

Office of the City Auditor
City and County of Honolulu
State of Hawai'i

THE NCS[™]
THE NATIONAL COMMUNITY SURVEY[™]

Honolulu, HI

The National Community Survey

Report of Results
2022

Report by:



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City and County of Honolulu

Office of the City Auditor

March 2023

Honorable City Council
Honolulu, Hawai'i

National Community Survey of Honolulu Residents (2022)

This is the 14th National Community Survey of Honolulu residents conducted for the City and County of Honolulu. The National Community Survey (NCS) is a collaborative effort between the National Research Center at Polco and the International City/County Management Association. The survey and its administration are standardized to assure high quality research methods and directly comparable results across over 600 NCS communities. Great communities are partnerships of the government, private sector, community-based organizations, and residents, all geographically connected. Additionally, an online version of the survey (open participation survey) continued to be available to all Honolulu residents, and results of that survey are reported in a separate section of the report.

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

The results from this year's NCS indicate:

- Honolulu residents continue to place a high priority on protecting drinking water aquifers from pollution.
- There is continued concern about safety-related issues relating to violent and property crimes.
- Improved ethics, accountability, and transparency in government is also of high importance.
- Residents believe it is important to offer an attractive coordinated public transportation system.
- Honolulu residents continue to prioritize efforts to improve and maintain the community's natural environment.

We solicit inputs and any suggestions for improving this report. The 2022 National Community Survey is posted on our website at <http://www.honolulu.gov/auditor>. An interactive version of report can also be accessed at the NRC/Polco site, [The NCS report on Tableau](https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHI2022/About) (<https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHI2022/About>). Additional printed copies of the report are also available upon request; please contact the Office of the City Auditor at:

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

Respectfully submitted,



Arushi Kumar
City Auditor

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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Honolulu. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

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



The report provides the opinions of a representative sample of 385 residents of the City and County of Honolulu collected from November 1, 2022 to December 13, 2022. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2022 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Honolulu.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Honolulu’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Honolulu residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Honolulu’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Honolulu’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City and County’s 2022 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Honolulu represent important comparison data and should be examined for improvements or declines.* Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2021 and 2022 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City and County of Honolulu households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City and County of Honolulu boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

Conducting the survey

The 2,800 randomly selected households received mailings beginning on November 1, 2022 and the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,699 households that received the invitations to participate, 385 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2 for mailed surveys of unnamed persons.*

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City and County of Honolulu survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (385 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City and County of Honolulu. The open participation survey was identical to the probability sample survey with two small updates; it asked a question to confirm the respondent was a resident of Honolulu and also a question about where they heard about the survey. The open participation survey was open to all city and county residents and became available on November 29, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City and County of Honolulu. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target*
Age	18-34	5%	27%	31%
	35-54	19%	33%	31%
	55+	76%	40%	38%
Hispanic origin	No, not Spanish, Hispanic, or Latino	95%	92%	92%
	Spanish, Hispanic, or Latino	5%	8%	8%
Housing tenure	Own	79%	58%	58%
	Rent	21%	42%	42%
Housing type	Attached	42%	53%	53%
	Detached	58%	47%	47%
Race & Hispanic orig..	Not white alone	80%	81%	81%
	White alone, not Hispanic or Latino	20%	19%	19%
Sex	Man	47%	47%	50%
	Woman	53%	53%	50%
Sex/age	Man 18-34	2%	12%	17%
	Man 35-54	8%	17%	16%
	Man 55+	36%	18%	17%
	Woman 18-34	3%	15%	14%
	Woman 35-54	10%	16%	15%
	Woman 55+	40%	21%	20%

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

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

Contact

The City and County of Honolulu funded this research. Please contact Van Lee of the City and County of Honolulu at vlee2@honolulu.gov if you have any questions about the survey.

Survey Validity

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

* See AAPOR's Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>.

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Key Findings

Honolulu's natural environment is highly valued by residents.

About 9 in 10 residents identified the natural environment as an essential or very important area of focus for the community in the next two years while 8 in 10 said the same for the overall quality of parks and recreation opportunities. Water resources are particularly important to residents. While 58% of residents positively reviewed the quality of Honolulu's water resources, 97% of residents want the City and County to prioritize the protection of drinking water aquifers from pollution through additional regulation. More than 90% stress the importance of safe and reliable refuse, recycling, and bulky item collection services and drop-off facilities. On par with the national benchmarks, Honolulu's air quality obtained positive ratings of 76%. About three-quarters of participants stated that it was essential or very important to focus on a climate adaptation strategy to assess and address climate change impacts. 7 in 10 residents indicated their support for focusing on increased planting and caring for trees across O'ahu as well as the increasing O'ahu residents' ability to grow their own food.

Overall economic health of Honolulu remains an area of opportunity for the City and County.

Residents gave high ratings of importance (93% essential or very important) and relatively low ratings of quality (27% excellent or good) to the overall economic health of the City and County. Three-quarters of survey participants considered Honolulu an excellent or good place to visit, while two-thirds favorably rated Honolulu's shopping opportunities. Though about half of respondents positively rated the overall quality of business and service establishments in the city and county as well as Honolulu as a place to work, this was lower than ratings in communities of similar size. Fewer than 3 of 10 participants favorably rated Honolulu's economic development employment opportunities. Affordability in Honolulu continues to be a potential area of growth for the City and County, with about 5% positively rating the cost of living, lower than the national and custom benchmarks.

Ratings show that community design continues to be a priority for residents.

About three-quarters of residents gave positive ratings to their neighborhood as a place to live, but ratings within the topic of community design continue to trend lower than the national benchmarks. Approximately one-third were pleased with Honolulu's overall appearance and the overall design or layout of Honolulu's residential and commercial areas. About 2 in 10 respondents gave favorable marks to well-designed neighborhoods, overall quality of new development, well-planned residential or commercial growth, the variety of housing options, land use, planning, and zoning, and code enforcement.

Safety continues to be both a challenge and priority in the City and County.

Many safety-related ratings declined since Honolulu's previous survey iteration (2021), suggesting an opportunity for renewed focus in this area. 4 in 10 of respondents favorably evaluated the overall feeling of safety in Honolulu, which was lower than both the national and custom benchmarks. While about three-quarters of residents felt very safe or somewhat safe in their neighborhoods during the day, about half reporting feeling similarly in Honolulu's downtown/commercial area. Fewer than half reported feeling very or somewhat safe from violent crime (46%) and property crime (40%), both of which ratings were lower than the national average and custom subset of similarly sized communities.

A majority of respondents positively rated the quality of fire services (69% excellent or good) and ambulance or medical services (60%). However, both ratings decreased slightly since 2021. In contrast, the 2022 ratings for Honolulu's police services (43%) and crime prevention (28%) remained statistically similar to those from 2021 (47% and 25%, respectively). Ratings for emergency preparedness (56% excellent or good) and fire prevention and education (62%) also remained stable since 2021, the former of which was on par with average ratings across the nation.

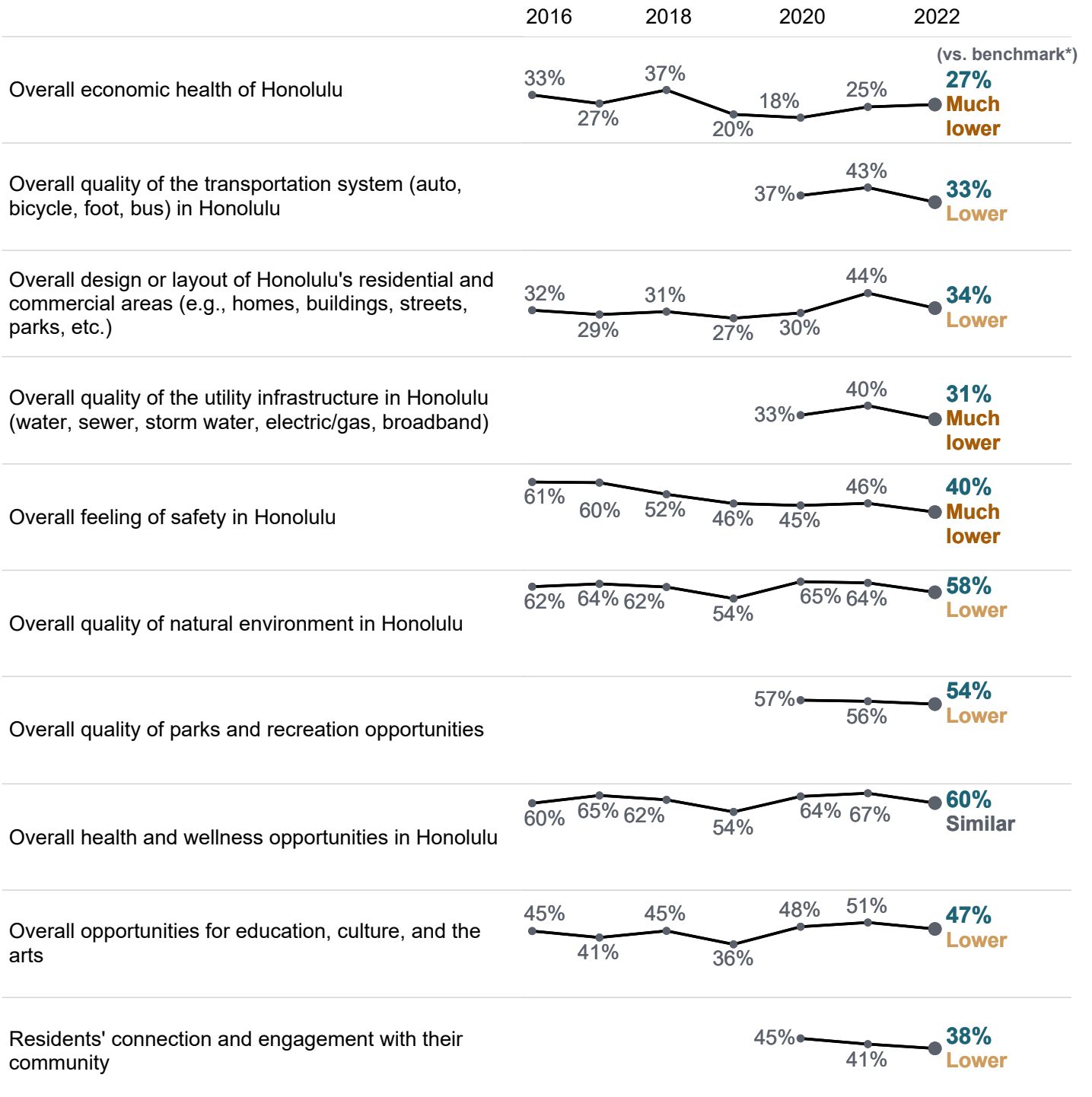
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Facets of livability

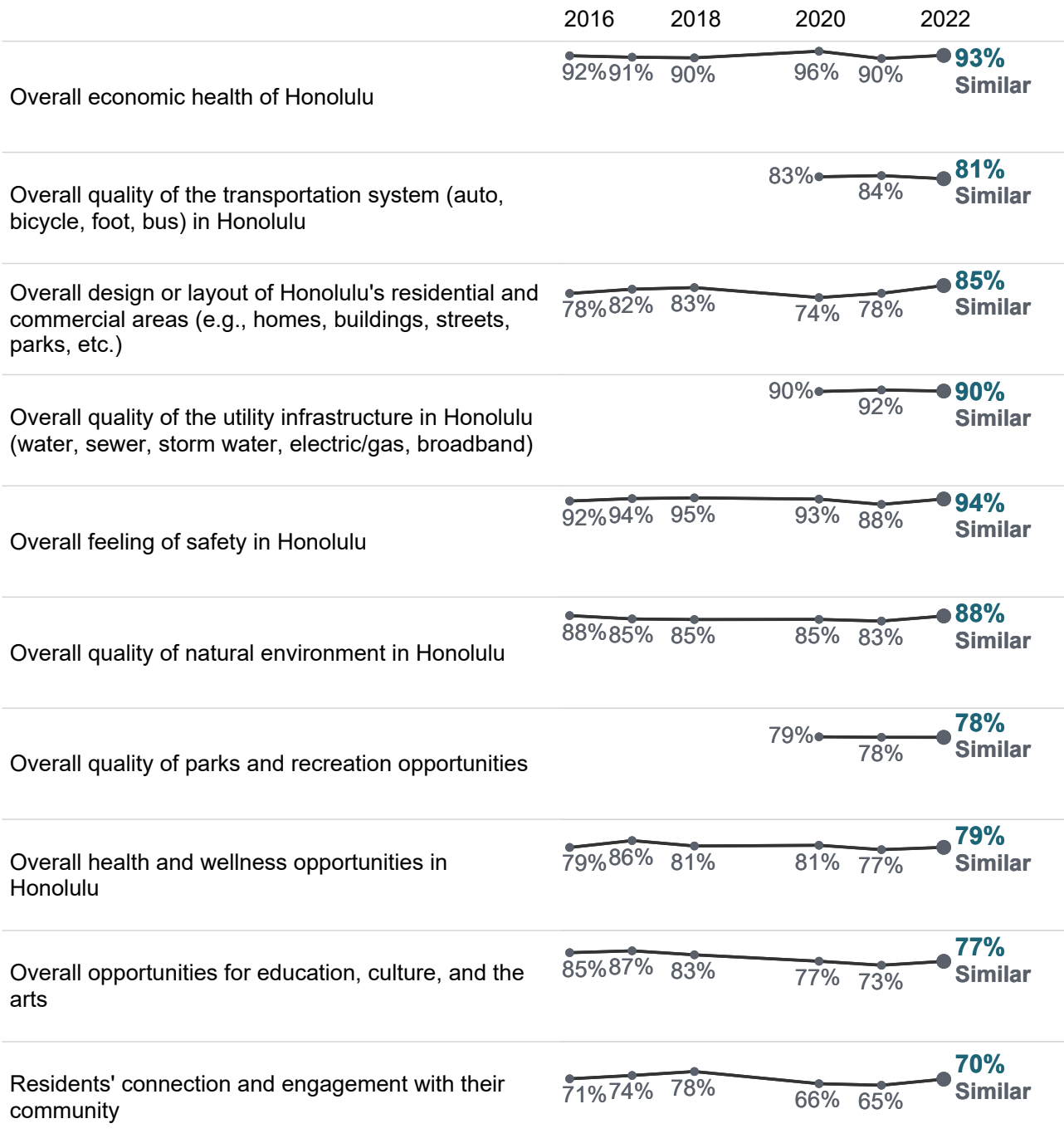
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

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

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



Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years. (% essential or very important)



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

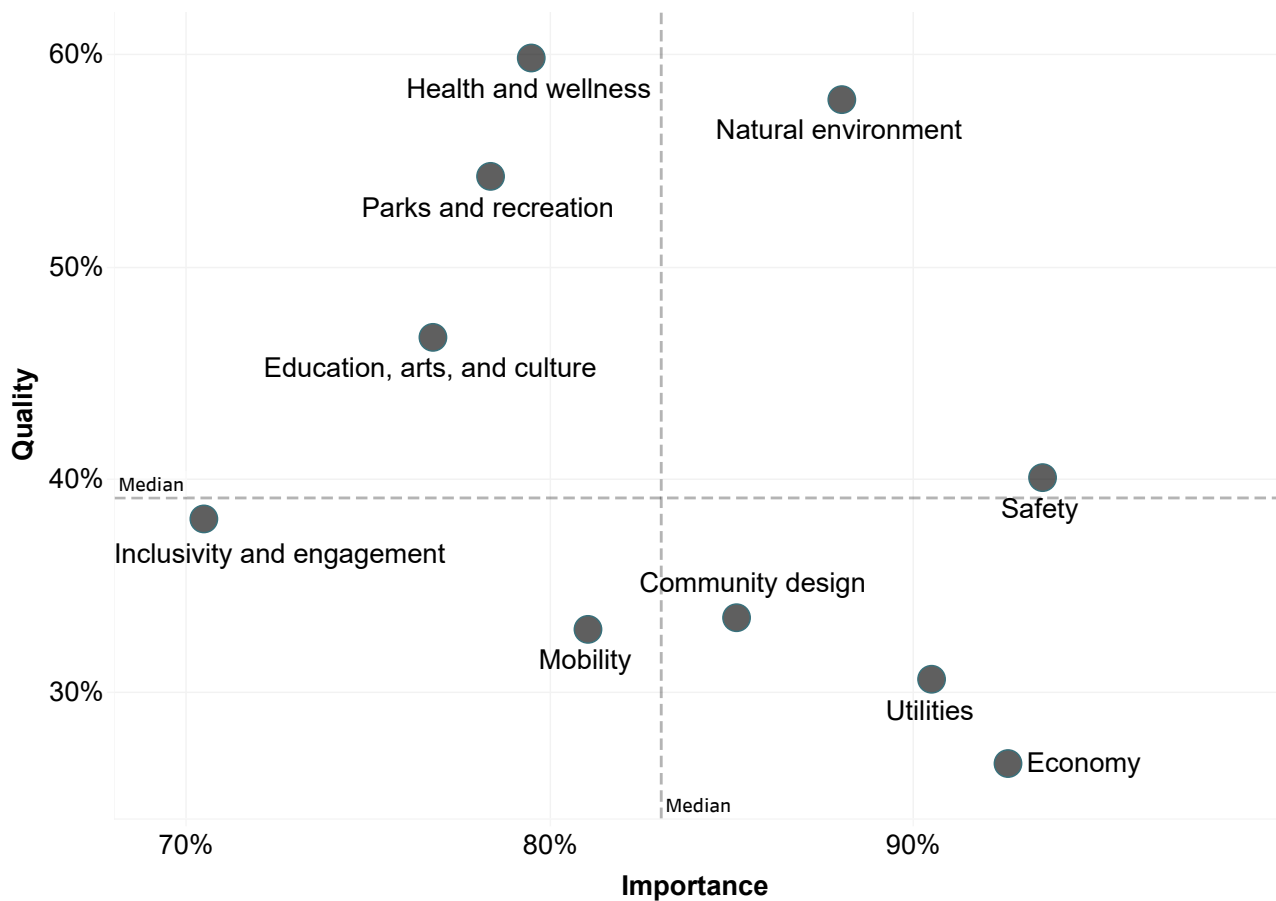
Balancing performance and importance

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

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

Services receiving quality ratings of excellent or good by 39% or more of respondents were considered of “higher quality” and those with ratings lower than 39% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 70% or more of respondents. Services were rated as “less important” if they received a rating of less than 70%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary t..

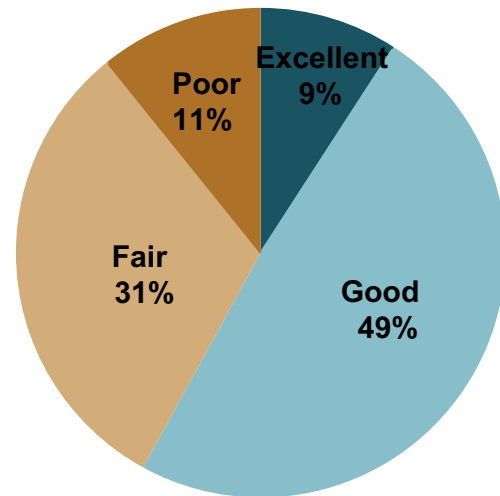


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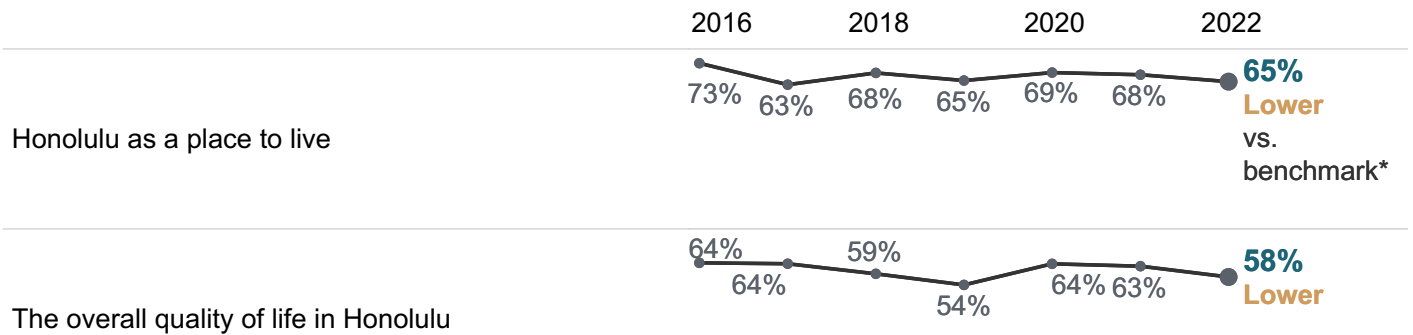
The overall quality of life in Honolulu, 2022

Quality of life

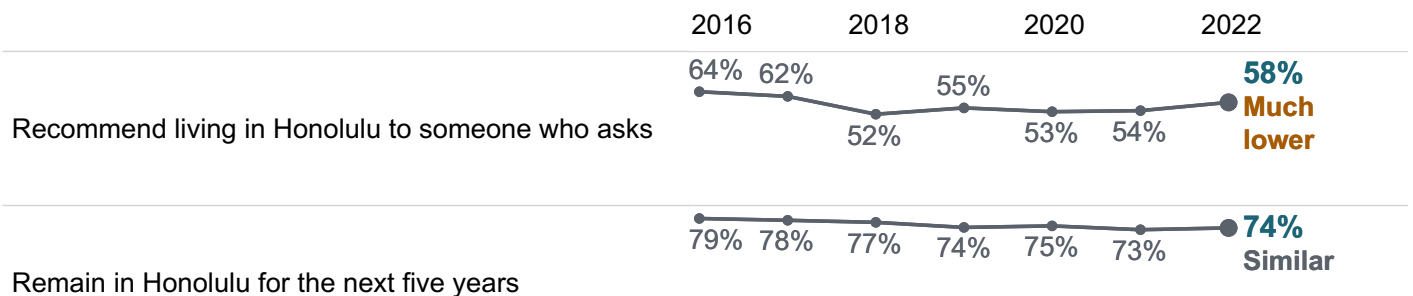
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



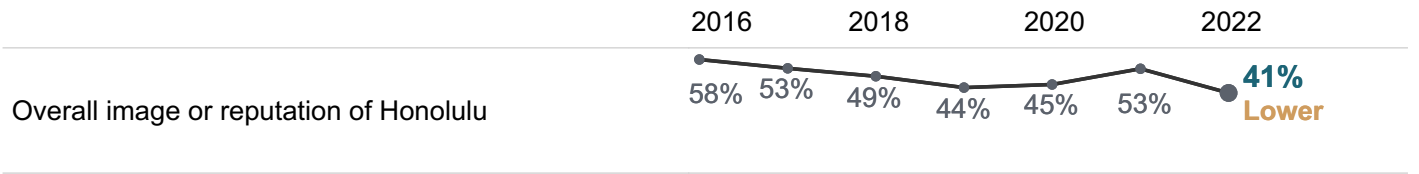
Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



