Alamos County, NM.....	17,950
Iowa City city, IA	67,862	Los Altos Hills town, CA	7,922
Irving city, TX.....	216,290	Louisville city, CO.....	18,376
Issaquah city, WA	30,434	Lower Merion township, PA	57,825
Jackson County, MI.....	160,248	Lynchburg city, VA	75,568
James City County, VA	67,009	Lynnwood city, WA	35,836
Jefferson County, NY.....	116,229	Macomb County, MI	840,978
Jefferson Parish, LA	432,552	Manassas city, VA	37,821
Johnson City city, TN.....	63,152	Manhattan Beach city, CA.....	35,135
Johnston city, IA.....	17,278	Manhattan city, KS	52,281
Jupiter town, FL.....	55,156	Mankato city, MN	39,309
Kalamazoo city, MI.....	74,262	Maple Grove city, MN	61,567
Kansas City city, KS.....	145,786	Maricopa County, AZ	3,817,117
Kansas City city, MO.....	459,787	Marion city, IA	34,768
Keizer city, OR	36,478	Marshfield city, WI	19,118
Kenmore city, WA	20,460	Martinez city, CA.....	35,824
Kennedale city, TX	6,763	Marysville city, WA	60,020
Kennett Square borough, PA.....	6,072	Matthews town, NC.....	27,198
Kent city, WA.....	92,411	McAllen city, TX	129,877
Kerrville city, TX.....	22,347	McKinney city, TX.....	131,117
Kettering city, OH	56,163	McMinnville city, OR	32,187
Key West city, FL	24,649	Menlo Park city, CA	32,026
King City city, CA	12,874	Menomonee Falls village, WI	35,626
King County, WA	1,931,249	Mercer Island city, WA	22,699
Kirkland city, WA.....	48,787	Meridian charter township, MI	39,688
Kirkwood city, MO.....	27,540	Meridian city, ID	75,092
Knoxville city, IA	7,313	Merriam city, KS.....	11,003
La Plata town, MD.....	8,753	Mesa city, AZ.....	439,041
La Porte city, TX	33,800	Mesa County, CO	146,723
La Vista city, NE.....	15,758	Miami Beach city, FL	87,779
Lafayette city, CO	24,453	Miami city, FL	399,457
Laguna Beach city, CA.....	22,723	Middleton city, WI.....	17,442
Laguna Niguel city, CA	62,979	Midland city, MI	41,863
Lake Forest city, IL	19,375	Milford city, DE	9,559
Lake in the Hills village, IL.....	28,965	Milton city, GA	32,661
Lake Stevens city, WA.....	28,069	Minneapolis city, MN	382,578
Lake Worth city, FL	34,910	Missouri City city, TX	67,358
Lake Zurich village, IL	19,631	Modesto city, CA.....	201,165
Lakeville city, MN.....	55,954	Monterey city, CA.....	27,810
Lakewood city, CO	142,980	Montgomery city, MN	2,956
Lakewood city, WA.....	58,163	Montgomery County, MD.....	971,777
Lane County, OR.....	351,715	Monticello city, UT	1,972
Lansing city, MI	114,297	Montrose city, CO	19,132
Laramie city, WY.....	30,816	Monument town, CO	5,530
Larimer County, CO.....	299,630	Mooreville town, NC.....	32,711
Las Cruces city, NM.....	97,618	Moraga town, CA	16,016
Las Vegas city, NM.....	13,753	Morristown city, TN.....	29,137
Las Vegas city, NV	583,756	Morrisville town, NC	18,576
Lawrence city, KS.....	87,643	Morro Bay city, CA	10,234
Lawrenceville city, GA	28,546	Mountain Village town, CO.....	1,320
Lee's Summit city, MO.....	91,364	Mountlake Terrace city, WA	19,909
Lehi city, UT	47,407	Murphy city, TX	17,708
Lenexa city, KS	48,190	Naperville city, IL	141,853
Lewis County, NY	27,087	Napoleon city, OH.....	8,749
Lewiston city, ID.....	31,894	Needham CDP, MA.....	28,886
Lewisville city, TX.....	95,290	Nevada City city, CA.....	3,068
Lewisville town, NC	12,639	Nevada County, CA	98,764
Libertyville village, IL.....	20,315	New Braunfels city, TX	57,740
Lincoln city, NE	258,379	New Brighton city, MN.....	21,456
Lincolnwood village, IL	12,590	New Hanover County, NC	202,667
Lindsborg city, KS	3,458	New Hope city, MN	20,339
Little Chute village, WI	10,449	New Orleans city, LA.....	343,829
Littleton city, CO	41,737	New Port Richey city, FL.....	14,911
Livermore city, CA.....	80,968	New Smyrna Beach city, FL	22,464
Lombard village, IL	43,165	New Ulm city, MN	13,522
Lone Tree city, CO	10,218	Newberg city, OR.....	22,068
Long Grove village, IL	8,043	Newport city, RI.....	24,672