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

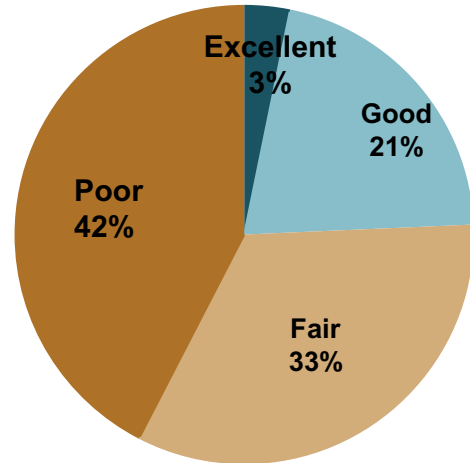


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

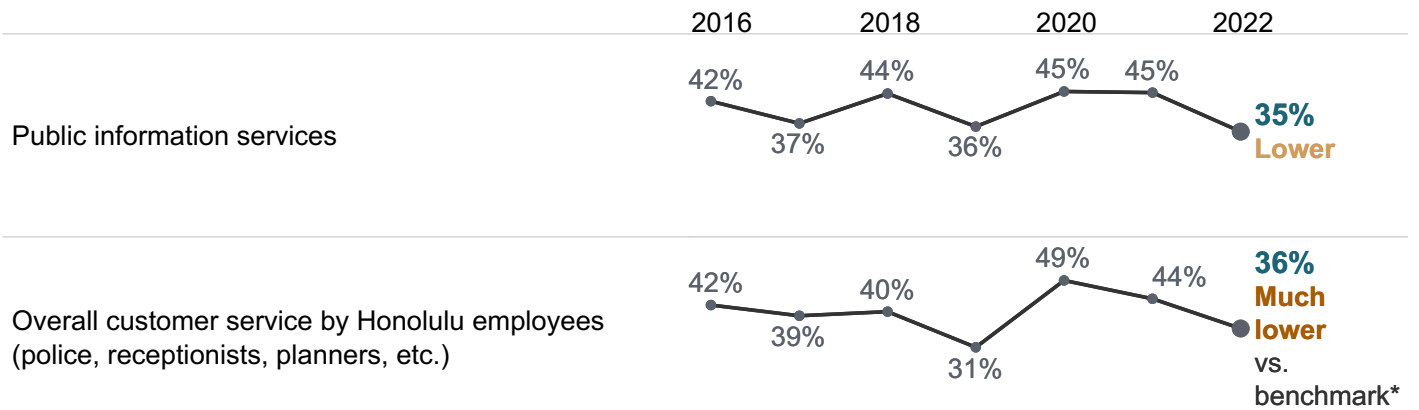
Overall confidence in Honolulu government, 2022

Governance

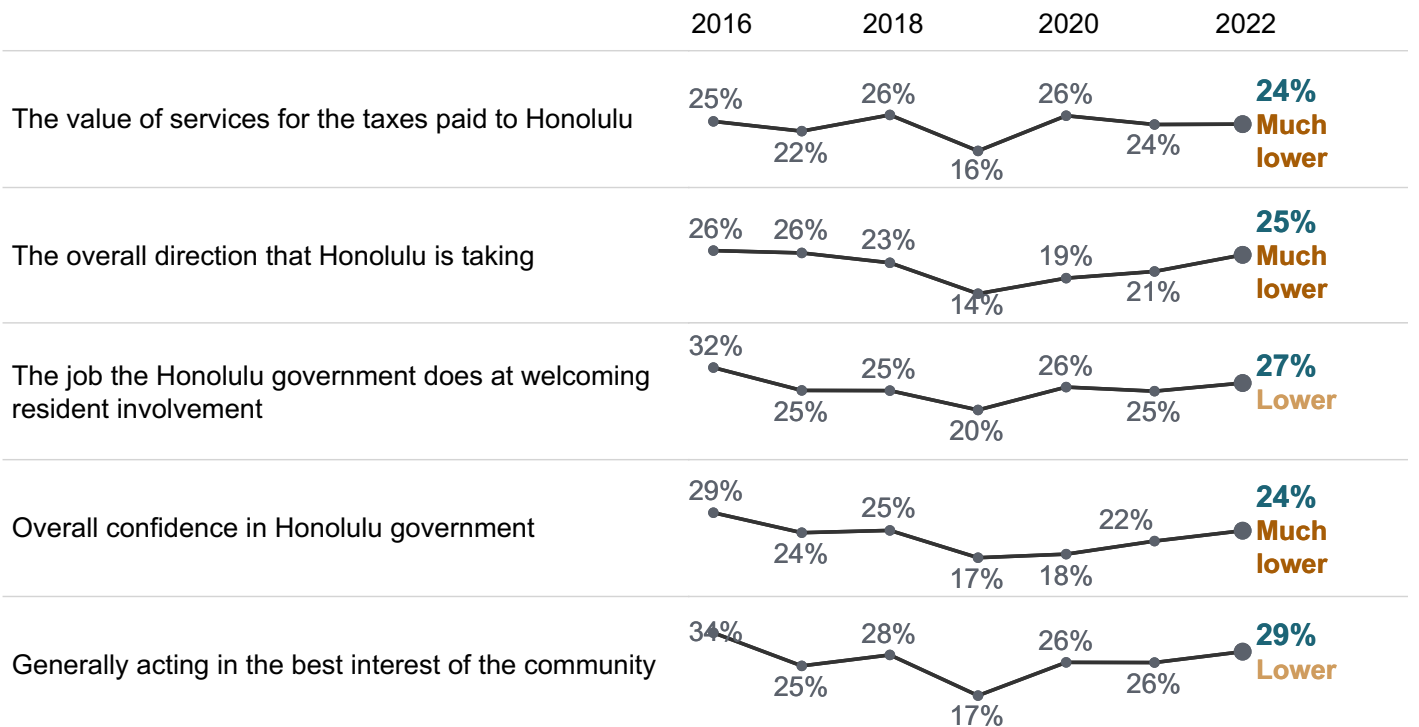
Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

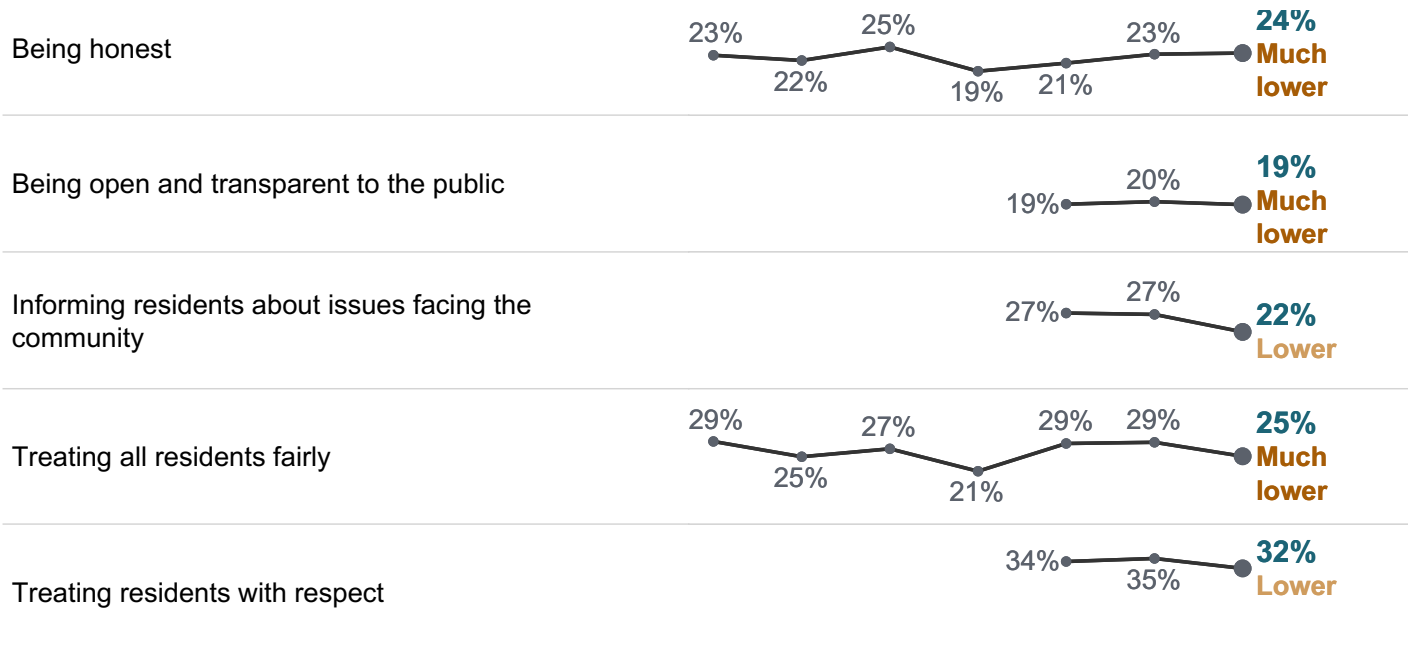


Please rate the quality of each of the following services in Honolulu. (% excellent or good)

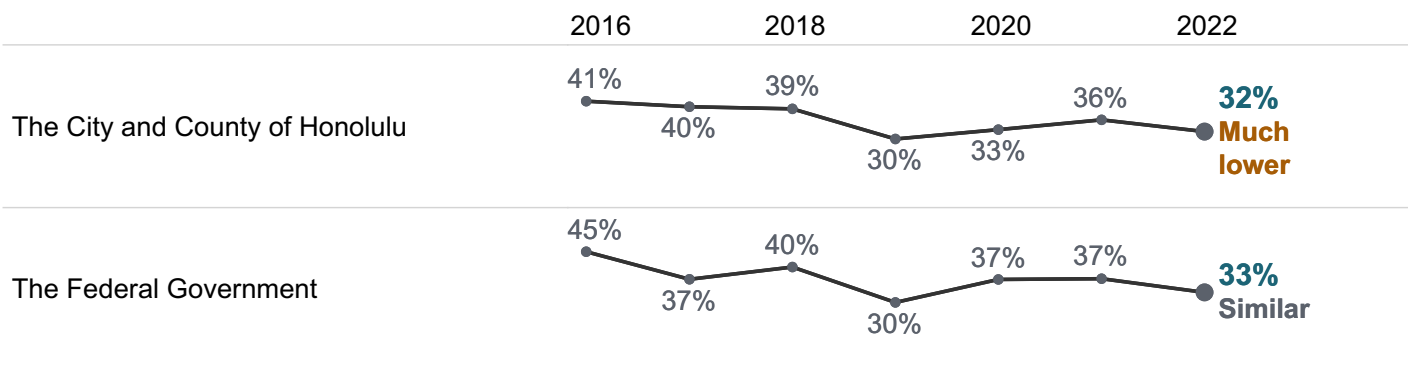


Please rate the following categories of Honolulu government performance. (% excellent or good)





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

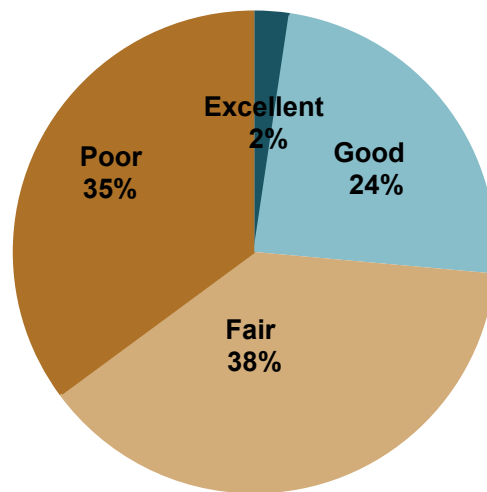


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

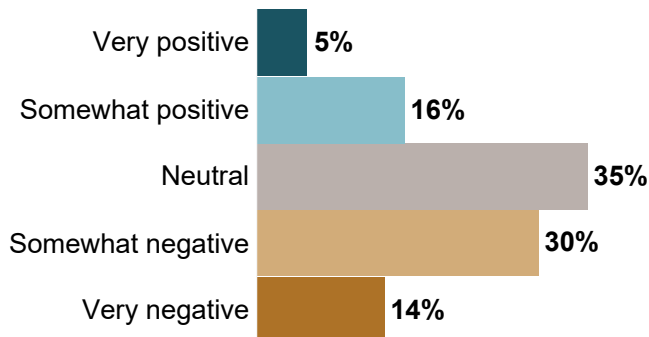
Overall economic health of Honolulu, 2022

Economy

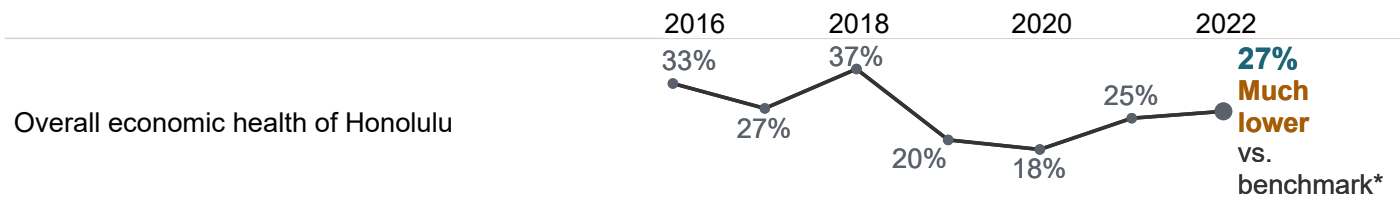
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



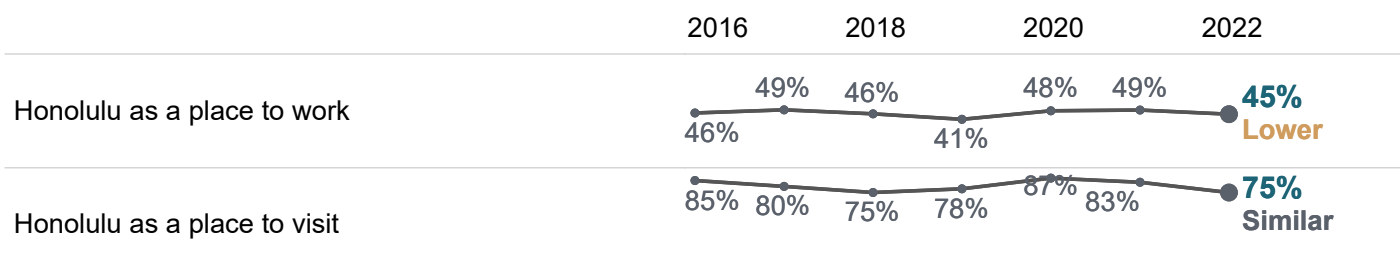
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



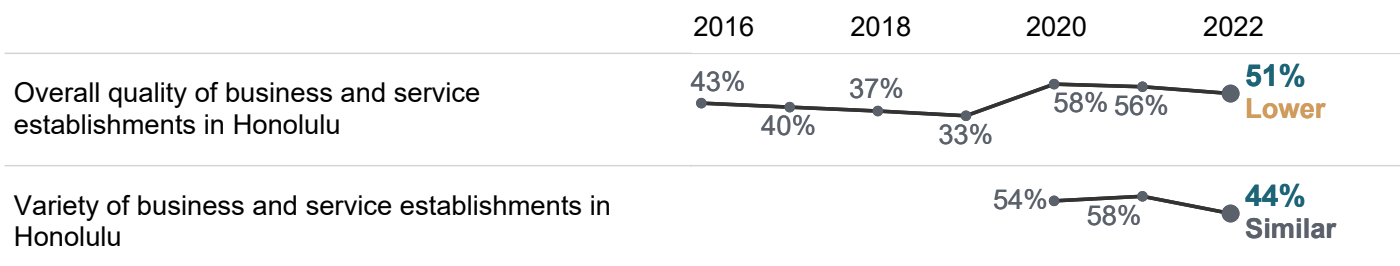
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)

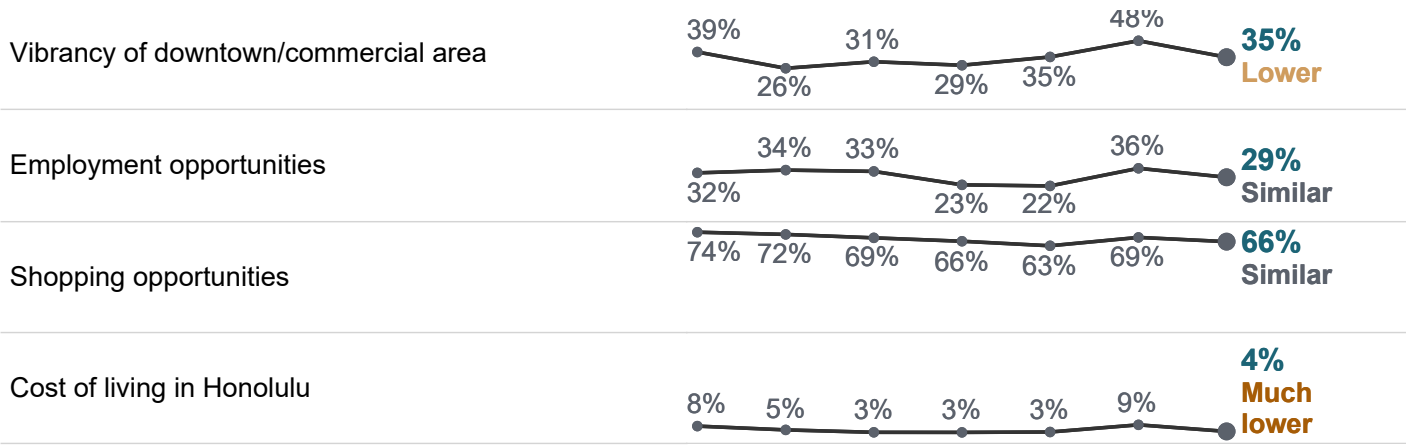


Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)

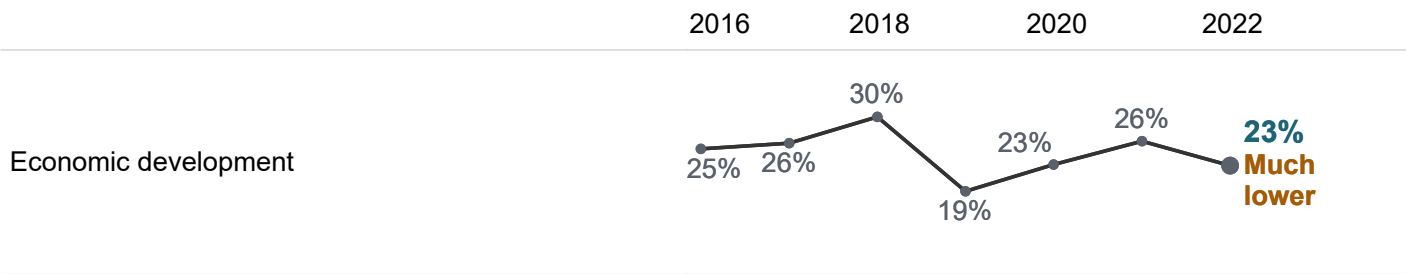


Please rate each of the following in the Honolulu community. (% excellent or good)

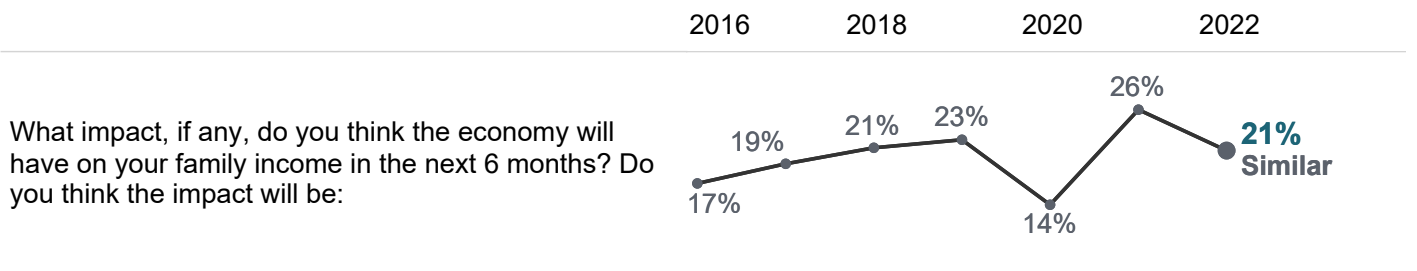




Please rate the quality of each of the following services in Honolulu. (% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: (% very or somewhat positive)

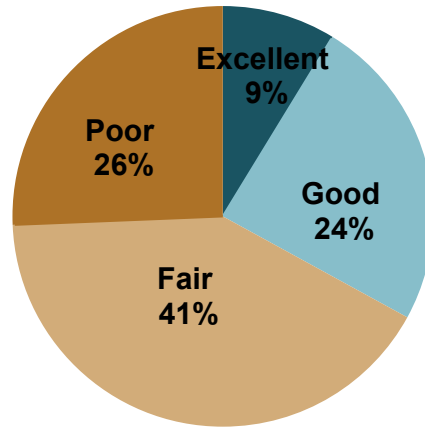


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the transportation system in Honolulu, 2022

Mobility

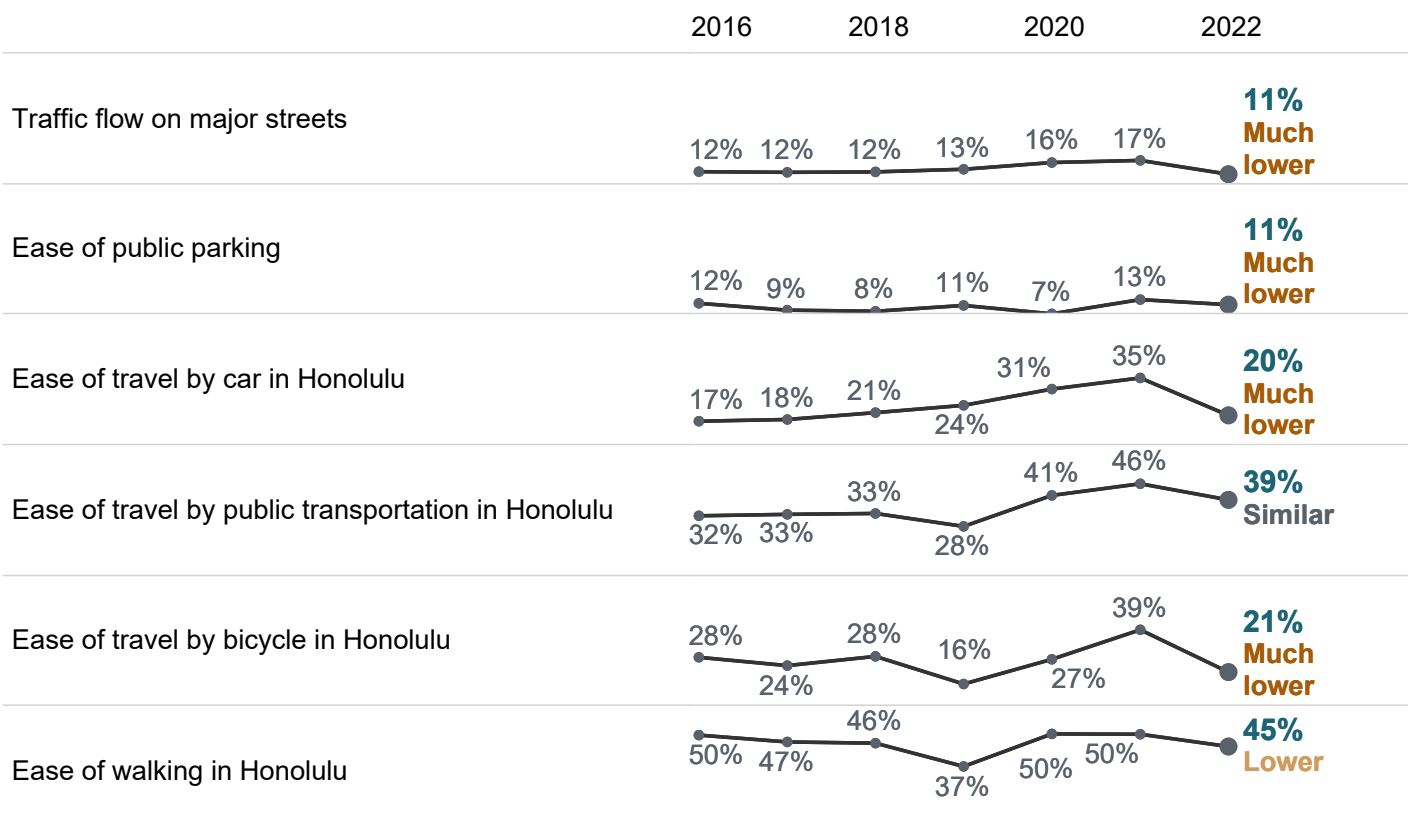
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