The National Citizen Survey™

Newport News city, VA.....	180,719	Raymore city, MO	19,206
Newton city, IA.....	15,254	Redmond city, OR.....	26,215
Noblesville city, IN	51,969	Redmond city, WA	54,144
Nogales city, AZ.....	20,837	Reno city, NV.....	225,221
Norcross city, GA	9,116	Reston CDP, VA	58,404
Norfolk city, VA.....	242,803	Richland city, WA.....	48,058
North Mankato city, MN.....	13,394	Richmond city, CA.....	103,701
North Port city, FL.....	57,357	Richmond Heights city, MO.....	8,603
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM.....	87,521
North Yarmouth town, ME.....	3,565	River Falls city, WI	15,000
Novato city, CA.....	51,904	Riverside city, CA	303,871
Novi city, MI.....	55,224	Riverside city, MO	2,937
O'Fallon city, IL.....	28,281	Roanoke city, VA.....	97,032
O'Fallon city, MO.....	79,329	Roanoke County, VA	92,376
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland city, CA	390,724	Rock Hill city, SC.....	66,154
Oakley city, CA	35,432	Rockville city, MD.....	61,209
Oklahoma City city, OK.....	579,999	Roeland Park city, KS	6,731
Olathe city, KS.....	125,872	Rogers city, MN	8,597
Old Town city, ME.....	7,840	Rohnert Park city, CA	40,971
Olmsted County, MN	144,248	Rolla city, MO	19,559
Olympia city, WA	46,478	Roselle village, IL.....	22,763
Orange village, OH.....	3,323	Rosemount city, MN	21,874
Orland Park village, IL.....	56,767	Rosenberg city, TX.....	30,618
Orleans Parish, LA.....	343,829	Roseville city, MN.....	33,660
Oshkosh city, WI.....	66,083	Round Rock city, TX.....	99,887
Oshtemo charter township, MI.....	21,705	Royal Oak city, MI.....	57,236
Oswego village, IL.....	30,355	Saco city, ME.....	18,482
Otsego County, MI.....	24,164	Sahuarita town, AZ	25,259
Ottawa County, MI.....	263,801	Salida city, CO	5,236
Paducah city, KY.....	25,024	Sammamish city, WA	45,780
Palm Beach Gardens city, FL.....	48,452	San Anselmo town, CA	12,336
Palm Coast city, FL.....	75,180	San Diego city, CA	1,307,402
Palo Alto city, CA	64,403	San Francisco city, CA	805,235
Palos Verdes Estates city, CA	13,438	San Jose city, CA	945,942
Papillion city, NE.....	18,894	San Juan County, NM.....	130,044
Paradise Valley town, AZ	12,820	San Marcos city, CA	83,781
Park City city, UT	7,558	San Marcos city, TX.....	44,894
Parker town, CO	45,297	San Rafael city, CA.....	57,713
Parkland city, FL	23,962	Sanford city, FL.....	53,570
Pasco city, WA.....	59,781	Sangamon County, IL.....	197,465
Pasco County, FL	464,697	Santa Clarita city, CA.....	176,320
Payette city, ID.....	7,433	Santa Fe city, NM.....	67,947
Pearland city, TX.....	91,252	Santa Fe County, NM	144,170
Peoria city, AZ	154,065	Santa Monica city, CA.....	89,736
Peoria city, IL	115,007	Sarasota County, FL.....	379,448
Pflugerville city, TX	46,936	Savage city, MN.....	26,911
Phoenix city, AZ	1,445,632	Schaumburg village, IL.....	74,227
Pinehurst village, NC	13,124	Schertz city, TX.....	31,465
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Pitkin County, CO.....	17,148	Scottsdale city, AZ	217,385
Plano city, TX	259,841	Seaside city, CA	33,025
Platte City city, MO.....	4,691	Sedona city, AZ.....	10,031
Pleasant Hill city, IA	8,785	Sevierville city, TN	14,807
Pleasanton city, CA	70,285	Shakopee city, MN	37,076
Plymouth city, MN.....	70,576	Sharonville city, OH.....	13,560
Polk County, IA.....	430,640	Shawnee city, KS	62,209
Pompano Beach city, FL	99,845	Shawnee city, OK.....	29,857
Port Orange city, FL	56,048	Sherborn town, MA	4,119
Portland city, OR.....	583,776	Shoreview city, MN	25,043
Post Falls city, ID	27,574	Shorewood village, IL.....	15,615
Powell city, OH	11,500	Shorewood village, WI	13,162
Prince William County, VA.....	402,002	Sierra Vista city, AZ.....	43,888
Prior Lake city, MN.....	22,796	Silverton city, OR	9,222
Pueblo city, CO	106,595	Sioux Center city, IA	7,048
Purcellville town, VA.....	7,727	Sioux Falls city, SD.....	153,888
Queen Creek town, AZ	26,361	Skokie village, IL	64,784
Raleigh city, NC	403,892	Snellville city, GA	18,242
Ramsey city, MN.....	23,668	Snoqualmie city, WA	10,670
Raymond town, ME.....	4,436	Somerset town, MA.....	18,165

The National Citizen Survey™

South Jordan city, UT.....	50,418	Urbandale city, IA.....	39,463
South Lake Tahoe city, CA.....	21,403	Vail town, CO.....	5,305
Southlake city, TX.....	26,575	Vancouver city, WA.....	161,791
Spearfish city, SD.....	10,494	Ventura CCD, CA.....	111,889
Spring Hill city, KS.....	5,437	Vernon Hills village, IL.....	25,113
Springboro city, OH.....	17,409	Vestavia Hills city, AL.....	34,033
Springfield city, MO.....	159,498	Victoria city, MN.....	7,345
Springville city, UT.....	29,466	Vienna town, VA.....	15,687
St. Augustine city, FL.....	12,975	Virginia Beach city, VA.....	437,994
St. Charles city, IL.....	32,974	Walnut Creek city, CA.....	64,173
St. Cloud city, FL.....	35,183	Washington County, MN.....	238,136
St. Cloud city, MN.....	65,842	Washington town, NH.....	1,123
St. Joseph city, MO.....	76,780	Washoe County, NV.....	421,407
St. Joseph town, WI.....	3,842	Washougal city, WA.....	14,095
St. Louis County, MN.....	200,226	Wauwatosa city, WI.....	46,396
State College borough, PA.....	42,034	Waverly city, IA.....	9,874
Steamboat Springs city, CO.....	12,088	Weddington town, NC.....	9,459
Sterling Heights city, MI.....	129,699	Wentzville city, MO.....	29,070
Sugar Grove village, IL.....	8,997	West Carrollton city, OH.....	13,143
Sugar Land city, TX.....	78,817	West Chester borough, PA.....	18,461
Suisun City city, CA.....	28,111	West Des Moines city, IA.....	56,609
Summit city, NJ.....	21,457	Western Springs village, IL.....	12,975
Summit County, UT.....	36,324	Westerville city, OH.....	36,120
Summit village, IL.....	11,054	Westlake town, TX.....	992
Sunnyvale city, CA.....	140,081	Westminster city, CO.....	106,114
Surprise city, AZ.....	117,517	Weston town, MA.....	11,261
Suwanee city, GA.....	15,355	White House city, TN.....	10,255
Tacoma city, WA.....	198,397	Wichita city, KS.....	382,368
Takoma Park city, MD.....	16,715	Williamsburg city, VA.....	14,068
Tamarac city, FL.....	60,427	Willowbrook village, IL.....	8,540
Temecula city, CA.....	100,097	Wilmington city, NC.....	106,476
Tempe city, AZ.....	161,719	Wilsonville city, OR.....	19,509
Temple city, TX.....	66,102	Windsor town, CO.....	18,644
Texarkana city, TX.....	36,411	Windsor town, CT.....	29,044
The Woodlands CDP, TX.....	93,847	Winnetka village, IL.....	12,187
Thousand Oaks city, CA.....	126,683	Winter Garden city, FL.....	34,568
Tigard city, OR.....	48,035	Woodbury city, MN.....	61,961
Tracy city, CA.....	82,922	Woodinville city, WA.....	10,938
Trinidad CCD, CO.....	12,017	Woodland city, CA.....	55,468
Tualatin city, OR.....	26,054	Wrentham town, MA.....	10,955
Tulsa city, OK.....	391,906	Wyandotte County, KS.....	157,505
Twin Falls city, ID.....	44,125	Yakima city, WA.....	91,067
Tyler city, TX.....	96,900	York County, VA.....	65,464
Unalaska city, AK.....	4,376	Yorktown town, IN.....	9,405
University Heights city, OH.....	13,539	Yorkville city, IL.....	16,921
University Park city, TX.....	23,068	Yountville city, CA.....	2,933
Upper Arlington city, OH.....	33,771		