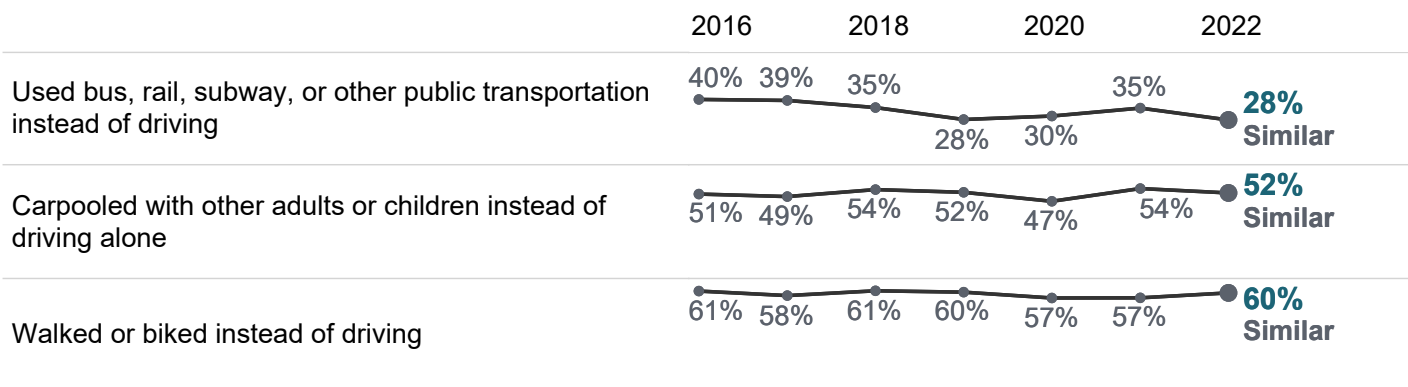
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



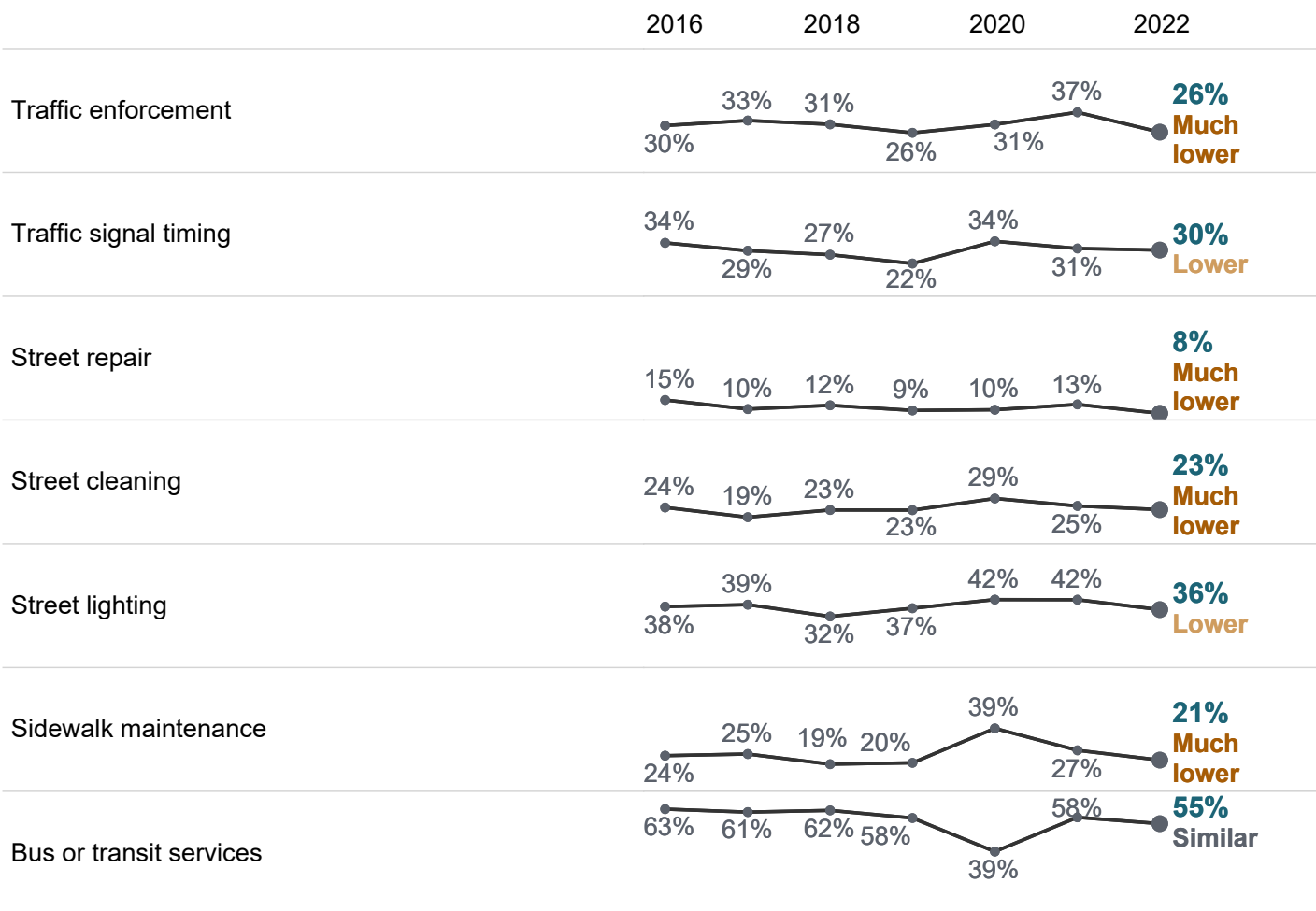
Please also rate each of the following in the Honolulu community. (% excellent or good)



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



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

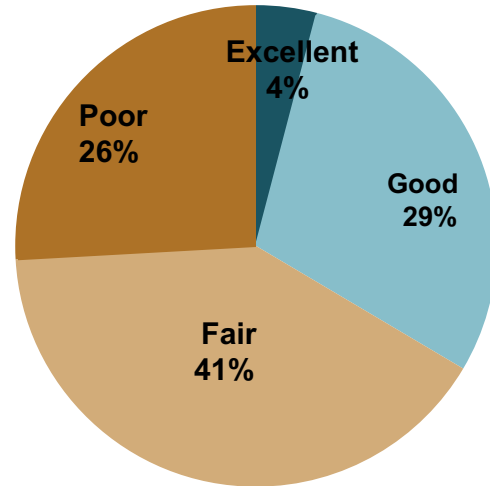


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

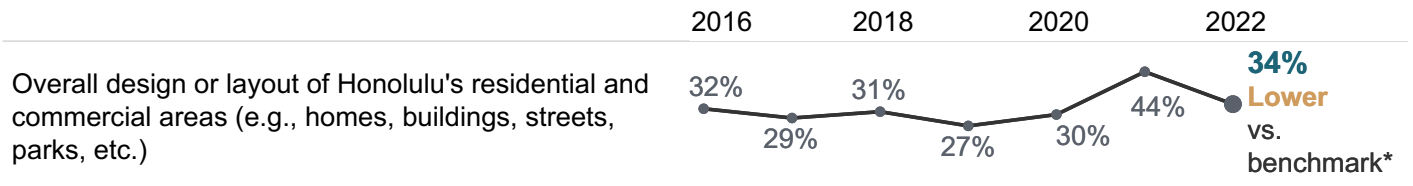
Overall design or layout of Honolulu's residential and commercial areas, 2022

Community Design

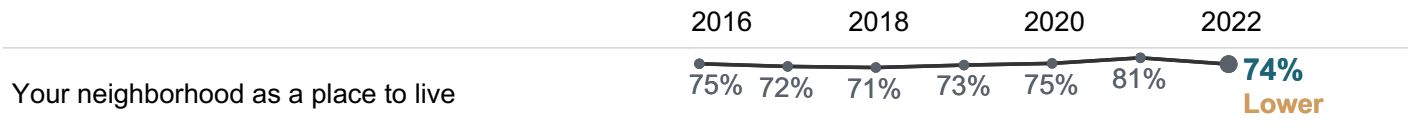
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



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

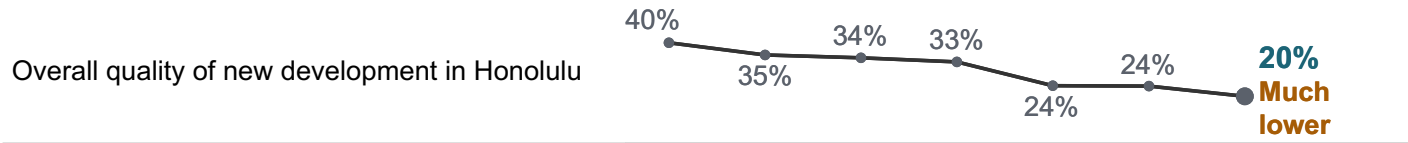
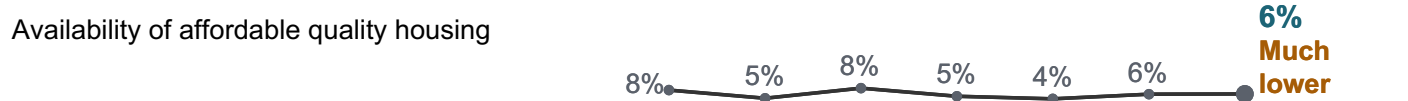
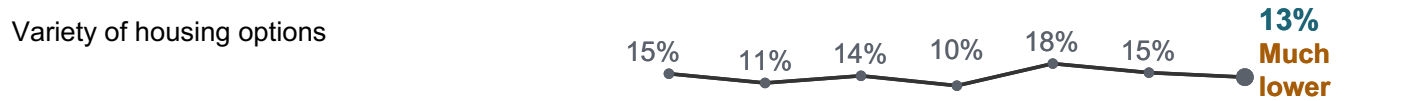
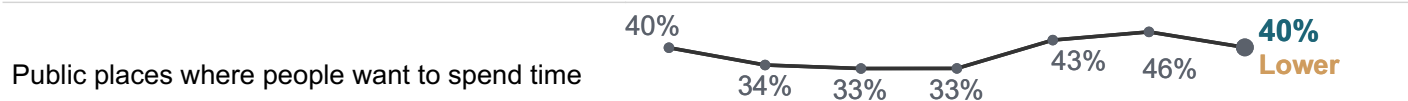


Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)

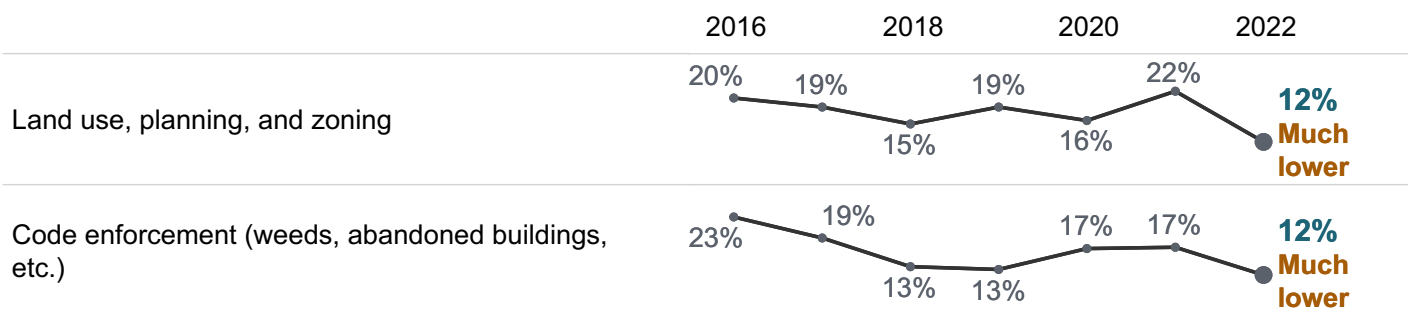


Please also rate each of the following in the Honolulu community. (% excellent or good)



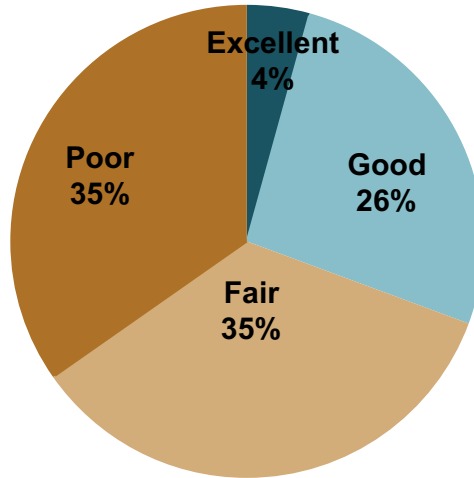


Please rate the quality of each of the following services in Honolulu.
 (% excellent or good)



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

Overall quality of the utility infrastructure in Honolulu, 2022



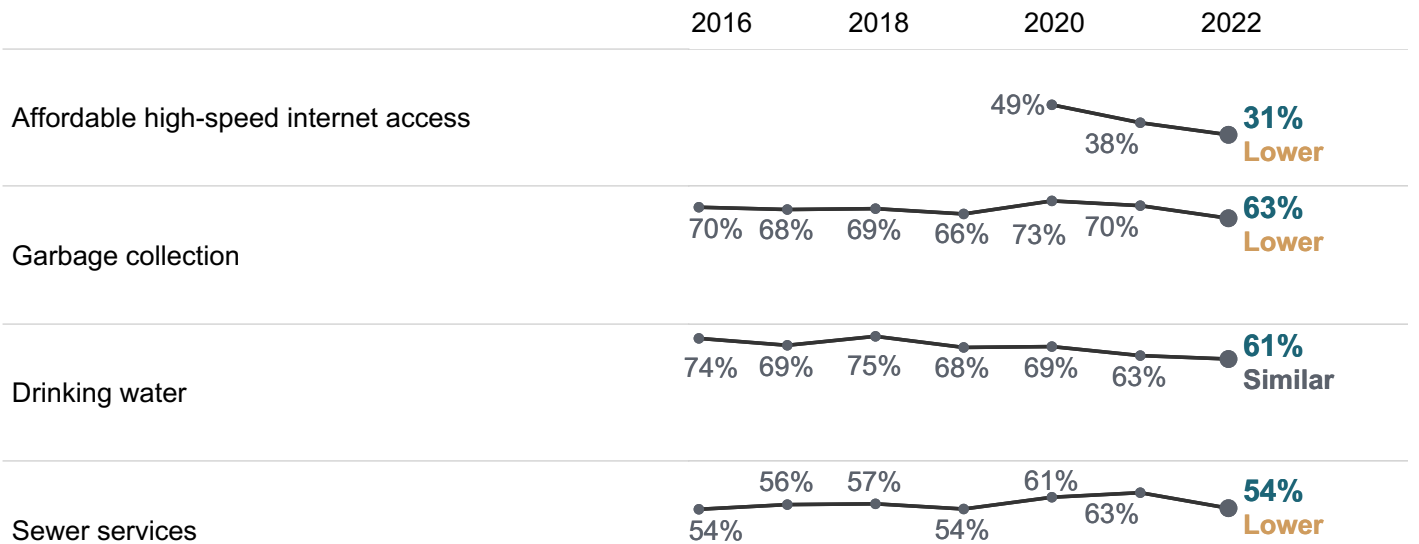
Utilities

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

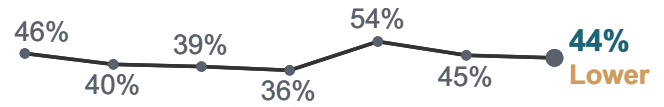
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



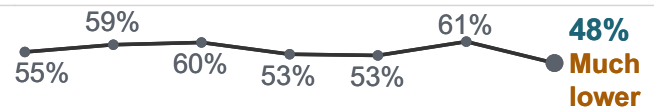
Please rate the quality of each of the following services in Honolulu. (% excellent or good)



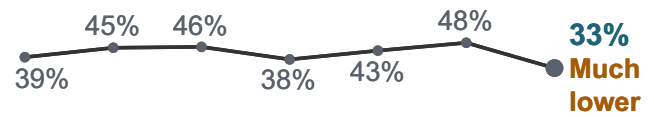
Storm water management (storm drainage, dams, levees, etc.)



Power (electric and/or gas) utility



Utility billing

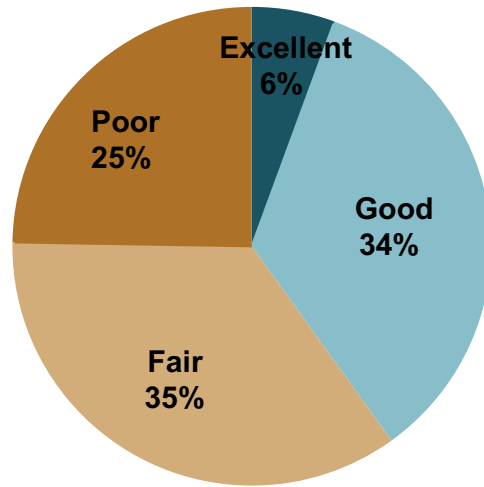


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

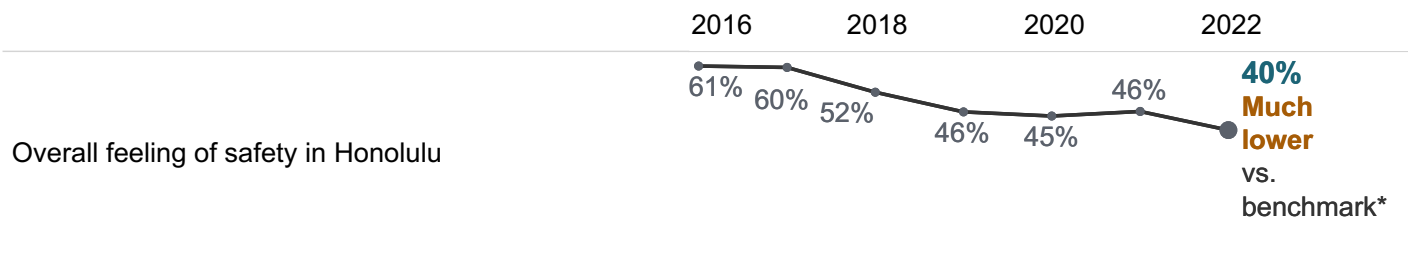
Overall feeling of safety in Honolulu, 2022

Safety

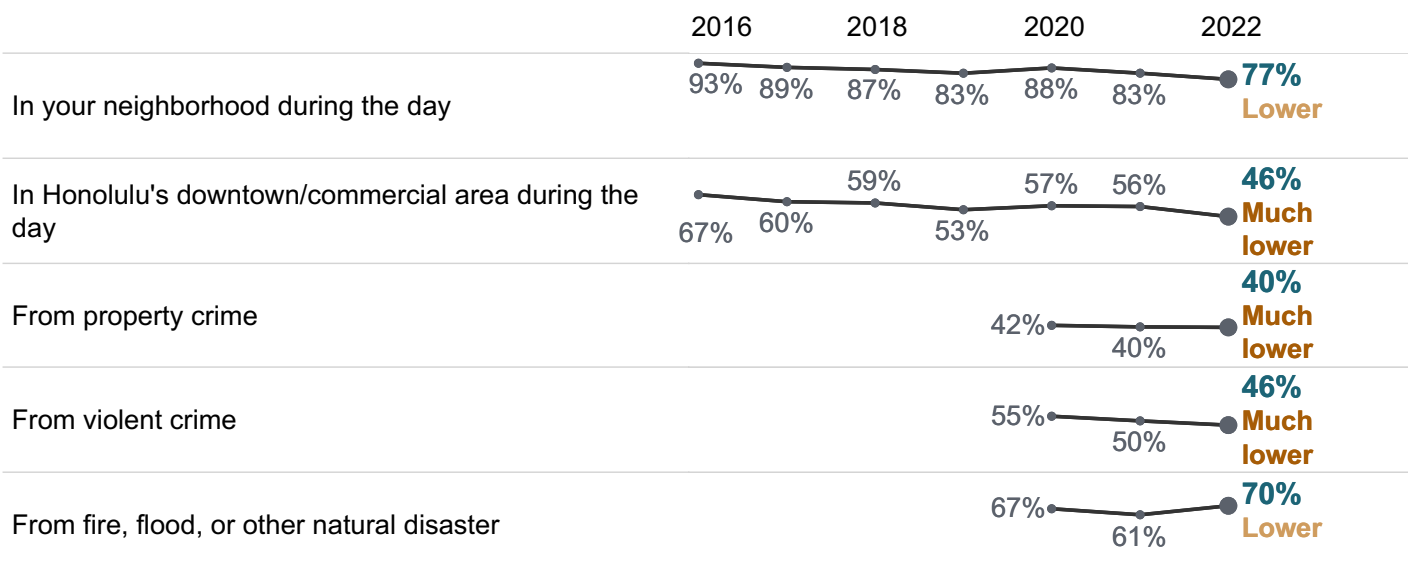
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