Populations over 300,000 Benchmark Comparisons

Table 79: 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	64%	21	28	26%	Similar
Overall image or reputation of Honolulu	53%	13	21	40%	Similar
Honolulu as a place to live	63%	26	28	7%	Similar
Your neighborhood as a place to live	72%	14	21	35%	Similar
Honolulu as a place to raise children	59%	20	27	27%	Similar
Honolulu as a place to retire	39%	21	24	13%	Similar
Overall appearance of Honolulu	36%	18	19	6%	Lower

The National Citizen Survey™

Table 80: 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	60%	13	22	43%	Similar
	In your neighborhood during the day	89%	12	23	50%	Similar
	In Honolulu's downtown/commercial area during the day	60%	19	20	5%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	40%	13	15	14%	Lower
	Availability of paths and walking trails	36%	16	18	12%	Lower
	Ease of walking in Honolulu	47%	6	18	71%	Similar
	Ease of travel by bicycle in Honolulu	24%	16	18	12%	Lower
	Ease of travel by public transportation in Honolulu	33%	6	14	62%	Similar
	Ease of travel by car in Honolulu	18%	19	19	0%	Much lower
	Ease of public parking	9%	10	10	0%	Much lower
	Traffic flow on major streets	12%	17	19	11%	Lower
Natural Environment	Quality of overall natural environment in Honolulu	64%	9	14	38%	Similar
	Cleanliness of Honolulu	31%	14	15	7%	Lower
	Air quality	67%	4	15	79%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	29%	13	14	8%	Lower
	Overall quality of new development in Honolulu	35%	16	18	12%	Lower
	Availability of affordable quality housing	5%	17	18	6%	Much lower
	Variety of housing options	11%	16	16	0%	Much lower
	Public places where people want to spend time	34%	11	12	9%	Lower
Economy	Overall economic health of Honolulu	27%	14	14	0%	Lower
	Vibrant downtown/commercial area	26%	11	12	9%	Lower
	Overall quality of business and service establishments in Honolulu	40%	14	14	0%	Lower
	Cost of living in Honolulu	5%	14	14	0%	Much lower
	Shopping opportunities	72%	10	16	40%	Similar
	Employment opportunities	34%	15	19	22%	Similar
	Honolulu as a place to visit	80%	3	17	88%	Higher
	Honolulu as a place to work	49%	22	25	13%	Lower
Recreation and Wellness	Health and wellness opportunities in Honolulu	65%	8	14	46%	Similar
	Availability of affordable quality mental health care	19%	13	13	0%	Lower
	Availability of preventive health services	39%	12	13	8%	Lower
	Availability of affordable quality health care	36%	14	15	7%	Lower
	Availability of affordable quality food	37%	14	14	0%	Lower
	Recreational opportunities	55%	11	18	41%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	51%	11	12	9%	Similar
Education and Enrichment	Overall opportunities for education and enrichment	41%	14	14	0%	Lower
	Opportunities to participate in religious or spiritual events and activities	63%	10	10	0%	Similar
	Opportunities to attend cultural/arts/music activities	48%	12	17	31%	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
	Availability of affordable quality child care/preschool	14%	13	13	0%	Much lower
Community Engagement	Opportunities to participate in social events and activities	51%	8	12	36%	Similar
	Neighborhoodliness of Honolulu	52%	6	12	55%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	3	19	89%	Similar
	Opportunities to participate in community matters	53%	8	15	50%	Similar
	Opportunities to volunteer	60%	10	13	25%	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	40%	28	32	13%	Similar
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	39%	22	24	9%	Lower
Value of services for the taxes paid to Honolulu	22%	23	24	4%	Lower
Overall direction that Honolulu is taking	26%	20	20	0%	Lower
Job Honolulu government does at welcoming citizen involvement	25%	16	18	12%	Similar
Overall confidence in Honolulu government	24%	14	14	0%	Lower
Generally acting in the best interest of the community	25%	15	16	7%	Lower
Being honest	22%	14	15	7%	Lower
Treating all residents fairly	25%	13	15	14%	Lower
Services provided by the Federal Government	37%	3	14	85%	Similar

Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	58%	21	30	31%	Similar
	Fire services	84%	15	21	30%	Similar
	Ambulance or emergency medical services	80%	12	22	48%	Similar
	Crime prevention	34%	14	19	28%	Similar
	Fire prevention and education	51%	10	14	31%	Similar
	Animal control	30%	20	20	0%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	48%	11	16	33%	Similar
	Traffic enforcement	33%	18	20	11%	Similar
	Street repair	10%	19	20	5%	Lower
	Street cleaning	19%	15	15	0%	Lower
Mobility	Street lighting	39%	15	16	7%	Similar
	Sidewalk maintenance	25%	13	14	8%	Similar
	Traffic signal timing	29%	12	13	8%	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Natural Environment	Bus or transit services	61%	4	15	79%	Higher
	Garbage collection	68%	16	19	17%	Similar
	Recycling	54%	20	21	5%	Lower
	Yard waste pick-up	59%	10	12	18%	Similar
	Drinking water	69%	5	15	71%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	35%	13	13	0%	Similar
Built Environment	Honolulu open space	24%	12	12	0%	Lower
	Storm drainage	40%	16	21	25%	Similar
	Sewer services	56%	12	14	15%	Similar
	Power (electric and/or gas) utility	59%	4	5	25%	Similar
	Utility billing	45%	10	10	0%	Similar
	Land use, planning and zoning	19%	16	18	12%	Lower
Economy	Code enforcement (weeds, abandoned buildings, etc.)	19%	21	22	5%	Lower
	Cable television	46%	2	5	75%	Similar
Recreation and Wellness	Economic development	26%	18	20	11%	Lower
	City and County parks	42%	21	21	0%	Lower
Community Engagement	Recreation programs or classes	45%	15	17	13%	Similar
	Recreation centers or facilities	39%	16	17	6%	Lower
Community Engagement	Health services	42%	10	11	10%	Similar
	Public information services	37%	16	17	6%	Lower