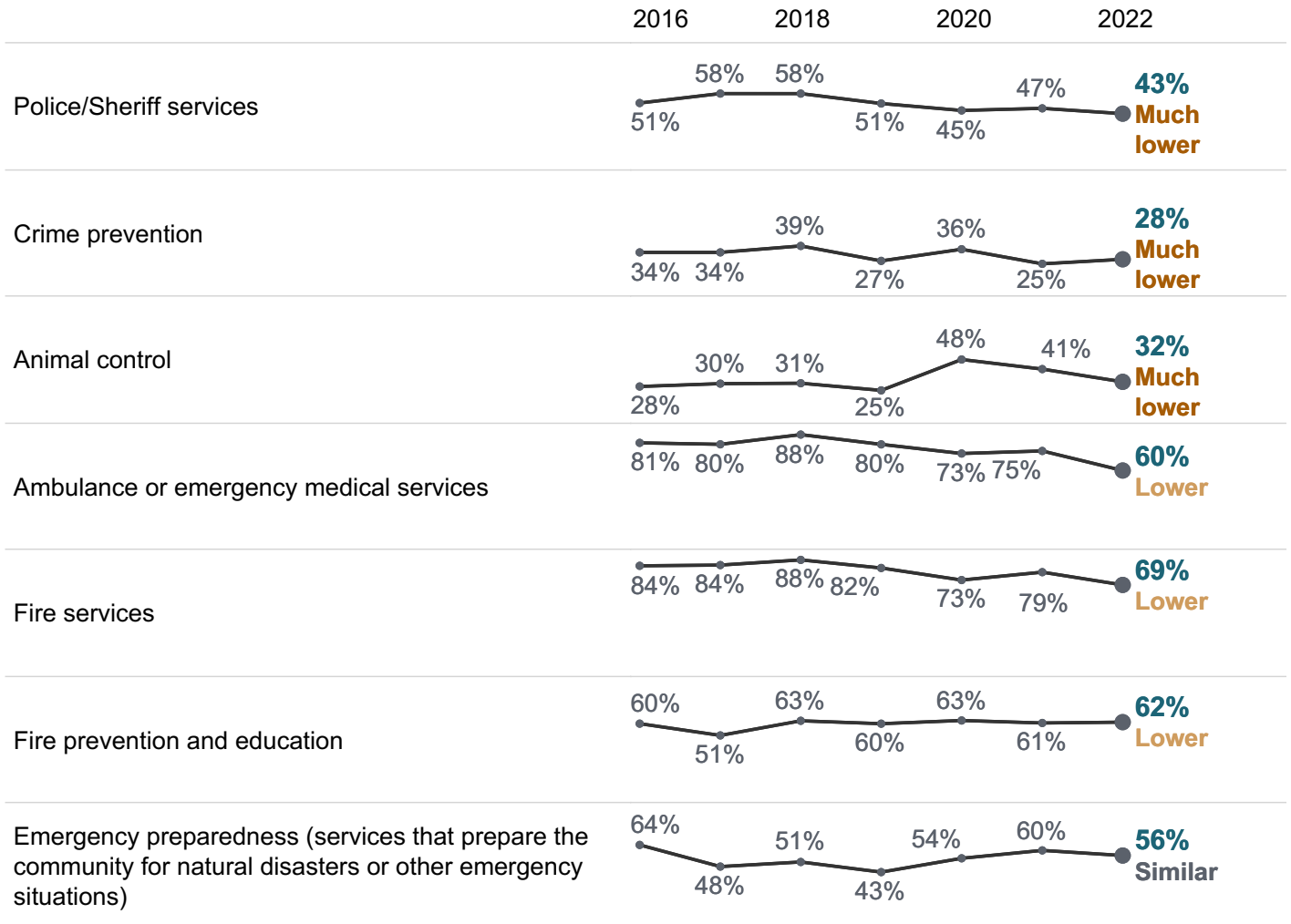
Please rate each of the following characteristics as they relate to Honolulu as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



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

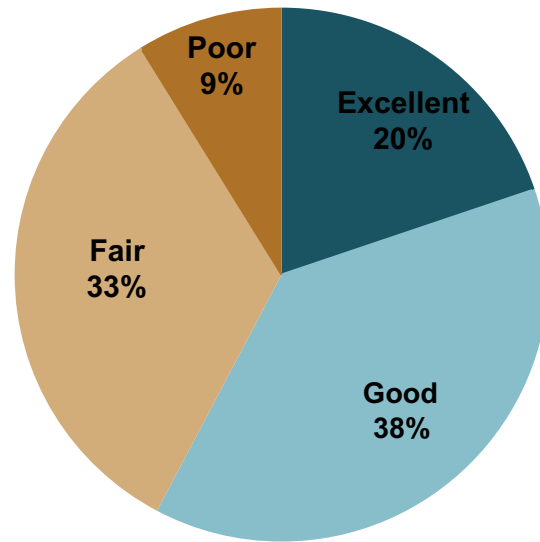


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

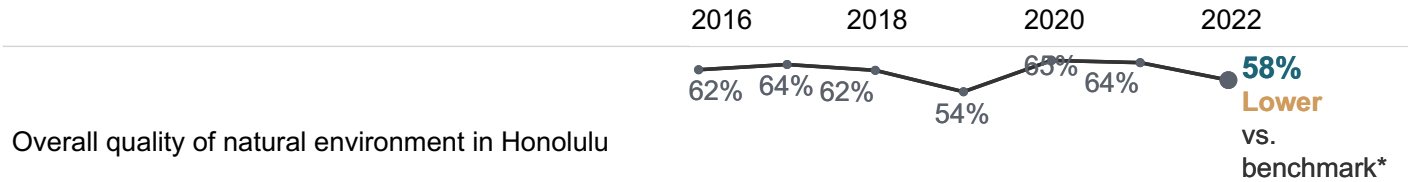
Overall quality of natural environment in Honolulu, 2022

Natural Environment

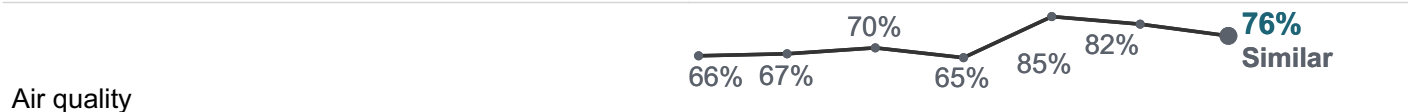
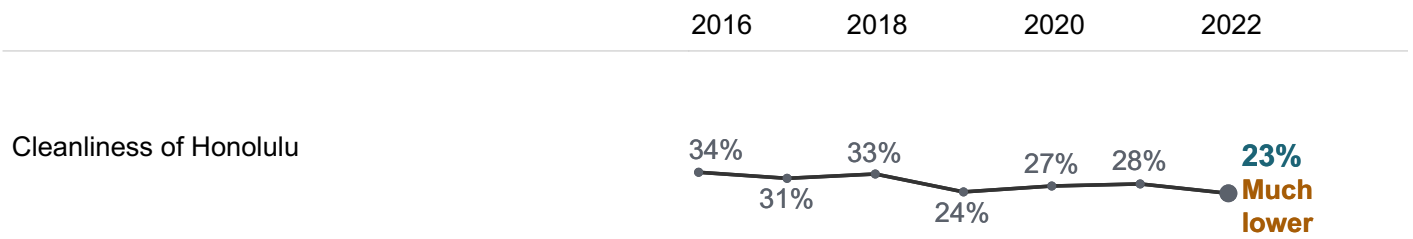
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



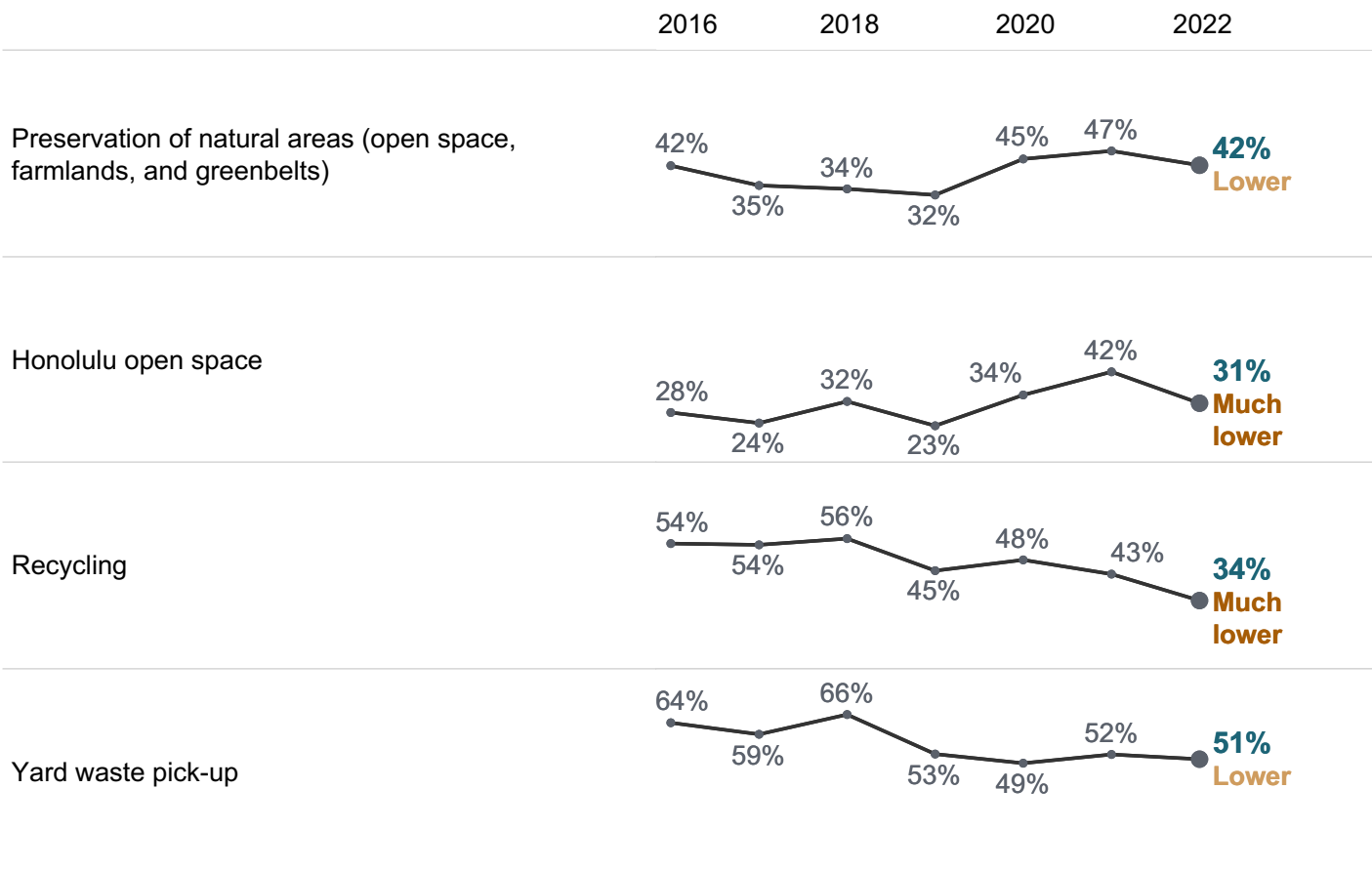
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



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



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



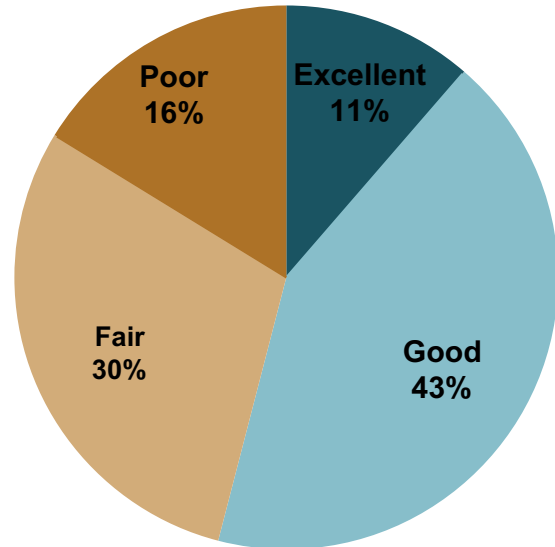
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

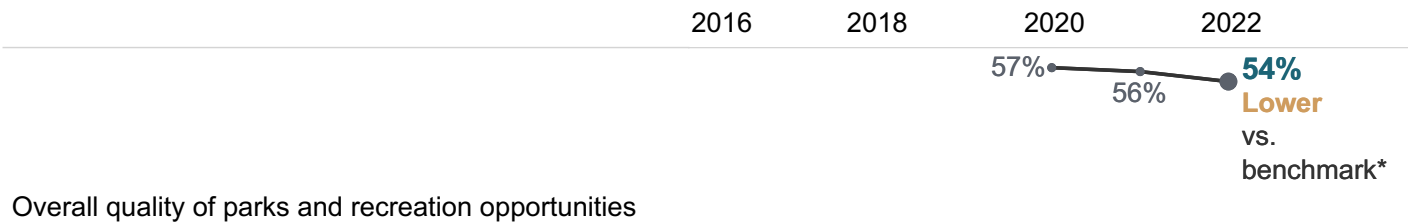
Parks and Recreation

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

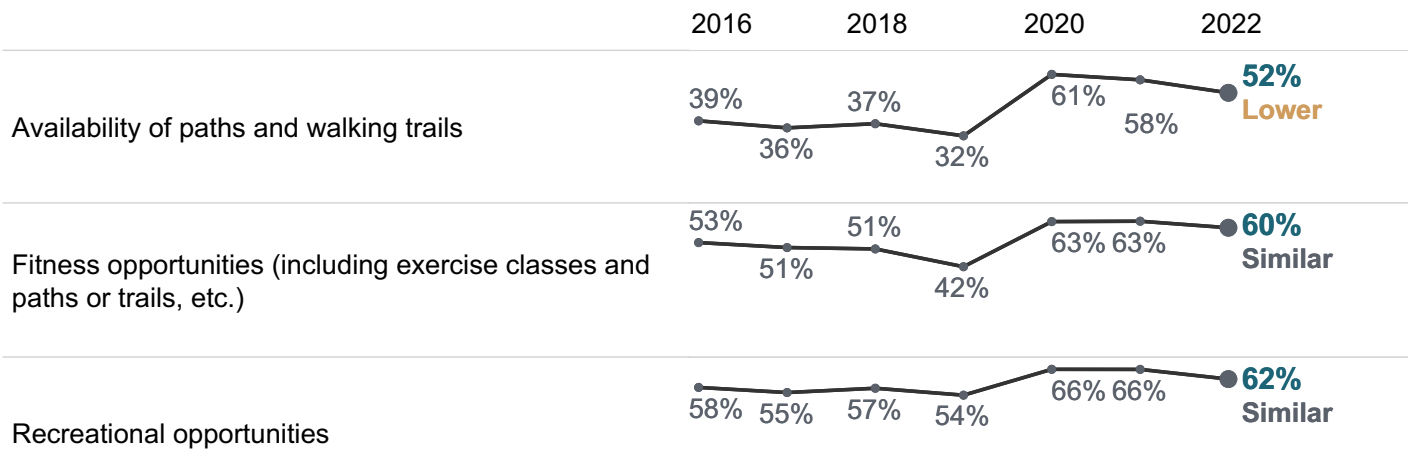
- National Recreation and Park Association



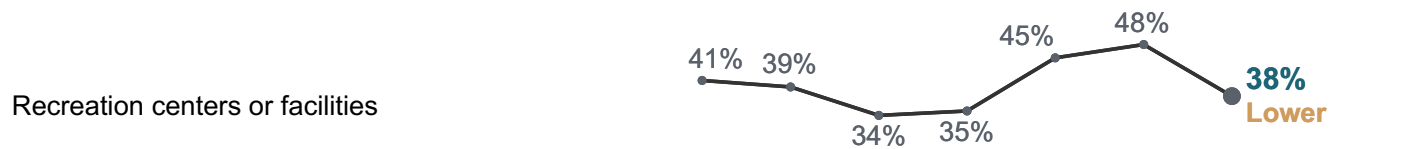
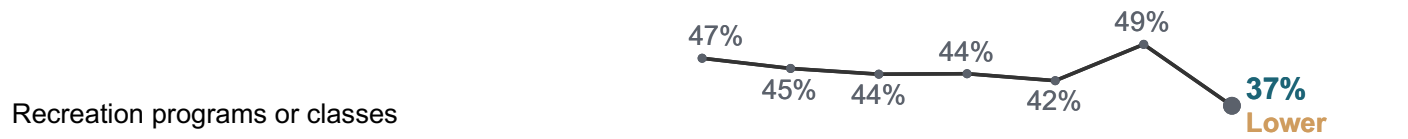
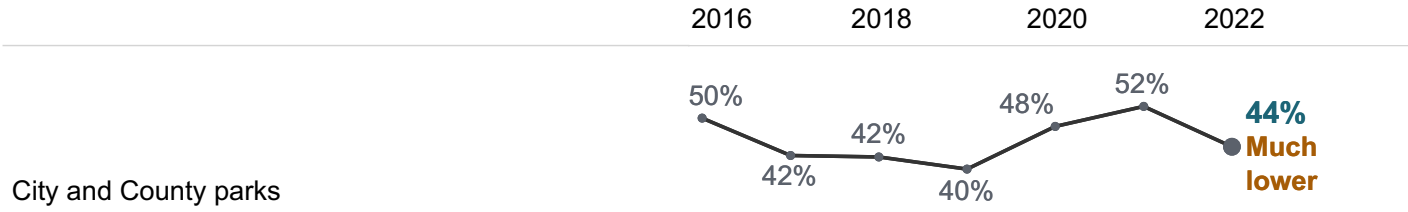
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



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



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

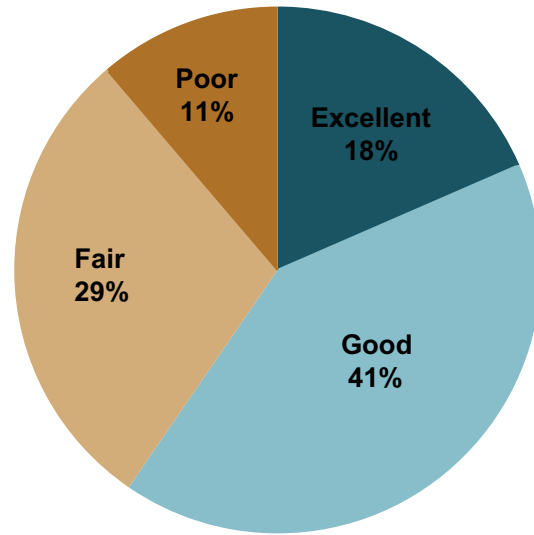


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

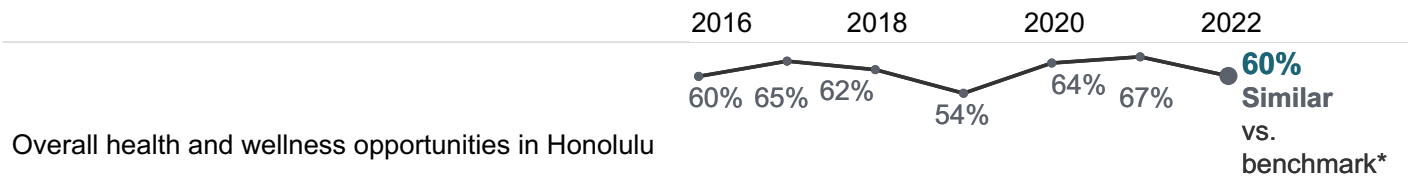
Overall health and wellness opportunities in Honolulu, 2022

Health and Wellness

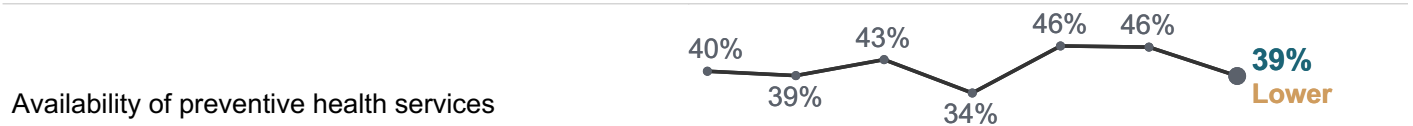
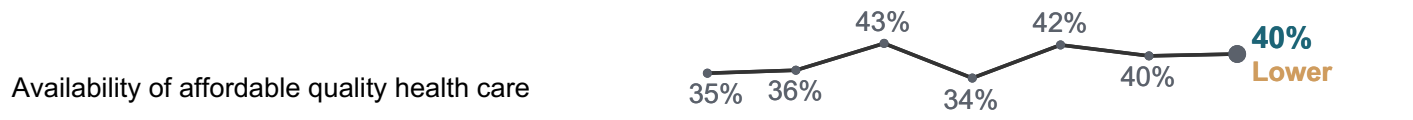
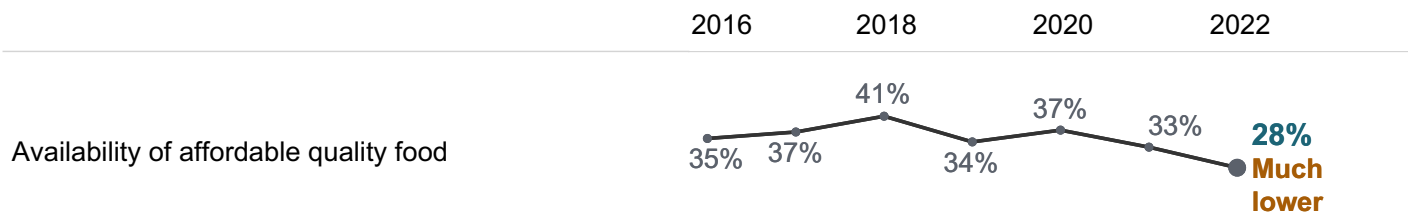
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



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

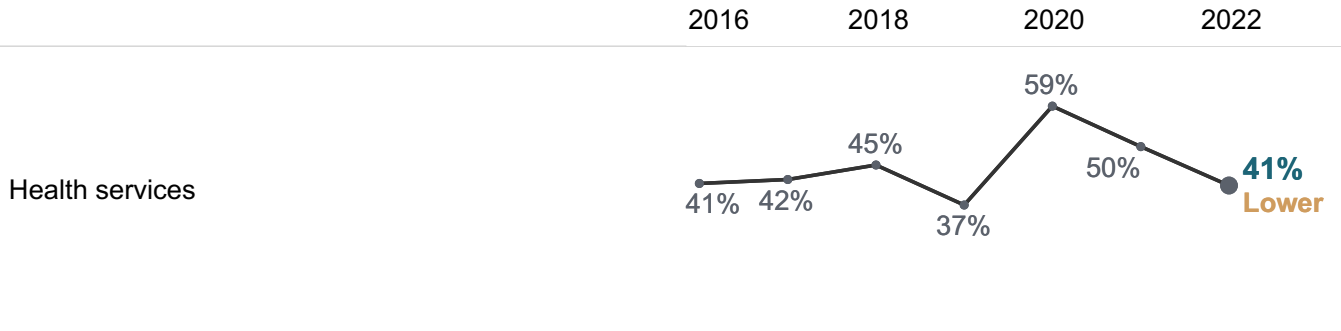


Please also rate each of the following in the Honolulu community. (% excellent or good)

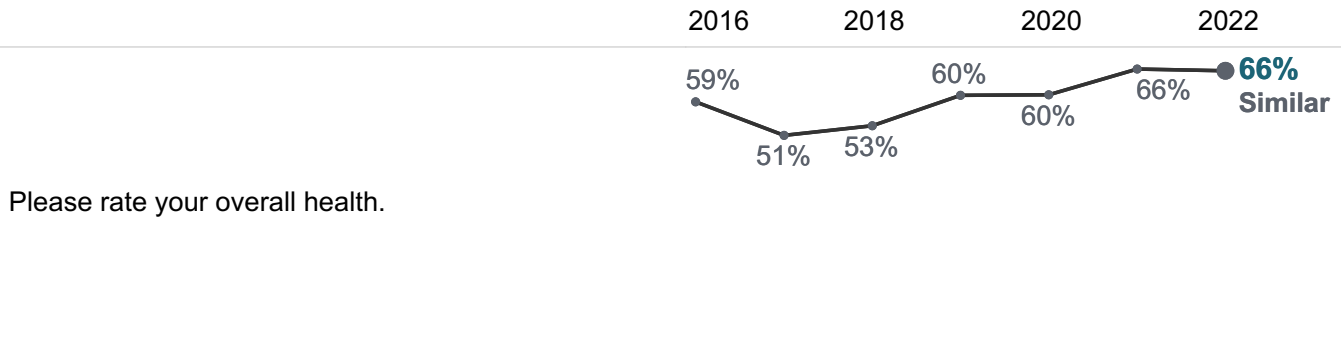




Please rate the quality of each of the following services in Honolulu. (% excellent or good)

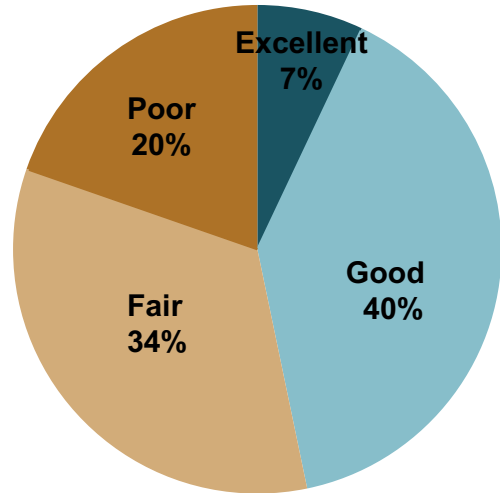


Please rate your overall health.
(% excellent or very good)



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

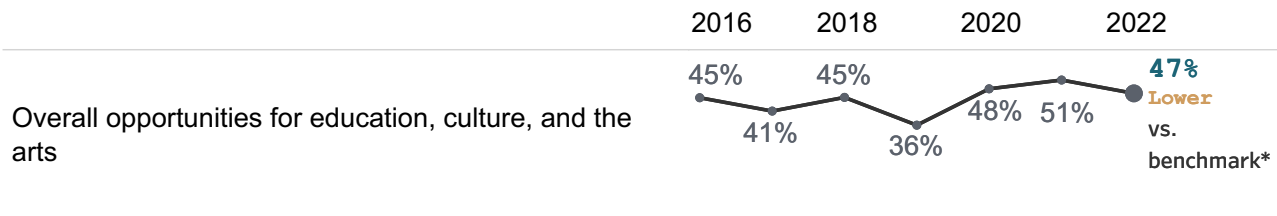
Overall opportunities for education, culture and the arts, 2022



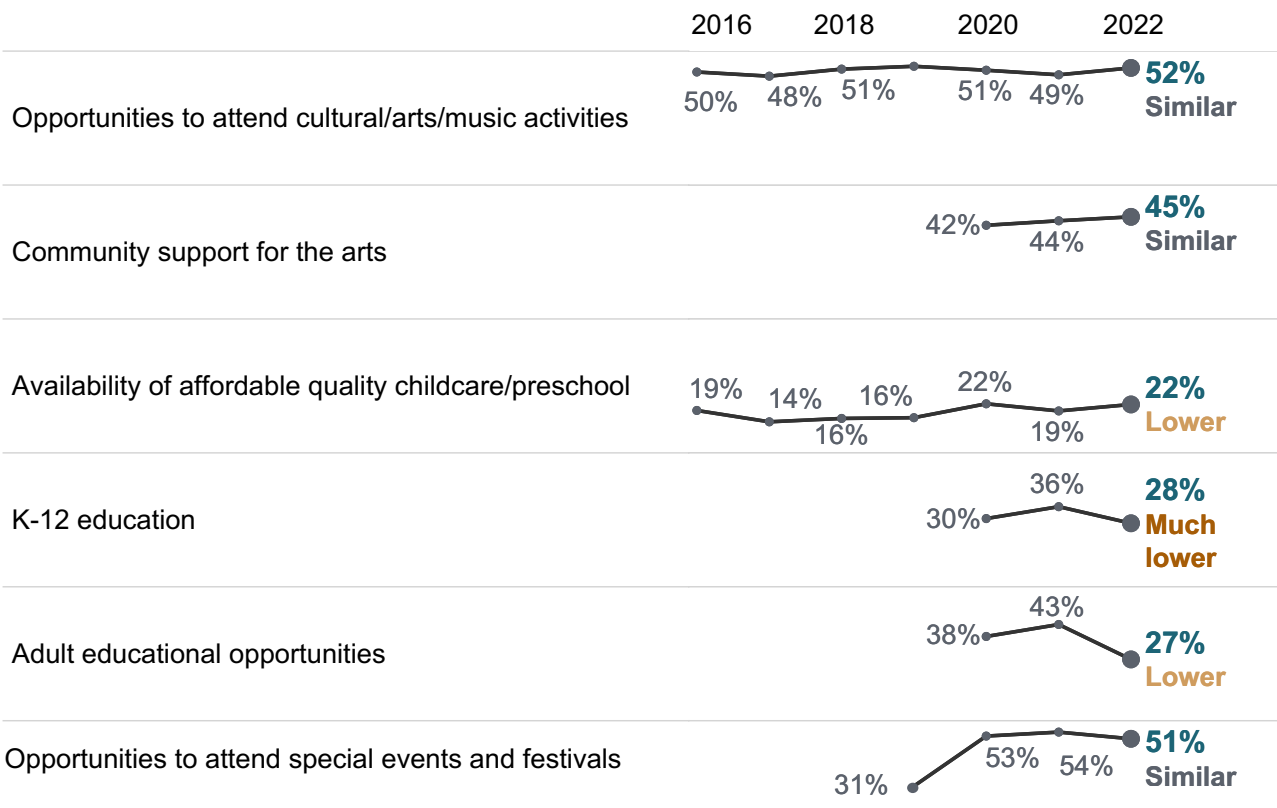
Education, Arts, and Culture

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

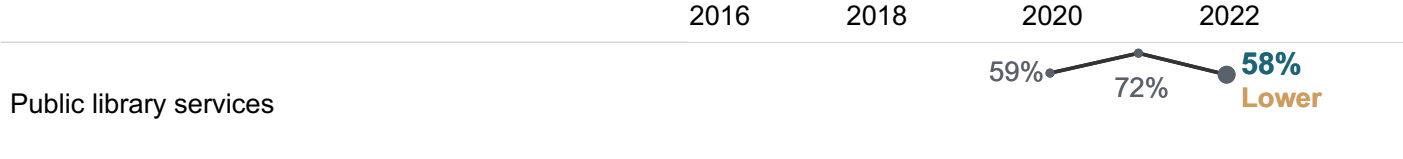
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



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



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

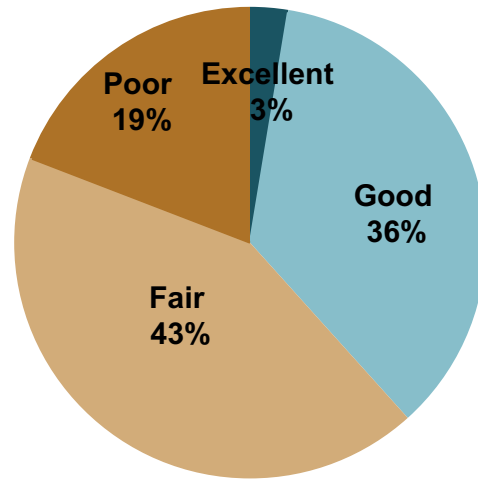


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

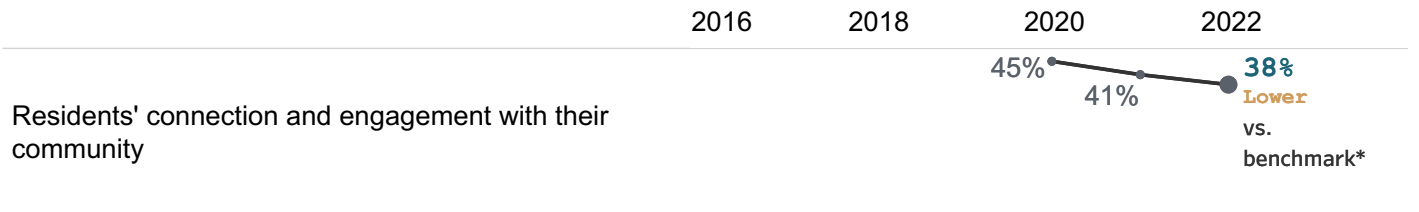
Residents' connection and engagement with their community, 2022

Inclusivity and Engagement

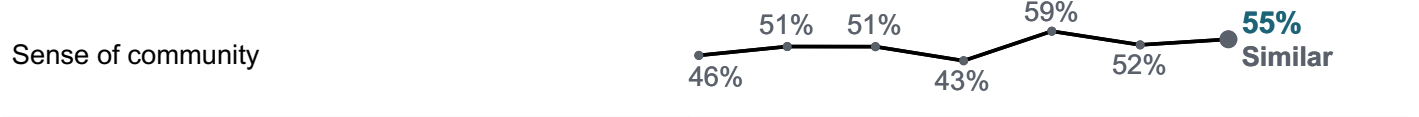
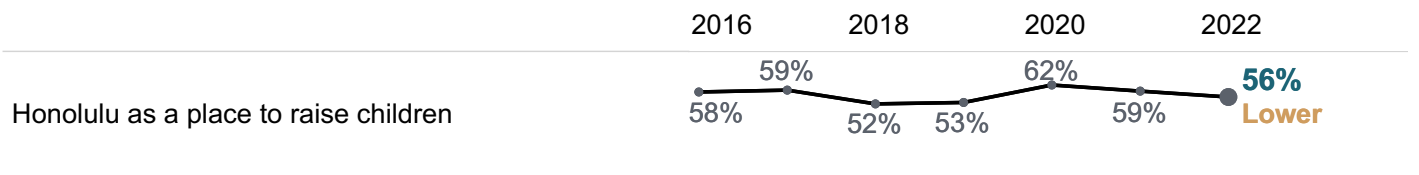
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



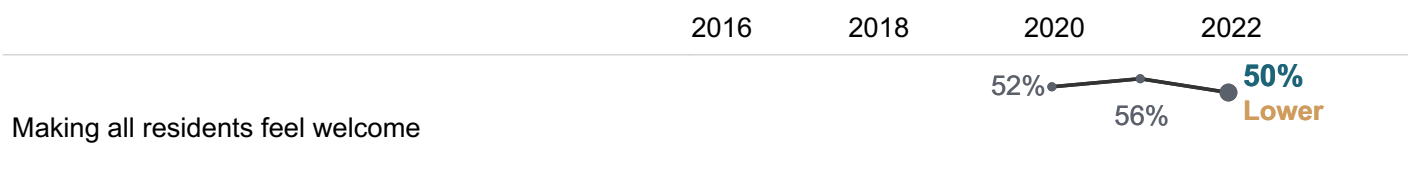
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)

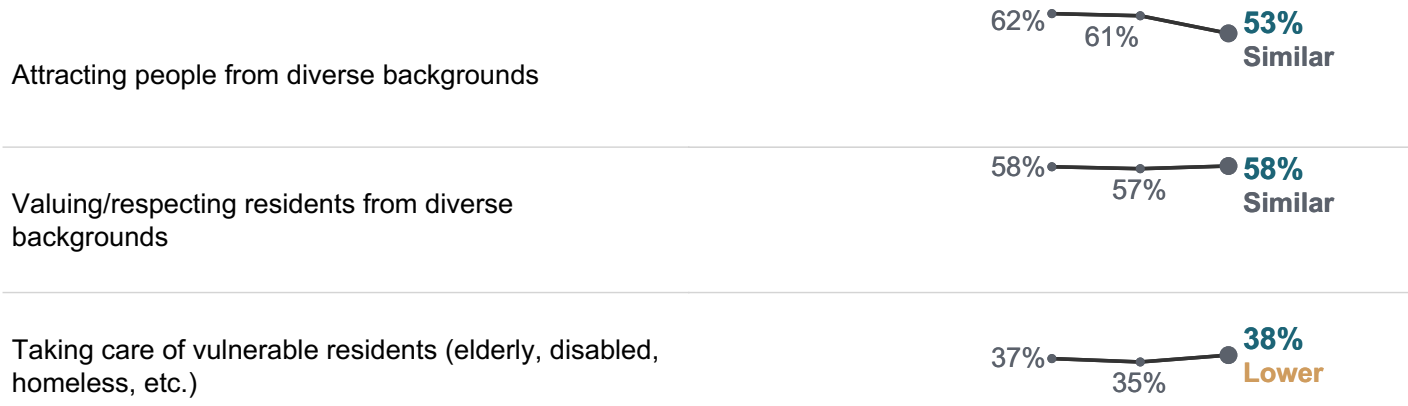


Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)

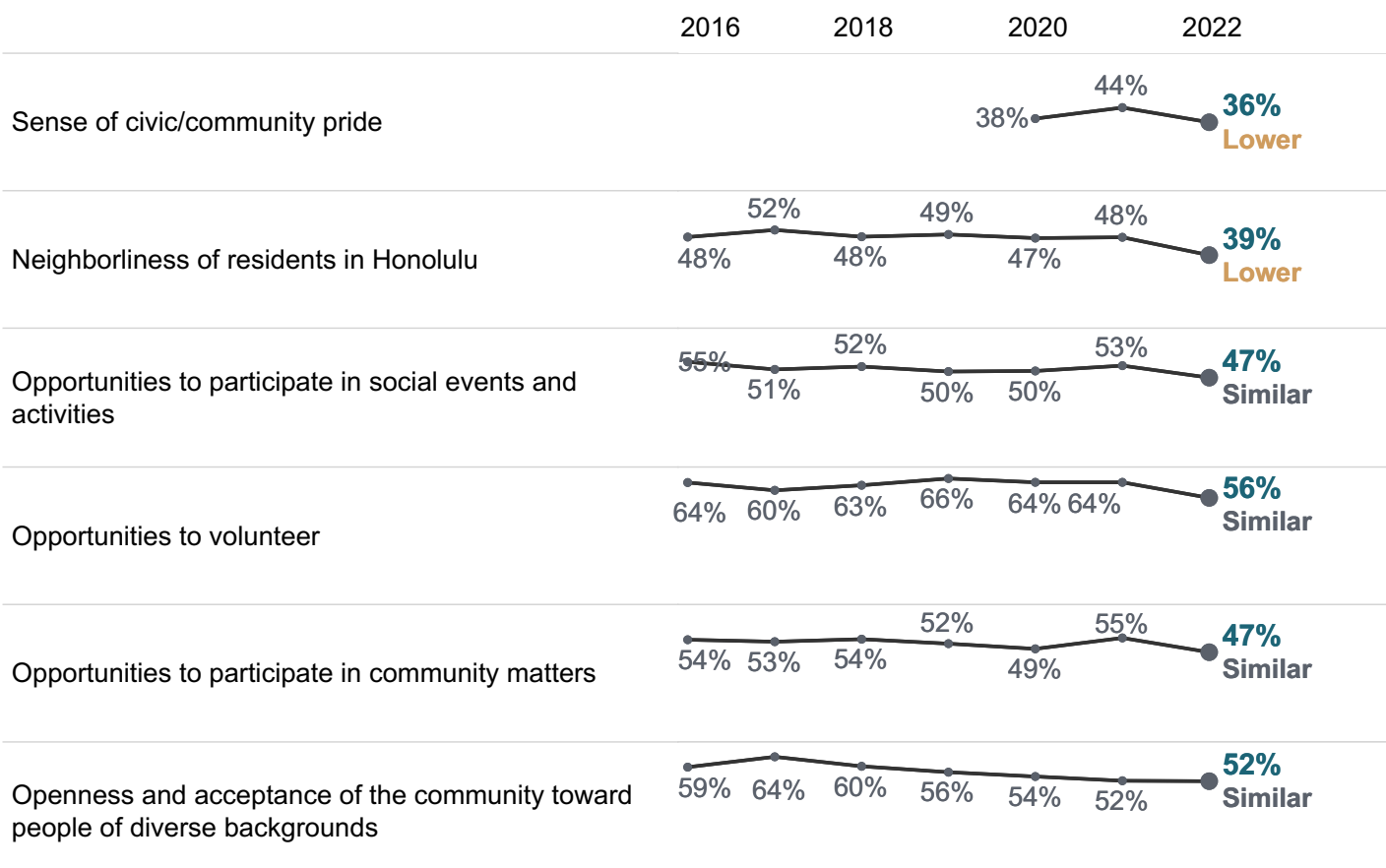


Please rate the job you feel the Honolulu community does at each of the following. (% excellent or good)





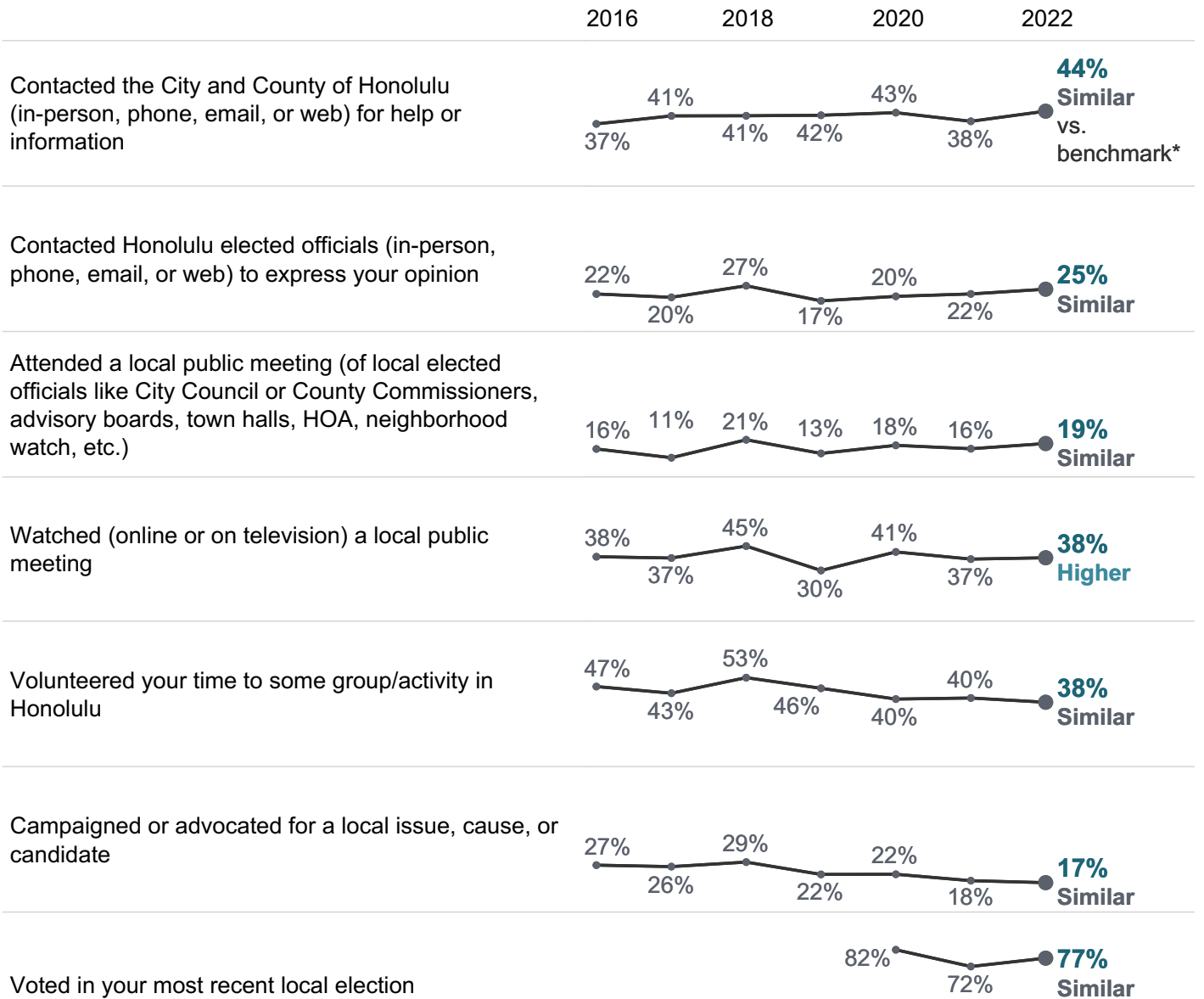
Please also rate each of the following in the Honolulu community. (% excellent or good)



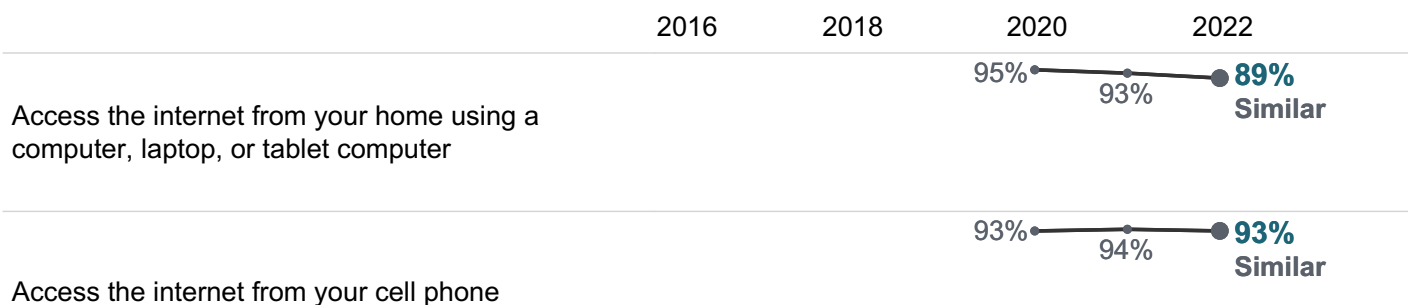
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

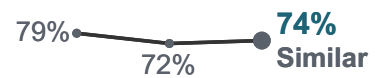
Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



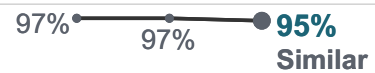
In general, how many times do you: (% a few times a week or more)



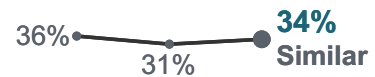
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.