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	6	17	69%	Similar
Recommend living in Honolulu to someone who asks	62%	15	17	13%	Lower
Remain in Honolulu for the next five years	78%	13	16	20%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	41%	8	16	53%	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	1	12	100%	Much higher
	Did NOT report a crime to the police	73%	6	12	55%	Similar
	Household member was NOT a victim of a crime	87%	5	14	69%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	39%	8	13	42%	Similar
	Carpooled with other adults or children instead of driving alone	49%	5	13	67%	Similar
	Walked or biked instead of driving	58%	4	14	77%	Similar
Natural Environment	Made efforts to conserve water	84%	4	12	73%	Similar
	Made efforts to make your home more energy efficient	78%	5	11	60%	Similar
	Recycle at home	90%	4	13	75%	Similar
Built	Did NOT observe a code violation	39%	9	12	27%	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Environment	or other hazard in Honolulu					
	NOT experiencing housing costs stress	43%	13	13	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	96%	9	12	27%	Similar
	Economy will have positive impact on income	19%	13	14	8%	Similar
	Work inside boundaries of Honolulu	72%	3	12	82%	Higher
Recreation and Wellness	Used Honolulu recreation centers or their services	59%	4	14	77%	Similar
	Visited a neighborhood park or City and County park	86%	4	16	80%	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	11	12	9%	Similar
	Participate in moderate or vigorous physical activity	81%	11	12	9%	Similar
	In very good to excellent health	51%	12	12	0%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	40%	7	10	33%	Similar
	Attended City and County-sponsored event	39%	10	13	25%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	3	10	78%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	20%	5	12	64%	Similar
	Volunteered your time to some group/activity in Honolulu	43%	4	13	75%	Similar
	Participated in a club	34%	2	10	89%	Similar
	Talked to or visited with your immediate neighbors	88%	6	11	50%	Similar
	Done a favor for a neighbor	71%	11	11	0%	Similar
	Attended a local public meeting	11%	14	14	0%	Lower
	Watched (online or on television) a local public meeting	37%	4	13	75%	Similar
	Read or watch local news (via television, paper, computer, etc.)	89%	4	12	73%	Similar
	Vote in local elections	72%	13	13	0%	Lower

The National Citizen Survey™

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	Minneapolis city, MN	382,578
Arapahoe County, CO.....	572,003	Montgomery County, MD.....	971,777
Arlington city, TX	365,438	New Orleans city, LA.....	343,829
Aurora city, CO	325,078	Oakland city, CA	390,724
Austin city, TX	790,390	Oklahoma City city, OK.....	579,999
Baltimore city, MD.....	620,961	Orleans Parish, LA.....	343,829
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	Polk County, IA.....	430,640
Dakota County, MN.....	398,552	Portland city, OR.....	583,776
Dallas city, TX.....	1,197,816	Prince William County, VA.....	402,002
Denver city, CO.....	600,158	Raleigh city, NC	403,892
Honolulu County, HI.....	953,207	Riverside city, CA	303,871
Jefferson Parish, LA	432,552	San Diego city, CA	1,307,402
Kansas City city, MO.....	459,787	San Francisco city, CA	805,235
King County, WA.....	1,931,249	San Jose city, CA	945,942
Lane County, OR.....	351,715	Sarasota County, FL.....	379,448
Las Vegas city, NV	583,756	Tulsa city, OK	391,906
Macomb County, MI.....	840,978	Virginia Beach city, VA.....	437,994
Maricopa County, AZ	3,817,117	Washoe County, NV	421,407
Mesa city, AZ.....	439,041	Wichita city, KS.....	382,368
Miami city, FL	399,457		

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The National Citizen Survey™

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 City and County of Honolulu at shall@honolulu.gov if you have any questions about the survey.

Survey Validity

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

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

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

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

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

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."