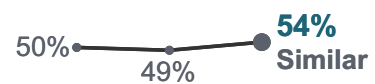
Use or check email



Share your opinions online



Shop online


































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

Custom questions

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

Include "don't know"
No

Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Question	Response	Percentage	
			Bar	Value
Improved walking opportunities (e.g., sidewalks and crosswalks)	Essential		28%	
	Very important		42%	
	Somewhat important		25%	
	Not at all important		4%	
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)	Essential		23%	
	Very important		35%	
	Somewhat important		33%	
	Not at all important		10%	
Safe and sanitary streets and public walkways	Essential		58%	
	Very important		35%	
	Somewhat important		6%	
	Not at all important		0%	
Increased planting and caring for trees in communities across O'ahu	Essential		29%	
	Very important		39%	
	Somewhat important		27%	
	Not at all important		5%	
Increasing O'ahu residents' ability to grow their own food	Essential		27%	
	Very important		36%	
	Somewhat important		31%	
	Not at all important		6%	
Climate adaptation strategy to assess and address climate change impacts	Essential		40%	
	Very important		34%	
	Somewhat important		16%	
	Not at all important		10%	

Improved maintenance and repair of parks and park facilities	Essential		35%
	Very important		43%
	Somewhat important		21%
	Not at all important		2%
Protecting drinking water aquifers from pollution by establishing programs, rules, and directives to regulate contaminating activities	Essential		79%
	Very important		18%
	Somewhat important		3%
	Not at all important		0%
Safe and reliable refuse, recycling, and bulky item collection services and drop-off facilities	Essential		45%
	Very important		46%
	Somewhat important		10%
Safe and effective wastewater collection, treatment, and disposal	Essential		61%
	Very important		35%
	Somewhat important		4%
	Not at all important		0%
Community resilience hubs that provide gathering spaces, tools, resources, and mentorship opportunities for recreation and disaster response	Essential		23%
	Very important		41%
	Somewhat important		32%
	Not at all important		4%
Increased support for small businesses	Essential		41%
	Very important		40%
	Somewhat important		16%
	Not at all important		2%
Increased support for innovation and the technology sector	Essential		31%
	Very important		46%
	Somewhat important		21%
	Not at all important		2%
Training for our workforce to increase earning potential	Essential		36%
	Very important		42%
	Somewhat important		20%
	Not at all important		2%

Developing a new tourism model to promote our art, culture, music, and the environment	Essential		24%
	Very important		30%
	Somewhat important		33%
	Not at all important		12%
Additional public art (e.g., murals, art reflecting the multicultural heritage of our people)	Essential		16%
	Very important		24%
	Somewhat important		42%
	Not at all important		18%
Overall affordable housing or workforce housing	Essential		63%
	Very important		27%
	Somewhat important		8%
	Not at all important		2%
Improved ethics, accountability, and transparency in government	Essential		72%
	Very important		23%
	Somewhat important		5%
	Not at all important		0%

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National benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Lower	65%	345	366	6
	Your neighborhood as a place to live	Lower	74%	280	318	12
	Honolulu as a place to raise children	Lower	56%	331	370	10
	Honolulu as a place to work	Lower	45%	314	361	13
	Honolulu as a place to visit	Similar	75%	95	319	70
	Honolulu as a place to retire	Lower	40%	341	366	7
	The overall quality of life in Honolulu	Lower	58%	369	391	5
	Sense of community	Similar	55%	258	318	19
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health of Honolulu	Much lower	27%	300	306	2
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Lower	33%	163	203	20
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Lower	34%	295	299	1
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Much lower	31%	198	198	0
	Overall feeling of safety in Honolulu	Much lower	40%	341	356	4
	Overall quality of natural environment in Honolulu	Lower	58%	272	308	12
	Overall quality of parks and recreation opportunities	Lower	54%	196	203	3

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall health and wellness opportunities in Honolulu	Similar	60%	227	301	24
	Overall opportunities for education, culture, and the arts	Lower	47%	264	303	13
	Residents' connection and engagement with their community	Lower	38%	178	200	11
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Much lower	58%	303	310	2
	Remain in Honolulu for the next five years	Similar	74%	279	307	9
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Lower	77%	325	337	3
	In Honolulu's downtown/commercial area during the day	Much lower	46%	321	321	0
	From property crime	Much lower	40%	200	208	4
	From violent crime	Much lower	46%	201	208	2
	From fire, flood, or other natural disaster	Lower	70%	178	198	10
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Lower	50%	188	206	9
	Attracting people from diverse backgrounds	Similar	53%	125	203	38
	Valuing/respecting residents from diverse backgrounds	Similar	58%	152	204	25
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Lower	38%	173	200	14
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	Lower	51%	269	308	12
	Variety of business and service establishments in Honolulu	Similar	44%	141	201	30
	Vibrancy of downtown/commercial area	Lower	35%	227	287	21
	Employment opportunities	Similar	29%	247	322	23
	Shopping opportunities	Similar	66%	85	313	73
	Cost of living in Honolulu	Much lower	4%	298	300	1
	Overall image or reputation of Honolulu	Lower	41%	318	361	12

Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Much lower	11%	331	333	0
	Ease of public parking	Much lower	11%	281	282	0
	Ease of travel by car in Honolulu	Much lower	20%	320	321	0
	Ease of travel by public transportation in Honolulu	Similar	39%	117	282	58
	Ease of travel by bicycle in Honolulu	Much lower	21%	306	323	5
	Ease of walking in Honolulu	Lower	45%	273	324	16
	Well-planned residential growth	Much lower	16%	202	202	0
	Well-planned commercial growth	Lower	15%	196	202	3
	Well-designed neighborhoods	Much lower	22%	199	199	0
	Preservation of the historical or cultural character of the community	Similar	48%	170	198	14
	Public places where people want to spend time	Lower	40%	246	294	16
	Variety of housing options	Much lower	13%	293	306	4
	Availability of affordable quality housing	Much lower	6%	322	328	2
	Overall quality of new development in Honolulu	Much lower	20%	313	318	1
	Overall appearance of Honolulu	Much lower	35%	326	340	4
	Cleanliness of Honolulu	Much lower	23%	326	329	1
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	121	182	34
	Air quality	Similar	76%	153	294	48
	Availability of paths and walking trails	Lower	52%	270	324	16
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	60%	215	294	27
Recreational opportunities	Similar	62%	189	315	40	

Please also rate each of the following in the Honolulu community.	Availability of affordable quality food	Much lower	28%	288	289	0	
	Availability of affordable quality health care	Lower	40%	263	299	12	
	Availability of preventive health services	Lower	39%	247	285	13	
	Availability of affordable quality mental health care	Lower	22%	251	286	12	
	Opportunities to attend cultural/arts/music activities	Similar	52%	179	311	42	
	Community support for the arts	Similar	45%	133	199	33	
	Availability of affordable quality childcare/preschool	Lower	22%	281	296	5	
	K-12 education	Much lower	28%	290	299	3	
	Adult educational opportunities	Lower	27%	261	291	10	
	Sense of civic/community pride	Lower	36%	182	199	9	
	Neighborliness of residents in Honolulu	Lower	39%	290	296	2	
	Opportunities to participate in social events and activities	Similar	47%	241	303	20	
	Opportunities to attend special events and festivals	Similar	51%	254	300	15	
	Opportunities to volunteer	Similar	56%	246	299	18	
	Opportunities to participate in community matters	Similar	47%	268	301	11	
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	52%	236	318	26	
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	Similar	44%	191	336	43
		Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	Similar	25%	29	294	90
		Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	Similar	19%	146	297	51
Watched (online or on television) a local public meeting		Higher	38%	26	278	91	
Volunteered your time to some group/activity in Honolulu		Similar	38%	101	300	66	

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	Similar	17%	178	289	38
	Voted in your most recent local election	Similar	77%	104	201	48
	Used bus, rail, subway, or other public transportation instead of driving	Similar	28%	57	268	79
	Carpooled with other adults or children instead of driving alone	Similar	52%	40	291	86
	Walked or biked instead of driving	Similar	60%	129	295	56
Please rate the quality of each of the following services in Honolulu.	Public information services	Lower	35%	311	313	0
	Economic development	Much lower	23%	300	307	2
	Traffic enforcement	Much lower	26%	353	355	0
	Traffic signal timing	Lower	30%	297	299	1
	Street repair	Much lower	8%	347	349	0
	Street cleaning	Much lower	23%	310	313	1
	Street lighting	Lower	36%	325	342	4
	Snow removal	Higher	78%	5	260	98
	Sidewalk maintenance	Much lower	21%	307	310	1
	Bus or transit services	Similar	55%	101	279	64
	Land use, planning, and zoning	Much lower	12%	315	315	0
	Code enforcement (weeds, abandoned buildings, etc.)	Much lower	12%	348	348	0
	Affordable high-speed internet access	Lower	31%	181	197	8
	Garbage collection	Lower	63%	302	332	9
	Drinking water	Similar	61%	235	311	24
Sewer services	Lower	54%	306	314	2	

Please rate the quality of each of the following services in Honolulu.	Storm water management (storm drainage, dams, levees, etc.)	Lower	44%	313	326	4
	Power (electric and/or gas) utility	Much lower	48%	254	255	0
	Utility billing	Much lower	33%	280	280	0
	Police/Sheriff services	Much lower	43%	380	382	0
	Crime prevention	Much lower	28%	344	354	3
	Animal control	Much lower	32%	324	325	0
	Ambulance or emergency medical services	Lower	60%	316	320	1
	Fire services	Lower	69%	342	345	1
	Fire prevention and education	Lower	62%	290	310	6
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	56%	259	309	16
	Preservation of natural areas (open space, farmlands, and greenbelts)	Lower	42%	286	292	2
	Honolulu open space	Much lower	31%	283	284	0
	Recycling	Much lower	34%	320	334	4
	Yard waste pick-up	Lower	51%	258	291	11
	City and County parks	Much lower	44%	323	327	1
	Recreation programs or classes	Lower	37%	310	321	3
	Recreation centers or facilities	Lower	38%	291	303	4
	Health services	Lower	41%	250	279	10
	Public library services	Lower	58%	318	324	1
	Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	Much lower	36%	369	370	0
Please rate the following categories	The value of services for the taxes paid to Honolulu	Much lower	24%	370	374	1

Please rate the following categories of Honolulu government performance.	The overall direction that Honolulu is taking	Much lower	25%	338	339	0
	The job the Honolulu government does at welcoming resident involvement	Lower	27%	324	337	3
	Overall confidence in Honolulu government	Much lower	24%	301	304	1
	Generally acting in the best interest of the community	Lower	29%	303	308	1
	Being honest	Much lower	24%	297	299	1
	Being open and transparent to the public	Much lower	19%	204	205	0
	Informing residents about issues facing the community	Lower	22%	208	210	1
	Treating all residents fairly	Much lower	25%	301	305	1
	Treating residents with respect	Lower	32%	200	202	1
	Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Much lower	32%	364	366
The Federal Government		Similar	33%	224	288	22
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health of Honolulu	Similar	93%	61	282	78
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Similar	81%	43	198	78
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	85%	33	282	88
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Similar	90%	31	197	84
	Overall feeling of safety in Honolulu	Similar	94%	69	282	75
	Overall quality of natural environment in Honolulu	Similar	88%	40	282	86
	Overall quality of parks and recreation opportunities	Similar	78%	109	198	45
	Overall health and wellness opportunities in Honolulu	Similar	79%	59	282	79
	Overall opportunities for education, culture, and the arts	Similar	77%	73	282	74
	Residents' connection and engagement with their community	Similar	70%	189	282	33

In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Similar	89%	174	198	12
	Access the internet from your cell phone	Similar	93%	112	198	43
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	74%	167	197	15
	Use or check email	Similar	95%	148	198	25
	Share your opinions online	Similar	34%	39	198	80
	Shop online	Similar	54%	108	197	45
	Please rate your overall health.	Similar	66%	149	290	48
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	21%	190	292	35	

Custom benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Lower	65%	25	26	7
	Your neighborhood as a place to live	Similar	74%	13	17	29
	Honolulu as a place to raise children	Similar	56%	20	25	24
	Honolulu as a place to work	Lower	45%	25	27	11
	Honolulu as a place to visit	Higher	75%	5	17	76
	Honolulu as a place to retire	Lower	40%	20	25	24
	The overall quality of life in Honolulu	Similar	58%	23	25	12
	Sense of community	Similar	55%	8	17	58
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health of Honolulu	Much lower	27%	15	15	6

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Similar	33%	5	10	60
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Lower	34%	15	15	6
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Much lower	31%	10	10	10
	Overall feeling of safety in Honolulu	Lower	40%	17	21	23
	Overall quality of natural environment in Honolulu	Similar	58%	8	14	50
	Overall quality of parks and recreation opportunities	Lower	54%	10	11	18
	Overall health and wellness opportunities in Honolulu	Similar	60%	9	15	46
	Overall opportunities for education, culture, and the arts	Similar	47%	13	14	14
	Residents' connection and engagement with their community	Similar	38%	7	10	40
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Lower	58%	17	18
Remain in Honolulu for the next five years		Similar	74%	16	17	11
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	77%	17	19	15
	In Honolulu's downtown/commercial area during the day	Lower	46%	17	17	5

Please rate how safe or unsafe you feel:	From property crime	Lower	40%	10	13	30
	From violent crime	Lower	46%	11	13	23
	From fire, flood, or other natural disaster	Similar	70%	7	10	40
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Similar	50%	8	10	30
	Attracting people from diverse backgrounds	Similar	53%	7	10	40
	Valuing/respecting residents from diverse backgrounds	Similar	58%	6	10	50
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	38%	6	10	50
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	Similar	51%	16	16	6
	Variety of business and service establishments in Honolulu	Lower	44%	10	10	10
	Vibrancy of downtown/commercial area	Similar	35%	11	13	23
	Employment opportunities	Lower	29%	15	17	17
	Shopping opportunities	Similar	66%	10	16	43
	Cost of living in Honolulu	Much lower	4%	15	15	6

Please rate each of the following in the Honolulu community.	Overall image or reputation of Honolulu	Similar	41%	19	24	25
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Lower	11%	16	16	6
	Ease of public parking	Much lower	11%	12	12	8
	Ease of travel by car in Honolulu	Much lower	20%	18	18	5
	Ease of travel by public transportation in Honolulu	Similar	39%	6	16	68
	Ease of travel by bicycle in Honolulu	Lower	21%	17	20	20
	Ease of walking in Honolulu	Similar	45%	10	19	52
	Well-planned residential growth	Lower	16%	10	10	10
	Well-planned commercial growth	Lower	15%	10	10	10
	Well-designed neighborhoods	Lower	22%	10	10	10
	Preservation of the historical or cultural character of the community	Similar	48%	7	10	40
	Public places where people want to spend time	Similar	40%	11	14	28
	Variety of housing options	Much lower	13%	17	17	5

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

Availability of affordable quality housing	Much lower	6%	21	21	4
Overall quality of new development in Honolulu	Lower	20%	17	17	5
Overall appearance of Honolulu	Lower	35%	17	18	11
Cleanliness of Honolulu	Lower	23%	17	18	11
Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	5	10	60
Air quality	Higher	76%	2	15	93
Availability of paths and walking trails	Similar	52%	15	20	30
Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	60%	6	13	61
Recreational opportunities	Similar	62%	6	16	68
Availability of affordable quality food	Much lower	28%	16	16	6
Availability of affordable quality health care	Similar	40%	17	18	11
Availability of preventive health services	Similar	39%	14	14	7
Availability of affordable quality mental health care	Similar	22%	14	15	13

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

Opportunities to attend cultural/arts/music activities	Similar	52%	8	17	58
Community support for the arts	Similar	45%	6	10	50
Availability of affordable quality childcare/preschool	Lower	22%	15	15	6
K-12 education	Lower	28%	13	14	14
Adult educational opportunities	Lower	27%	13	13	7
Sense of civic/community pride	Similar	36%	8	10	30
Neighborliness of residents in Honolulu	Similar	39%	13	14	14
Opportunities to participate in social events and activities	Similar	47%	9	14	42
Opportunities to attend special events and festivals	Similar	51%	10	14	35
Opportunities to volunteer	Similar	56%	12	14	21
Opportunities to participate in community matters	Similar	47%	14	15	13
Openness and acceptance of the community toward people of diverse backgrounds	Similar	52%	15	20	30
Please indicate whether or not you have done each of					
Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	Similar	44%	13	20	40

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

Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	Similar	25%	3	14	85
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	Similar	19%	9	14	42
Watched (online or on television) a local public meeting	Similar	38%	4	14	78
Volunteered your time to some group/activity in Honolulu	Similar	38%	6	15	66
Campaigned or advocated for a local issue, cause, or candidate	Similar	17%	12	14	21
Voted in your most recent local election	Similar	77%	7	10	40
Used bus, rail, subway, or other public transportation instead of driving	Similar	28%	8	14	50
Carpooled with other adults or children instead of driving alone	Similar	52%	5	15	73
Walked or biked instead of driving	Similar	60%	5	16	75

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

Public information services	Lower	35%	16	16	6
Economic development	Much lower	23%	19	19	5
Traffic enforcement	Lower	26%	18	19	10
Traffic signal timing	Lower	30%	16	16	6

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

Street repair	Much lower	8%	20	20	5
Street cleaning	Lower	23%	16	17	11
Street lighting	Similar	36%	14	17	23
Sidewalk maintenance	Lower	21%	16	16	6
Bus or transit services	Higher	55%	4	15	80
Land use, planning, and zoning	Lower	12%	17	17	5
Code enforcement (weeds, abandoned buildings, etc.)	Much lower	12%	20	20	5
Affordable high-speed internet access	Lower	31%	10	10	10
Garbage collection	Similar	63%	15	21	33
Drinking water	Similar	61%	10	17	47
Sewer services	Similar	54%	16	17	11
Storm water management (storm drainage, dams, levees, etc.)	Lower	44%	16	18	16
Power (electric and/or gas) utility	Lower	48%	10	10	10

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

Utility billing	Lower	33%	13	13	7
Police/Sheriff services	Lower	43%	22	24	12
Crime prevention	Lower	28%	15	19	26
Animal control	Lower	32%	17	17	5
Ambulance or emergency medical services	Lower	60%	19	20	10
Fire services	Lower	69%	21	21	4
Fire prevention and education	Similar	62%	10	15	40
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	56%	11	16	37
Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	42%	14	14	7
Honolulu open space	Lower	31%	13	13	7
Recycling	Much lower	34%	22	22	4
Yard waste pick-up	Similar	51%	11	14	28
City and County parks	Lower	44%	20	20	5

























Please rate the quality of each of the following services in Honolulu.	Recreation programs or classes	Lower	37%	15	16	12
	Recreation centers or facilities	Lower	38%	15	16	12
	Health services	Similar	41%	14	15	13
	Public library services	Lower	58%	19	20	10
	Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	Lower	36%	24	25	4
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Lower	24%	23	24	8
	The overall direction that Honolulu is taking	Lower	25%	22	23	8
	The job the Honolulu government does at welcoming resident involvement	Similar	27%	19	21	14
	Overall confidence in Honolulu government	Lower	24%	15	16	12
	Generally acting in the best interest of the community	Lower	29%	17	18	11
	Being honest	Lower	24%	16	17	11
	Being open and transparent to the public	Lower	19%	10	11	18
	Informing residents about issues facing the community	Similar	22%	10	11	18



























Please rate the following categories of Honolulu government performance.	Treating all residents fairly	Lower	25%	16	17	11
	Treating residents with respect	Similar	32%	10	11	18
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Lower	32%	26	27	7
	The Federal Government	Similar	33%	9	14	42
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health of Honolulu	Similar	93%	5	13	69
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Similar	81%	6	10	50
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	85%	2	13	92
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Similar	90%	2	10	90
	Overall feeling of safety in Honolulu	Similar	94%	5	13	69
	Overall quality of natural environment in Honolulu	Similar	88%	3	13	84
	Overall quality of parks and recreation opportunities	Similar	78%	2	10	90
	Overall health and wellness opportunities in Honolulu	Similar	79%	5	13	69
	Overall opportunities for education, culture, and the arts	Similar	77%	7	13	53
	Residents' connection and engagement with their community	Similar	70%	9	13	38



























In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Similar	89%	8	10	30
	Access the internet from your cell phone	Similar	93%	6	10	50
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	74%	9	10	20
	Use or check email	Similar	95%	7	10	40
	Share your opinions online	Similar	34%	3	10	80
	Shop online	Similar	54%	5	10	60
	Please rate your overall health.	Similar	66%	5	13	69
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	21%	8	14	50

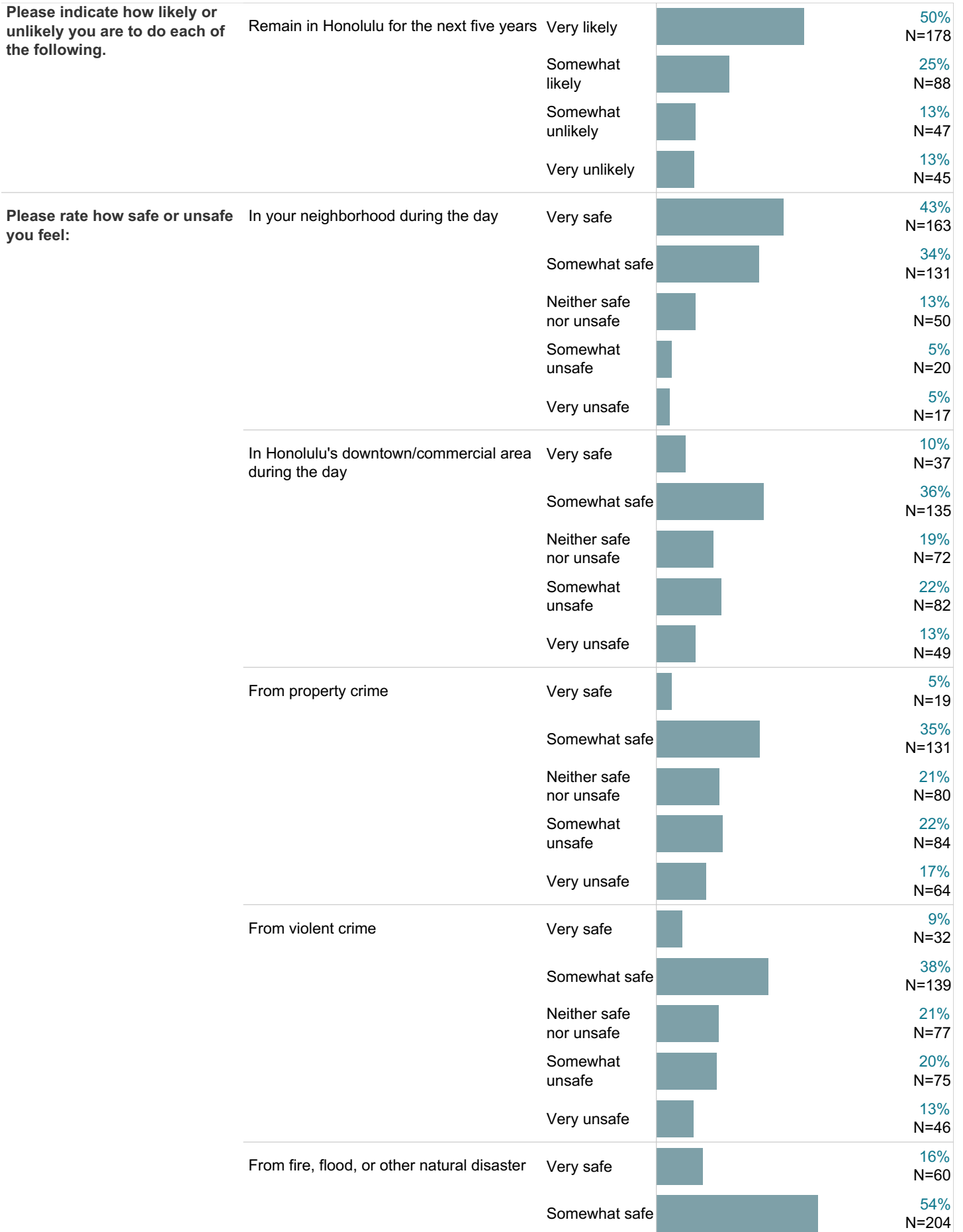
Complete set of frequencies



























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
























Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Excellent		19% N=72
		Good		46% N=174
		Fair		22% N=84
		Poor		13% N=49
	Your neighborhood as a place to live	Excellent		20% N=78
		Good		54% N=205
		Fair		21% N=82
		Poor		4% N=17
	Honolulu as a place to raise children	Excellent		14% N=50
		Good		42% N=146
		Fair		31% N=109
		Poor		13% N=45
	Honolulu as a place to work	Excellent		9% N=33
		Good		37% N=136
		Fair		36% N=135
		Poor		18% N=68
	Honolulu as a place to visit	Excellent		33% N=125
		Good		41% N=155
		Fair		17% N=65
		Poor		8% N=30
	Honolulu as a place to retire	Excellent		13% N=46
		Good		27% N=100
		Fair		34% N=127
		Poor		26% N=95