Selecting Survey Recipients

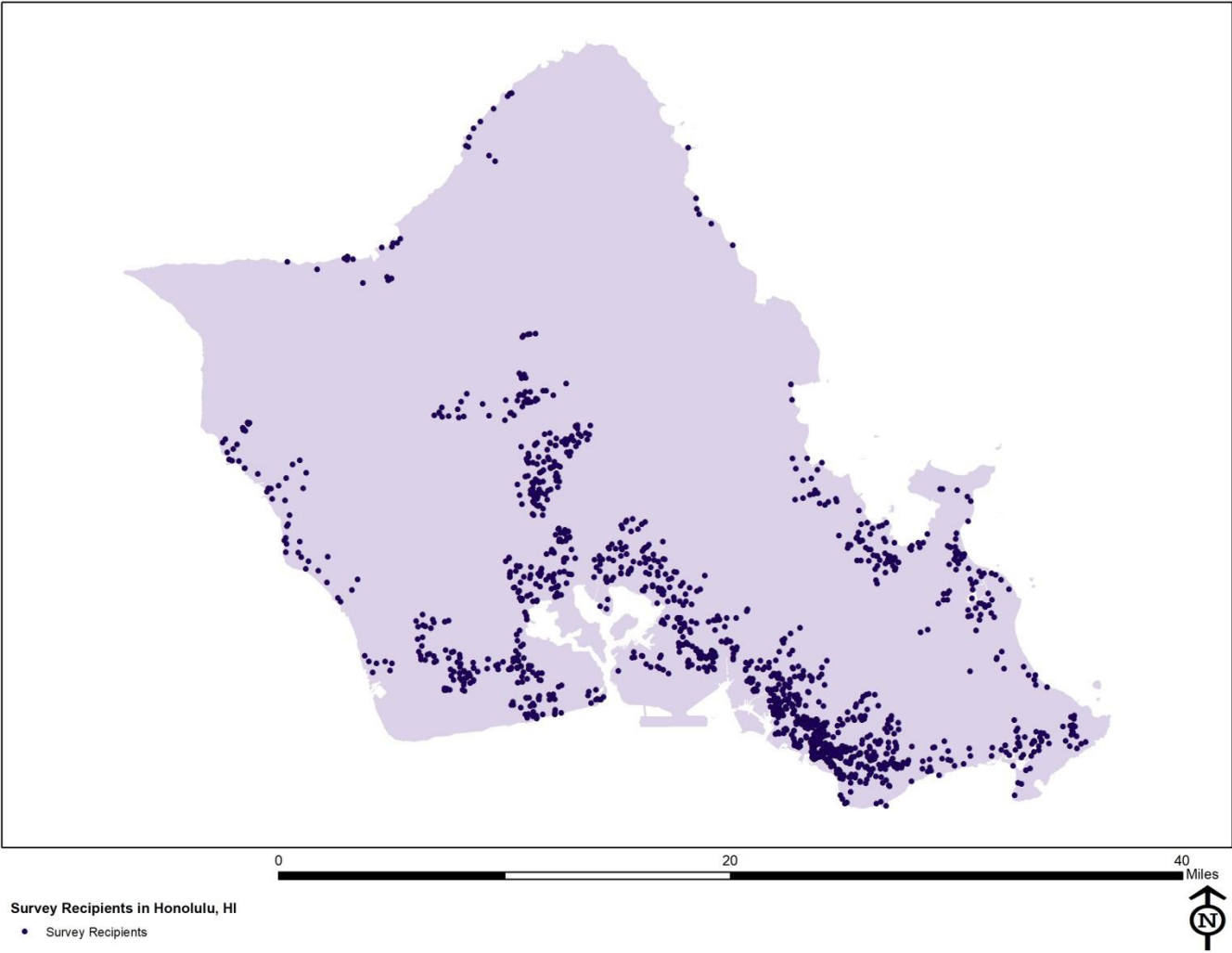
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased from Go-Dog Direct based on updated listings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

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

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Figure 1: Location of Survey Recipients



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Survey Administration and Response

Selected households received three mailings, one week apart, beginning on November 9, 2017. 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. The survey was available in English. Completed surveys were collected over the following eight weeks.

About 3% of the 1,500 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 1,454 households that received the survey, 424 completed the survey, providing an overall response rate of 29%. Of the 424 completed surveys, 30 were completed online.

Table 85: Survey Response Rate

	Overall
Total sample used	1,500
I=Complete Interviews	420
P=Partial Interviews	4
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,030
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	29%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City and County of Honolulu survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (424 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents 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.

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

The National Citizen Survey™

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

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

Survey Data Weighting

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

Table 86: Honolulu, HI 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	26%	41%
Own home	56%	74%	59%
Detached unit	48%	57%	50%
Attached unit	52%	43%	50%
Race and Ethnicity			
Asian	48%	51%	49%
Native Hawaiian or other PI	9%	11%	9%
Not Asian/PI	43%	38%	42%
White	23%	18%	18%
Not white	77%	82%	82%
Not Hispanic	94%	95%	94%
Hispanic	6%	5%	6%
Sex and Age			
Female	51%	52%	53%
Male	49%	48%	47%
18-34 years of age	30%	7%	26%
35-54 years of age	35%	25%	36%
55+ years of age	35%	68%	38%
Females 18-34	15%	4%	15%
Females 35-54	18%	13%	18%
Females 55+	19%	35%	20%
Males 18-34	15%	3%	11%
Males 35-54	18%	12%	18%
Males 55+	16%	33%	18%

* American Community Survey 2011 5-year estimates

Survey Data Analysis and Reporting

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


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


The National Citizen Survey™


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


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Appendix D: Survey Materials

Dear Honolulu Resident,
It won't take much of your time to make a big difference!
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

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.
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Sincerely,

Edwin S. W. Young
City Auditor



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

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



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

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First Class Mail
US Postage
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CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216
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US Postage
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Boulder, CO
Permit NO. 94



EDWIN S.W. YOUNG
CITY AUDITOR

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

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

November 2017

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 2017 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

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

<http://bit.ly/honolulu2017>

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, appearing to read "Edwin S.W. Young". The signature is written in a cursive style with a large, looped "Y" at the end.

Edwin S. W. Young
City Auditor



EDWIN S.W. YOUNG
CITY AUDITOR

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

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

November 2017

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2017 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 2017 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:

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

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

Sincerely,

A handwritten signature in black ink that reads "Edwin S.W. Young".

Edwin S. W. Young
City Auditor

The City and County of Honolulu 2017 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 the City and County of Honolulu as a whole:

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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



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

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

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

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

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

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

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

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

The City and County of Honolulu 2017 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 City and County employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Satellite City Halls	1	2	3	4	5
Neighborhood Boards.....	1	2	3	4	5

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

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

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

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Mental health services for the homeless.....	1	2	3	4	5
Redevelopment of the Blaisdell Complex.....	1	2	3	4	5
Protecting and preparing infrastructure against sea level rise.....	1	2	3	4	5
Increase funding for homeless housing subsidies	1	2	3	4	5
Expand Complete Streets programs and infrastructure, such as sidewalks, median islands, or special bus lanes, among others	1	2	3	4	5

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

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Lack of infrastructure upgrades to support new development.....	1	2	3	4	5
Unpermitted short-term rentals (i.e., Airbnb, VRBO)	1	2	3	4	5
Building permit processing times	1	2	3	4	5
Safety issues related to individual shared-bike users	1	2	3	4	5
Drivers’ disregard of traffic signs and red lights	1	2	3	4	5
Lack of parking due to large residential structures in my neighborhood	1	2	3	4	5
Damaged and uplifted sidewalks.....	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage leaks	1	2	3	4	5
Providing additional online City services.....	1	2	3	4	5
Increasing fines and security around unmarked hikes to prohibit trespassing	1	2	3	4	5
The homeless and homelessness	1	2	3	4	5
Extended authority and enforcement of homelessness “Sit Lie” bans.....	1	2	3	4	5
Large residential structures with upwards of 20 bedrooms in residential neighborhoods	1	2	3	4	5

17. About how many short-term rentals (i.e., Airbnb, VRBO) are operating in your neighborhood?

- None One 2-4 5-10 11 or more Don't know

18. The market decline for recycled waste has made the blue-bin recycling program financially unsustainable. To what extent do you support or oppose changing solid waste disposal to sort waste into combustible (can be burned at H-POWER to generate electricity) and non-combustible waste?

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

19. In the last 12 months, how often, if ever, have you observed each of the following?

	<i>Never</i>	<i>Once</i>	<i>Two or more times</i>	<i>Don't know</i>
You do not have enough time to begin crossing during the “Walk” signal	1	2	3	4
Other drivers disregard a traffic signal such as a red light.....	1	2	3	4
Children standing in moving vehicles or sitting in someone’s lap.....	1	2	3	4
Bicyclists disregard traffic signals such as stop signs or red lights.....	1	2	3	4
Bicyclists ride on sidewalks, instead of adjacent bike lanes, in Waikiki and downtown	1	2	3	4

The City and County of Honolulu 2017 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



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