Please rate each of the following aspects of quality of life in Honolulu.	The overall quality of life in Honolulu	Excellent		9% N=34
		Good		49% N=184
		Fair		31% N=117
		Poor		11% N=41
	Sense of community	Excellent		13% N=49
		Good		42% N=156
		Fair		28% N=106
		Poor		17% N=62
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health of Honolulu	Excellent		2% N=9
		Good		24% N=91
		Fair		38% N=145
		Poor		35% N=132
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Excellent		9% N=32
		Good		24% N=89
		Fair		41% N=152
		Poor		26% N=94
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		4% N=15
		Good		29% N=110
		Fair		41% N=151
		Poor		26% N=96
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Excellent		4% N=16
		Good		26% N=99
		Fair		35% N=130
		Poor		35% N=131
Overall feeling of safety in Honolulu	Excellent		6% N=21	
	Good		34% N=131	









Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall feeling of safety in Honolulu	Fair		35% N=134
		Poor		25% N=94
Overall quality of natural environment in Honolulu	Excellent		20% N=75	
	Good		38% N=143	
	Fair		33% N=126	
	Poor		9% N=33	
Overall quality of parks and recreation opportunities	Excellent		11% N=43	
	Good		43% N=162	
	Fair		30% N=113	
	Poor		16% N=62	
Overall health and wellness opportunities in Honolulu	Excellent		18% N=67	
	Good		41% N=150	
	Fair		29% N=107	
	Poor		11% N=41	
Overall opportunities for education, culture, and the arts	Excellent		7% N=27	
	Good		40% N=151	
	Fair		34% N=127	
	Poor		20% N=74	
Residents' connection and engagement with their community	Excellent		3% N=9	
	Good		36% N=130	
	Fair		43% N=155	
	Poor		19% N=70	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Very likely		14% N=53
		Somewhat likely		44% N=166
		Somewhat unlikely		18% N=67
		Very unlikely		24% N=90


























Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Neither safe nor unsafe		20% N=77
		Somewhat unsafe		7% N=26
		Very unsafe		3% N=10
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Excellent		13% N=49
		Good		36% N=132
		Fair		36% N=131
		Poor		15% N=54
	Attracting people from diverse backgrounds	Excellent		16% N=59
		Good		36% N=131
		Fair		33% N=120
		Poor		14% N=52
	Valuing/respecting residents from diverse backgrounds	Excellent		15% N=56
		Good		43% N=158
		Fair		25% N=93
		Poor		16% N=60
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		11% N=40	
	Good		28% N=102	
	Fair		30% N=111	
	Poor		32% N=117	
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	Excellent		8% N=31
		Good		42% N=156
		Fair		40% N=150
		Poor		9% N=34
	Variety of business and service establishments in Honolulu	Excellent		10% N=37
		Good		34% N=126
Fair			46% N=171	

Please rate each of the following in the Honolulu community.	Variety of business and service establishments in Honolulu	Poor		9% N=35
	Vibrancy of downtown/commercial area	Excellent		4% N=15
		Good		31% N=108
		Fair		43% N=150
Poor			23% N=80	
Employment opportunities	Excellent		6% N=22	
	Good		23% N=81	
	Fair		47% N=169	
	Poor		24% N=85	
Shopping opportunities	Excellent		20% N=74	
	Good		46% N=176	
	Fair		29% N=108	
	Poor		5% N=20	
Cost of living in Honolulu	Excellent		1% N=2	
	Good		3% N=12	
	Fair		17% N=63	
	Poor		80% N=301	
Overall image or reputation of Honolulu	Excellent		8% N=32	
	Good		33% N=123	
	Fair		45% N=170	
	Poor		14% N=52	
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Excellent		1% N=3
	Good		10% N=40	
	Fair		34% N=131	
	Poor		54% N=206	
Ease of public parking	Excellent		1% N=2	

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

Ease of public parking	Good		10% N=39
	Fair		34% N=125
	Poor		55% N=205
Ease of travel by car in Honolulu	Excellent		2% N=7
	Good		17% N=65
	Fair		53% N=197
	Poor		28% N=103
Ease of travel by public transportation in Honolulu	Excellent		8% N=23
	Good		31% N=93
	Fair		35% N=104
	Poor		26% N=77
Ease of travel by bicycle in Honolulu	Excellent		4% N=9
	Good		18% N=48
	Fair		41% N=107
	Poor		38% N=99
Ease of walking in Honolulu	Excellent		8% N=30
	Good		37% N=133
	Fair		40% N=144
	Poor		15% N=56
Well-planned residential growth	Excellent		1% N=3
	Good		15% N=52
	Fair		32% N=109
	Poor		53% N=182
Well-planned commercial growth	Excellent		2% N=7
	Good		12% N=40
	Fair		46% N=149



























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

Well-planned commercial growth	Poor		39% N=127
	Excellent		1% N=2
Well-designed neighborhoods	Good		22% N=79
	Fair		43% N=157
	Poor		34% N=123
	Excellent		10% N=34
Preservation of the historical or cultural character of the community	Good		38% N=136
	Fair		36% N=128
	Poor		16% N=55
	Excellent		10% N=36
Public places where people want to spend time	Good		31% N=113
	Fair		43% N=158
	Poor		17% N=61
	Excellent		10% N=36
Variety of housing options	Good		11% N=41
	Fair		35% N=130
	Poor		51% N=189
	Excellent		2% N=7
Availability of affordable quality housing	Good		5% N=19
	Fair		15% N=56
	Poor		78% N=288
	Excellent		1% N=3
Overall quality of new development in Honolulu	Good		19% N=65
	Fair		42% N=146
	Poor		38% N=132
	Excellent		2% N=6
Overall appearance of Honolulu	Excellent		7% N=26

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



























Overall appearance of Honolulu	Good		28% N=105
	Fair		49% N=182
	Poor		16% N=61
Cleanliness of Honolulu	Excellent		3% N=12
	Good		20% N=76
	Fair		41% N=156
	Poor		35% N=134
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		13% N=48
	Good		42% N=159
	Fair		31% N=118
	Poor		14% N=51
Air quality	Excellent		37% N=139
	Good		39% N=147
	Fair		19% N=70
	Poor		5% N=20
Availability of paths and walking trails	Excellent		11% N=39
	Good		41% N=148
	Fair		34% N=123
	Poor		14% N=50
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		17% N=63
	Good		43% N=157
	Fair		32% N=118
	Poor		7% N=26
Recreational opportunities	Excellent		20% N=73
	Good		42% N=154
	Fair		33% N=120



























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

Recreational opportunities	Poor		5% N=20
Availability of affordable quality food	Excellent		5% N=18
	Good		23% N=88
	Fair		37% N=140
	Poor		36% N=136
Availability of affordable quality health care	Excellent		8% N=28
	Good		32% N=120
	Fair		36% N=133
	Poor		24% N=89
Availability of preventive health services	Excellent		8% N=29
	Good		30% N=106
	Fair		42% N=147
	Poor		20% N=69
Availability of affordable quality mental health care	Excellent		8% N=24
	Good		14% N=44
	Fair		37% N=114
	Poor		41% N=128
Opportunities to attend cultural/arts/music activities	Excellent		12% N=43
	Good		40% N=140
	Fair		37% N=130
	Poor		11% N=40
Community support for the arts	Excellent		12% N=40
	Good		33% N=108
	Fair		42% N=138
	Poor		13% N=41
Availability of affordable quality childcare/preschool	Excellent		6% N=15



























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

Availability of affordable quality childcare/preschool	Good		16% N=38
	Fair		31% N=73
	Poor		47% N=114
K-12 education	Excellent		6% N=18
	Good		22% N=63
	Fair		39% N=112
	Poor		33% N=94
Adult educational opportunities	Excellent		5% N=14
	Good		23% N=65
	Fair		49% N=141
	Poor		23% N=65
Sense of civic/community pride	Excellent		3% N=11
	Good		33% N=116
	Fair		46% N=159
	Poor		18% N=63
Neighborliness of residents in Honolulu	Excellent		4% N=14
	Good		35% N=122
	Fair		43% N=151
	Poor		19% N=65
Opportunities to participate in social events and activities	Excellent		9% N=31
	Good		38% N=132
	Fair		43% N=149
	Poor		10% N=36
Opportunities to attend special events and festivals	Excellent		12% N=43
	Good		39% N=141
	Fair		36% N=130



























Please also rate each of the following in the Honolulu community.	Opportunities to attend special events and festivals	Poor		12% N=43
	Opportunities to volunteer	Excellent		12% N=38
		Good		44% N=144
		Fair		38% N=123
		Poor		6% N=18
Opportunities to participate in community matters	Excellent		6% N=20	
	Good		41% N=137	
	Fair		43% N=141	
	Poor		10% N=32	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		13% N=45	
	Good		39% N=135	
	Fair		33% N=114	
	Poor		15% N=53	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	No		56% N=213
		Yes		44% N=169
	Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	No		76% N=287
		Yes		24% N=93
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	No		81% N=309
		Yes		19% N=74
	Watched (online or on television) a local public meeting	No		62% N=236
		Yes		38% N=144
	Volunteered your time to some group/activity in Honolulu	No		62% N=234
		Yes		38% N=143
	Campaigned or advocated for a local issue, cause, or candidate	No		83% N=316
		Yes		17% N=63
	Voted in your most recent local election	No		23% N=89

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		77% N=294
	Used bus, rail, subway, or other public transportation instead of driving	No		72% N=273
		Yes		28% N=105
	Carpooled with other adults or children instead of driving alone	No		48% N=184
		Yes		52% N=198
Walked or biked instead of driving	No		40% N=153	
	Yes		60% N=229	
Please rate the quality of each of the following services in Honolulu.	Public information services	Excellent		4% N=12
		Good		31% N=106
		Fair		48% N=164
		Poor		17% N=59
	Economic development	Excellent		1% N=4
		Good		21% N=70
		Fair		42% N=139
		Poor		35% N=116
	Traffic enforcement	Excellent		2% N=7
		Good		24% N=86
		Fair		37% N=130
		Poor		37% N=129
	Traffic signal timing	Excellent		1% N=5
		Good		28% N=105
		Fair		39% N=144
		Poor		32% N=118
Street repair	Excellent		1% N=3	
	Good		7% N=25	
	Fair		27% N=101	




























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

Street repair	Poor		65% N=241
	Excellent		3% N=12
Street cleaning	Good		20% N=69
	Fair		39% N=139
	Poor		38% N=134
	Excellent		4% N=16
Street lighting	Good		32% N=119
	Fair		44% N=163
	Poor		20% N=75
	Excellent		1% N=5
Sidewalk maintenance	Good		20% N=73
	Fair		40% N=148
	Poor		38% N=141
	Excellent		1% N=5
Bus or transit services	Good		44% N=131
	Fair		31% N=94
	Poor		14% N=41
	Excellent		11% N=34
Land use, planning, and zoning	Good		11% N=32
	Fair		40% N=115
	Poor		48% N=140
	Excellent		1% N=3
Code enforcement (weeds, abandoned buildings, etc.)	Good		9% N=27
	Fair		26% N=82
	Poor		62% N=193
	Excellent		3% N=10
Affordable high-speed internet access	Excellent		6% N=22



























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

Affordable high-speed internet access	Good		25% N=87
	Fair		38% N=134
	Poor		31% N=108
Garbage collection	Excellent		19% N=71
	Good		44% N=165
	Fair		31% N=115
	Poor		6% N=24
Drinking water	Excellent		19% N=69
	Good		43% N=160
	Fair		26% N=95
	Poor		13% N=50
Sewer services	Excellent		12% N=43
	Good		42% N=148
	Fair		36% N=126
	Poor		10% N=36
Storm water management (storm drainage, dams, levees, etc.)	Excellent		4% N=13
	Good		40% N=137
	Fair		37% N=127
	Poor		20% N=68
Power (electric and/or gas) utility	Excellent		7% N=24
	Good		42% N=153
	Fair		30% N=109
	Poor		22% N=82
Utility billing	Excellent		4% N=14
	Good		29% N=101
	Fair		38% N=132



























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

























Utility billing	Poor		29% N=103
	Excellent		6% N=19
Police/Sheriff services	Good		37% N=130
	Fair		36% N=123
	Poor		21% N=74
	Excellent		4% N=15
Crime prevention	Good		24% N=82
	Fair		37% N=124
	Poor		35% N=119
	Excellent		6% N=21
Animal control	Good		25% N=85
	Fair		42% N=139
	Poor		27% N=89
	Excellent		17% N=54
Ambulance or emergency medical services	Good		44% N=142
	Fair		33% N=107
	Poor		7% N=21
	Excellent		18% N=57
Fire services	Good		52% N=165
	Fair		27% N=85
	Poor		4% N=12
	Excellent		12% N=32
Fire prevention and education	Good		50% N=137
	Fair		31% N=85
	Poor		7% N=20
	Excellent		10% N=31
Emergency preparedness (services that prepare the community for natural	Excellent		10% N=31























Please rate the quality of each of the following services in Honolulu.	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Good		47% N=152
		Fair		28% N=92
		Poor		16% N=51
	Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		6% N=21
		Good		36% N=117
		Fair		30% N=98
		Poor		27% N=89
	Honolulu open space	Excellent		4% N=13
		Good		27% N=92
		Fair		37% N=125
		Poor		31% N=106
	Recycling	Excellent		5% N=18
		Good		30% N=109
		Fair		33% N=122
		Poor		33% N=121
	Yard waste pick-up	Excellent		8% N=26
		Good		43% N=145
		Fair		31% N=104
		Poor		18% N=60
	City and County parks	Excellent		5% N=20
		Good		39% N=141
		Fair		37% N=136
		Poor		19% N=68
	Recreation programs or classes	Excellent		2% N=7
		Good		35% N=101
		Fair		46% N=133


























Please rate the quality of each of the following services in Honolulu.	Recreation programs or classes	Poor		16% N=47
	Recreation centers or facilities	Excellent		2% N=7
		Good		35% N=106
		Fair		45% N=135
		Poor		18% N=53
Health services	Excellent		8% N=24	
	Good		33% N=106	
	Fair		44% N=141	
	Poor		15% N=48	
Public library services	Excellent		14% N=42	
	Good		44% N=138	
	Fair		34% N=107	
	Poor		7% N=23	
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	Excellent		4% N=13	
	Good		32% N=107	
	Fair		43% N=143	
	Poor		21% N=69	
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Excellent		2% N=5
		Good		22% N=77
		Fair		32% N=111
		Poor		44% N=154
The overall direction that Honolulu is taking	Excellent		1% N=4	
	Good		24% N=87	
	Fair		31% N=113	
	Poor		44% N=157	
The job the Honolulu government does at welcoming resident involvement	Excellent		3% N=10	

























Please rate the following categories of Honolulu government performance.


























The job the Honolulu government does at welcoming resident involvement	Good		24% N=79
	Fair		42% N=135
	Poor		31% N=101
Overall confidence in Honolulu government	Excellent		3% N=12
	Good		21% N=78
	Fair		33% N=123
	Poor		42% N=157
Generally acting in the best interest of the community	Excellent		2% N=7
	Good		27% N=97
	Fair		38% N=137
	Poor		34% N=122
Being honest	Excellent		2% N=8
	Good		21% N=75
	Fair		31% N=110
	Poor		45% N=161
Being open and transparent to the public	Excellent		2% N=8
	Good		17% N=62
	Fair		33% N=117
	Poor		48% N=174
Informing residents about issues facing the community	Excellent		3% N=12
	Good		19% N=67
	Fair		44% N=158
	Poor		35% N=125
Treating all residents fairly	Excellent		3% N=12
	Good		22% N=75
	Fair		39% N=136



























Please rate the following categories of Honolulu government performance.	Treating all residents fairly	Poor		35% N=122
	Treating residents with respect	Excellent		4% N=14
		Good		28% N=96
		Fair		47% N=164
		Poor		21% N=74
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Excellent		3% N=13
		Good		29% N=106
		Fair		41% N=153
		Poor		27% N=99
	The Federal Government	Excellent		4% N=15
		Good		29% N=102
		Fair		40% N=144
		Poor		27% N=97
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health of Honolulu	Essential		50% N=187
		Very important		42% N=158
		Somewhat important		7% N=26
		Not at all important		0% N=2
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Essential		36% N=136
		Very important		45% N=169
		Somewhat important		16% N=61
		Not at all important		3% N=11
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		41% N=152
		Very important		44% N=166
		Somewhat important		15% N=55
		Not at all important		0% N=
Overall quality of the utility infrastructure in Honolulu (water/sewer, storm water, electric/gas, broadband)	Essential		58% N=216	



























Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.			
Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Very important		33% N=124
	Somewhat important		9% N=35
	Not at all important		0% N=
Overall feeling of safety in Honolulu	Essential		60% N=227
	Very important		34% N=127
	Somewhat important		6% N=24
Overall quality of natural environment in Honolulu	Essential		45% N=169
	Very important		43% N=164
	Somewhat important		11% N=43
	Not at all important		0% N=2
Overall quality of parks and recreation opportunities	Essential		31% N=117
	Very important		48% N=180
	Somewhat important		21% N=81
	Not at all important		0% N=1
Overall health and wellness opportunities in Honolulu	Essential		36% N=135
	Very important		44% N=165
	Somewhat important		20% N=76
	Not at all important		0% N=1
Overall opportunities for education, culture, and the arts	Essential		38% N=142
	Very important		39% N=147
	Somewhat important		21% N=80
	Not at all important		2% N=7
Residents' connection and engagement with their community	Essential		22% N=83
	Very important		48% N=182
	Somewhat important		25% N=93
	Not at all important		5% N=18

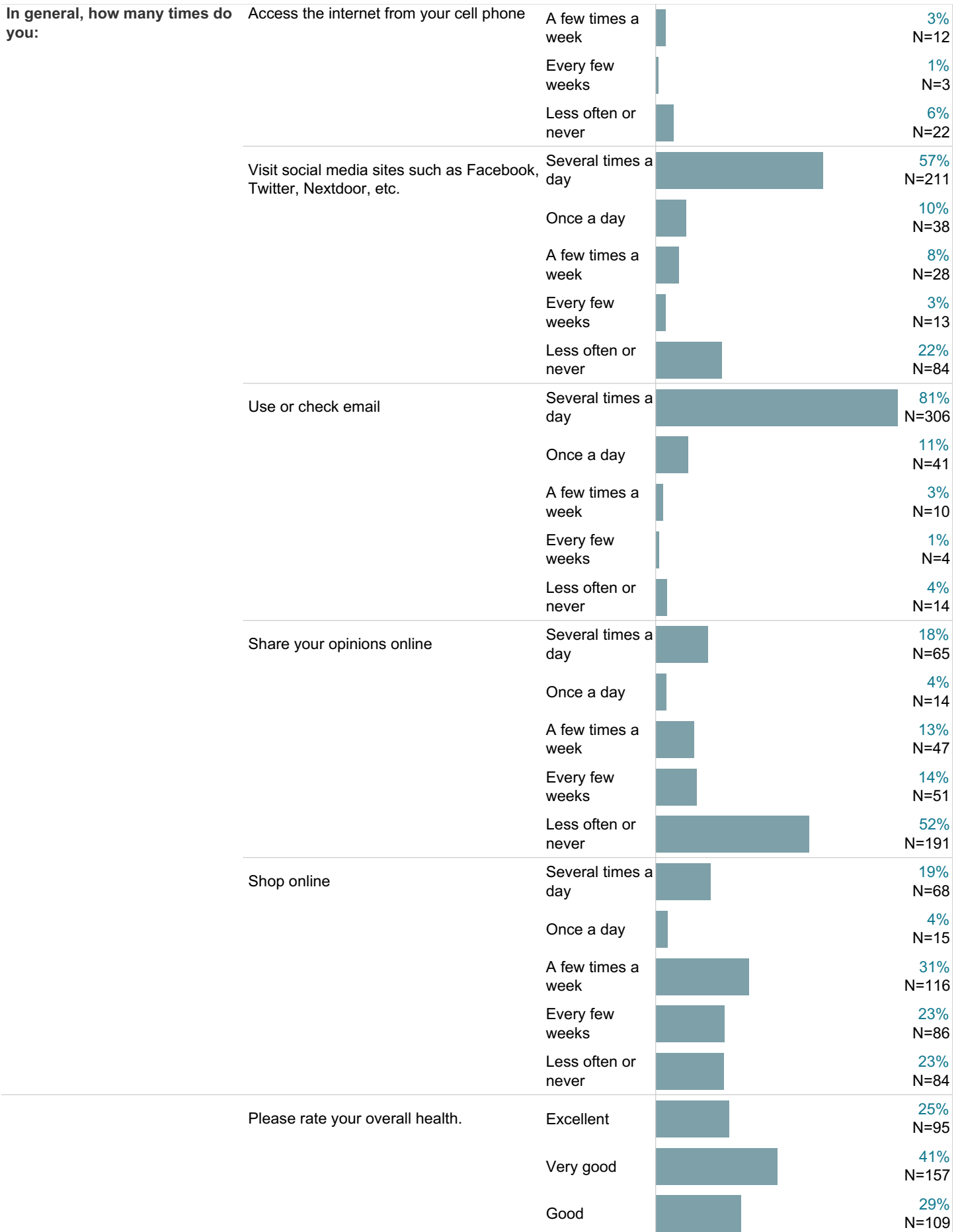
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.				
Improved walking opportunities (e.g., sidewalks and crosswalks)	Essential		28%	N=106
	Very important		42%	N=160
	Somewhat important		25%	N=95
	Not at all important		4%	N=16
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)	Essential		23%	N=86
	Very important		35%	N=131
	Somewhat important		33%	N=124
	Not at all important		10%	N=36
Safe and sanitary streets and public walkways	Essential		58%	N=220
	Very important		35%	N=134
	Somewhat important		6%	N=22
	Not at all important		0%	N=2
Increased planting and caring for trees in communities across O'ahu	Essential		29%	N=110
	Very important		39%	N=148
	Somewhat important		27%	N=101
	Not at all important		5%	N=17
Increasing O'ahu residents' ability to grow their own food	Essential		27%	N=102
	Very important		36%	N=136
	Somewhat important		31%	N=116
	Not at all important		6%	N=21
Climate adaptation strategy to assess and address climate change impacts	Essential		40%	N=151
	Very important		34%	N=127
	Somewhat important		16%	N=61
	Not at all important		10%	N=37
Improved maintenance and repair of parks and park facilities	Essential		35%	N=131
	Very important		43%	N=161



























Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.			
Improved maintenance and repair of parks and park facilities	Somewhat important		21% N=78
	Not at all important		2% N=6
Protecting drinking water aquifers from pollution by establishing programs, rules, and directives to regulate contaminating activities	Essential		79% N=297
	Very important		18% N=70
	Somewhat important		3% N=11
	Not at all important		0% N=
Safe and reliable refuse, recycling, and bulky item collection services and drop-off facilities	Essential		45% N=72
	Very important		46% N=74
	Somewhat important		10% N=15
Safe and effective wastewater collection, treatment, and disposal	Essential		61% N=229
	Very important		35% N=132
	Somewhat important		4% N=16
	Not at all important		0% N=
Community resilience hubs that provide gathering spaces, tools, resources, and mentorship opportunities for recreation and disaster response	Essential		23% N=87
	Very important		41% N=156
	Somewhat important		32% N=119
	Not at all important		4% N=15
Increased support for small businesses	Essential		41% N=154
	Very important		40% N=152
	Somewhat important		16% N=62
	Not at all important		2% N=9
Increased support for innovation and the technology sector	Essential		31% N=116
	Very important		46% N=173
	Somewhat important		21% N=79
	Not at all important		2% N=8
Training for our workforce to increase earning potential	Essential		36% N=135



























Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Training for our workforce to increase earning potential	Very important		42% N=159
		Somewhat important		20% N=74
		Not at all important		2% N=8
Developing a new tourism model to promote our art, culture, music, and the environment	Essential		24% N=92	
	Very important		30% N=114	
	Somewhat important		33% N=125	
	Not at all important		12% N=47	
Additional public art (e.g., murals, art reflecting the multicultural heritage of our people)	Essential		16% N=60	
	Very important		24% N=89	
	Somewhat important		42% N=152	
	Not at all important		18% N=65	
Overall affordable housing or workforce housing	Essential		63% N=235	
	Very important		27% N=102	
	Somewhat important		8% N=31	
	Not at all important		2% N=7	
Improved ethics, accountability, and transparency in government	Essential		72% N=271	
	Very important		23% N=88	
	Somewhat important		5% N=18	
	Not at all important		0% N=	
Please rate how important, if at all, you think it is for the City rail system to do each of the following.	Act as a functional transit system in concert with TheBus and Handivan	Essential		52% N=194
		Very important		28% N=105
		Somewhat important		13% N=47
		Not at all important		8% N=28
Minimize the need for riders on rail to transfer to another transit mode	Essential		39% N=144	
	Very important		35% N=129	
	Somewhat important		16% N=61	

Please rate how important, if at all, you think it is for the City rail system to do each of the following.	Minimize the need for riders on rail to transfer to another transit mode	Not at all important		11% N=39
	Provide for easy transfers between bus and rail for a single fare	Essential		55% N=204
		Very important		28% N=106
		Somewhat important		10% N=38
		Not at all important		7% N=25
Provide an attractive commuting option to current and future residents in growing areas along the rail route.	Essential		46% N=168	
	Very important		34% N=124	
	Somewhat important		12% N=44	
	Not at all important		8% N=28	
Optimize rail ridership and fare revenues	Essential		44% N=163	
	Very important		35% N=132	
	Somewhat important		14% N=51	
	Not at all important		7% N=27	
Support transit-oriented development (TOD), enhance neighborhoods, along the route, and reduce development pressures in other areas	Essential		42% N=158	
	Very important		29% N=107	
	Somewhat important		19% N=71	
	Not at all important		10% N=37	
Please rate how important, if at all, you think it is for the City to focus on the following digital modernization efforts	Offer more online services with credit card payment options	Essential		33% N=126
	Provide alternative means of communication (online chat, email, text) for the public to contact City and County of Honolulu offices	Very important		34% N=126
		Somewhat important		28% N=105
		Not at all important		5% N=18
Increase online promotion of City hosted/co-sponsored events	Essential		33% N=123	
	Very important		37% N=139	
	Somewhat important		28% N=105	
	Not at all important		2% N=7	
		Essential		17% N=64

Please rate how important, if at all, you think it is for the City to focus on the following digital modernization efforts	Increase online promotion of City hosted/co-sponsored events	Very important		29% N=108
		Somewhat important		45% N=168
		Not at all important		9% N=33
	Increase public awareness of City news and alerts	Essential		28% N=105
		Very important		43% N=161
		Somewhat important		27% N=101
		Not at all important		2% N=7
	Increase online promotion of City news and alerts (e.g., blogs, email newsletters, text alerts)	Essential		20% N=76
		Very important		31% N=116
		Somewhat important		39% N=146
		Not at all important		9% N=35
	Improve online scheduling for City services and office appointments	Essential		40% N=148
		Very important		38% N=141
		Somewhat important		21% N=78
		Not at all important		2% N=7
	Improve City apps and websites to function better on mobile platforms	Essential		42% N=158
		Very important		34% N=126
		Somewhat important		22% N=83
		Not at all important		2% N=7
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		73% N=271
		Once a day		8% N=30
		A few times a week		8% N=31
		Every few weeks		2% N=8
		Less often or never		8% N=31
	Access the internet from your cell phone	Several times a day		86% N=320
		Once a day		4% N=15



Please rate your overall health.	Fair		5% N=18
	Poor		1% N=2
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		5% N=21
	Somewhat positive		16% N=60
	Neutral		35% N=134
	Somewhat negative		30% N=115
	Very negative		14% N=52
How many years have you lived in Honolulu?	Less than 2 years		6% N=23
	2-5 years		12% N=45
	6-10 years		8% N=31
	11-20 years		10% N=37
	More than 20 years		64% N=246
Which best describes the building you live in?	One family house detach..		45% N=171
	Building with two or more h..		50% N=192
	Other		5% N=18
Do you rent or own your home?	Rent		42% N=160
	Own		58% N=217
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		3% N=12
	\$500 to \$999		8% N=29
	\$1,000 to \$1,499		16% N=59
	\$1,500 to \$1,999		21% N=76
	\$2,000 to \$2,499		14% N=51
	\$2,500 to \$2,999		12% N=45
	\$3,000 to \$3,499		9% N=32
	\$3,500 or more		18% N=67
Do any children 17 or under live in your household?	No		73% N=275

Do any children 17 or under live in your household?	Yes		27% N=102
Are you or any other members of your household aged 65 or older?	No		58% N=222
	Yes		42% N=160
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		9% N=33
	\$25,000 to \$49,999		19% N=72
	\$50,000 to \$74,999		14% N=51
	\$75,000 to \$99,999		12% N=44
	\$100,000 to \$149,999		29% N=108
	\$150,000 or more		18% N=65
	Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hisp..	
Yes, I consider myself to be S..			8% N=30
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alas..		3% N=13
	Asian or Asian Indian		59% N=222
	Native Hawaiian or ot..		16% N=61
	Black or African American		6% N=24
	White		33% N=123
	Other		5% N=20
In which category is your age?	18-24 years		4% N=15
	25-34 years		23% N=87
	35-44 years		14% N=52
	45-54 years		20% N=75
	55-64 years		10% N=38
	65-74 years		17% N=66
	75 years or older		12% N=47
What is your gender?	Woman		53% N=200
	Man		47% N=178

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Full trends

This table contains the trends over time for the City and County of Honolulu. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2021 and 2022 surveys is greater than seven percentage points, the change is statistically significant.

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

		2016	2017	2018	2019	2020	2021	2022
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	73%	63%	68%	65%	69%	68%	65%
	Your neighborhood as a place to live	75%	72%	71%	73%	75%	81%	74%
	Honolulu as a place to raise children	58%	59%	52%	53%	62%	59%	56%
	Honolulu as a place to work	46%	49%	46%	41%	48%	49%	45%
	Honolulu as a place to visit	85%	80%	75%	78%	87%	83%	75%
	Honolulu as a place to retire	47%	39%	39%	39%	42%	47%	40%
	The overall quality of life in Honolulu	64%	64%	59%	54%	64%	63%	58%
	Sense of community	46%	51%	51%	43%	59%	52%	55%
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health of Honolulu	33%	27%	37%	20%	18%	25%	27%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu					37%	43%	33%
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	32%	29%	31%	27%	30%	44%	34%
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)					33%	40%	31%
	Overall feeling of safety in Honolulu	61%	60%	52%	46%	45%	46%	40%

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of natural environment in Honolulu	62%	64%	62%	54%	65%	64%	58%
	Overall quality of parks and recreation opportunities					57%	56%	54%
	Overall health and wellness opportunities in Honolulu	60%	65%	62%	54%	64%	67%	60%
	Overall opportunities for education, culture, and the arts	45%	41%	45%	36%	48%	51%	47%
	Residents' connection and engagement with their community					45%	41%	38%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	64%	62%	52%	55%	53%	54%	58%
	Remain in Honolulu for the next five years	79%	78%	77%	74%	75%	73%	74%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	93%	89%	87%	83%	88%	83%	77%
	In Honolulu's downtown/commercial area during the day	67%	60%	59%	53%	57%	56%	46%
	From property crime					42%	40%	40%
	From violent crime					55%	50%	46%
	From fire, flood, or other natural disaster					67%	61%	70%
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome					52%	56%	50%
	Attracting people from diverse backgrounds					62%	61%	53%
	Valuing/respecting residents from diverse backgrounds					58%	57%	58%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)					37%	35%	38%

Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	43%	40%	37%	33%	58%	56%	51%
	Variety of business and service establishments in Honolulu					54%	58%	44%
	Vibrancy of downtown/commercial area	39%	26%	31%	29%	35%	48%	35%
	Employment opportunities	32%	34%	33%	23%	22%	36%	29%
	Shopping opportunities	74%	72%	69%	66%	63%	69%	66%
	Cost of living in Honolulu	8%	5%	3%	3%	3%	9%	4%
	Overall image or reputation of Honolulu	58%	53%	49%	44%	45%	53%	41%
	Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	12%	12%	12%	13%	16%	17%
Ease of public parking	12%	9%	8%	11%	7%	13%	11%	
Ease of travel by car in Honolulu	17%	18%	21%	24%	31%	35%	20%	
Ease of travel by public transportation in Honolulu	32%	33%	33%	28%	41%	46%	39%	
Ease of travel by bicycle in Honolulu	28%	24%	28%	16%	27%	39%	21%	
Ease of walking in Honolulu	50%	47%	46%	37%	50%	50%	45%	
Well-planned residential growth						17%	22%	16%
Well-planned commercial growth						17%	21%	15%
Well-designed neighborhoods						24%	26%	22%

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

Preservation of the historical or cultural character of the community					40%	46%	48%
Public places where people want to spend time	40%	34%	33%	33%	43%	46%	40%
Variety of housing options	15%	11%	14%	10%	18%	15%	13%
Availability of affordable quality housing	8%	5%	8%	5%	4%	6%	6%
Overall quality of new development in Honolulu	40%	35%	34%	33%	24%	24%	20%
Overall appearance of Honolulu	47%	36%	36%	33%	33%	35%	35%
Cleanliness of Honolulu	34%	31%	33%	24%	27%	28%	23%
Water resources (beaches, lakes, ponds, riverways, etc.)					65%	57%	55%
Air quality	66%	67%	70%	65%	85%	82%	76%
Availability of paths and walking trails	39%	36%	37%	32%	61%	58%	52%
Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	51%	51%	42%	63%	63%	60%
Recreational opportunities	58%	55%	57%	54%	66%	66%	62%
Availability of affordable quality food	35%	37%	41%	34%	37%	33%	28%
Availability of affordable quality health care	35%	36%	43%	34%	42%	40%	40%
Availability of preventive health services	40%	39%	43%	34%	46%	46%	39%
Availability of affordable quality mental health care	25%	19%	32%	20%	29%	29%	22%

Please also rate each of the following in the Honolulu community.	Opportunities to attend cultural/arts/music activities	50%	48%	51%	53%	51%	49%	52%	
	Community support for the arts					42%	44%	45%	
	Availability of affordable quality childcare/preschool	19%	14%	16%	16%	22%	19%	22%	
	K-12 education					30%	36%	28%	
	Adult educational opportunities					38%	43%	27%	
	Sense of civic/community pride					38%	44%	36%	
	Neighborliness of residents in Honolulu	48%	52%	48%	49%	47%	48%	39%	
	Opportunities to participate in social events and activities	55%	51%	52%	50%	50%	53%	47%	
	Opportunities to attend special events and festivals					31%	53%	54%	51%
	Opportunities to volunteer	64%	60%	63%	66%	64%	64%	56%	
	Opportunities to participate in community matters	54%	53%	54%	52%	49%	55%	47%	
	Openness and acceptance of the community toward people of diverse backgrounds	59%	64%	60%	56%	54%	52%	52%	
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	37%	41%	41%	42%	43%	38%	44%
		Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	22%	20%	27%	17%	20%	22%	25%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)		16%	11%	21%	13%	18%	16%	19%	
Watched (online or on television) a local public meeting		38%	37%	45%	30%	41%	37%	38%	

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity in Honolulu	47%	43%	53%	46%	40%	40%	38%
	Campaigned or advocated for a local issue, cause, or candidate	27%	26%	29%	22%	22%	18%	17%
	Voted in your most recent local election					82%	72%	77%
	Used bus, rail, subway, or other public transportation instead of driving	40%	39%	35%	28%	30%	35%	28%
	Carpooled with other adults or children instead of driving alone	51%	49%	54%	52%	47%	54%	52%
	Walked or biked instead of driving	61%	58%	61%	60%	57%	57%	60%

Please rate the quality of each of the following services in Honolulu.	Public information services	42%	37%	44%	36%	45%	45%	35%
	Economic development	25%	26%	30%	19%	23%	26%	23%
	Traffic enforcement	30%	33%	31%	26%	31%	37%	26%
	Traffic signal timing	34%	29%	27%	22%	34%	31%	30%
	Street repair	15%	10%	12%	9%	10%	13%	8%
	Street cleaning	24%	19%	23%	23%	29%	25%	23%
	Street lighting	38%	39%	32%	37%	42%	42%	36%
	Sidewalk maintenance	24%	25%	19%	20%	39%	27%	21%
	Bus or transit services	63%	61%	62%	58%	39%	58%	55%
	Land use, planning, and zoning	20%	19%	15%	19%	16%	22%	12%

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

Code enforcement (weeds, abandoned buildings, etc.)	23%	19%	13%	13%	17%	17%	12%
Affordable high-speed internet access					49%	38%	31%
Garbage collection	70%	68%	69%	66%	73%	70%	63%
Drinking water	74%	69%	75%	68%	69%	63%	61%
Sewer services	54%	56%	57%	54%	61%	63%	54%
Storm water management (storm drainage, dams, levees, etc.)	46%	40%	39%	36%	54%	45%	44%
Power (electric and/or gas) utility	55%	59%	60%	53%	53%	61%	48%
Utility billing	39%	45%	46%	38%	43%	48%	33%
Police/Sheriff services	51%	58%	58%	51%	45%	47%	43%
Crime prevention	34%	34%	39%	27%	36%	25%	28%
Animal control	28%	30%	31%	25%	48%	41%	32%
Ambulance or emergency medical services	81%	80%	88%	80%	73%	75%	60%
Fire services	84%	84%	88%	82%	73%	79%	69%
Fire prevention and education	60%	51%	63%	60%	63%	61%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	48%	51%	43%	54%	60%	56%
Preservation of natural areas (open space, farmlands, and greenbelts)	42%	35%	34%	32%	45%	47%	42%

Please rate the quality of each of the following services in Honolulu.	Honolulu open space	28%	24%	32%	23%	34%	42%	31%
	Recycling	54%	54%	56%	45%	48%	43%	34%
	Yard waste pick-up	64%	59%	66%	53%	49%	52%	51%
	City and County parks	50%	42%	42%	40%	48%	52%	44%
	Recreation programs or classes	47%	45%	44%	44%	42%	49%	37%
	Recreation centers or facilities	41%	39%	34%	35%	45%	48%	38%
	Health services	41%	42%	45%	37%	59%	50%	41%
	Public library services					59%	72%	58%
	Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	42%	39%	40%	31%	49%	44%	36%
	Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	25%	22%	26%	16%	26%	24%
The overall direction that Honolulu is taking		26%	26%	23%	14%	19%	21%	25%
The job the Honolulu government does at welcoming resident involvement		32%	25%	25%	20%	26%	25%	27%
Overall confidence in Honolulu government		29%	24%	25%	17%	18%	22%	24%
Generally acting in the best interest of the community		34%	25%	28%	17%	26%	26%	29%
Being honest		23%	22%	25%	19%	21%	23%	24%
Being open and transparent to the public						19%	20%	19%

Please rate the following categories of Honolulu government performance.	Informing residents about issues facing the community	27%	27%	22%				
	Treating all residents fairly	29%	25%	27%	21%	29%	29%	25%
	Treating residents with respect	34%	35%	32%				
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	41%	40%	39%	30%	33%	36%	32%
	The Federal Government	45%	37%	40%	30%	37%	37%	33%
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health of Honolulu	92%	91%	90%		96%	90%	93%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu					83%	84%	81%
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	78%	82%	83%		74%	78%	85%
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)					90%	92%	90%
	Overall feeling of safety in Honolulu	92%	94%	95%		93%	88%	94%
	Overall quality of natural environment in Honolulu	88%	85%	85%		85%	83%	88%
	Overall quality of parks and recreation opportunities					79%	78%	78%
	Overall health and wellness opportunities in Honolulu	79%	86%	81%		81%	77%	79%
	Overall opportunities for education, culture, and the arts	85%	87%	83%		77%	73%	77%
	Residents' connection and engagement with their community	71%	74%	78%		66%	65%	70%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	95%	93%	89%				

In general, how many times do you:	Access the internet from your cell phone	93%	94%	93%				
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	79%	72%	74%				
	Use or check email	97%	97%	95%				
	Share your opinions online	36%	31%	34%				
	Shop online	50%	49%	54%				
	Please rate your overall health.	59%	51%	53%	60%	60%	66%	66%
	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:	17%	19%	21%	23%	14%	26%	21%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City and County of Honolulu conducted a survey of 385 residents. Survey invitations were mailed to randomly selected households and data were collected from November 1, 2022 to December 13, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City and County of Honolulu. The open participation survey was identical to the probability sample survey with two small updates; it asked a question to confirm the respondent was a resident of Honolulu and also a question about where they heard about the survey. The open participation survey was open to all city and county residents and became available on November 29, 2022. The survey remained open for six weeks and there were 111 responses.

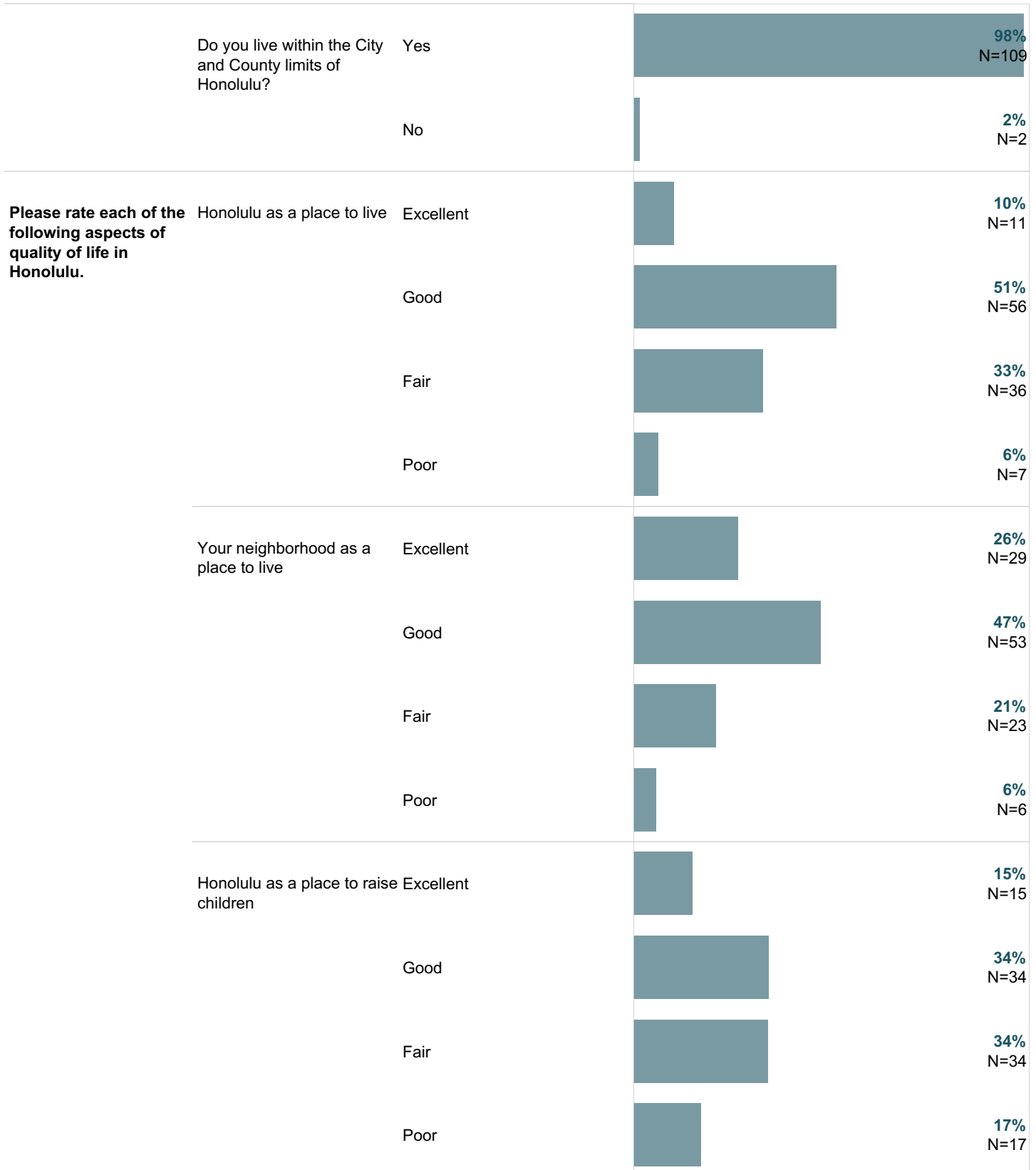
The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City and County of Honolulu. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

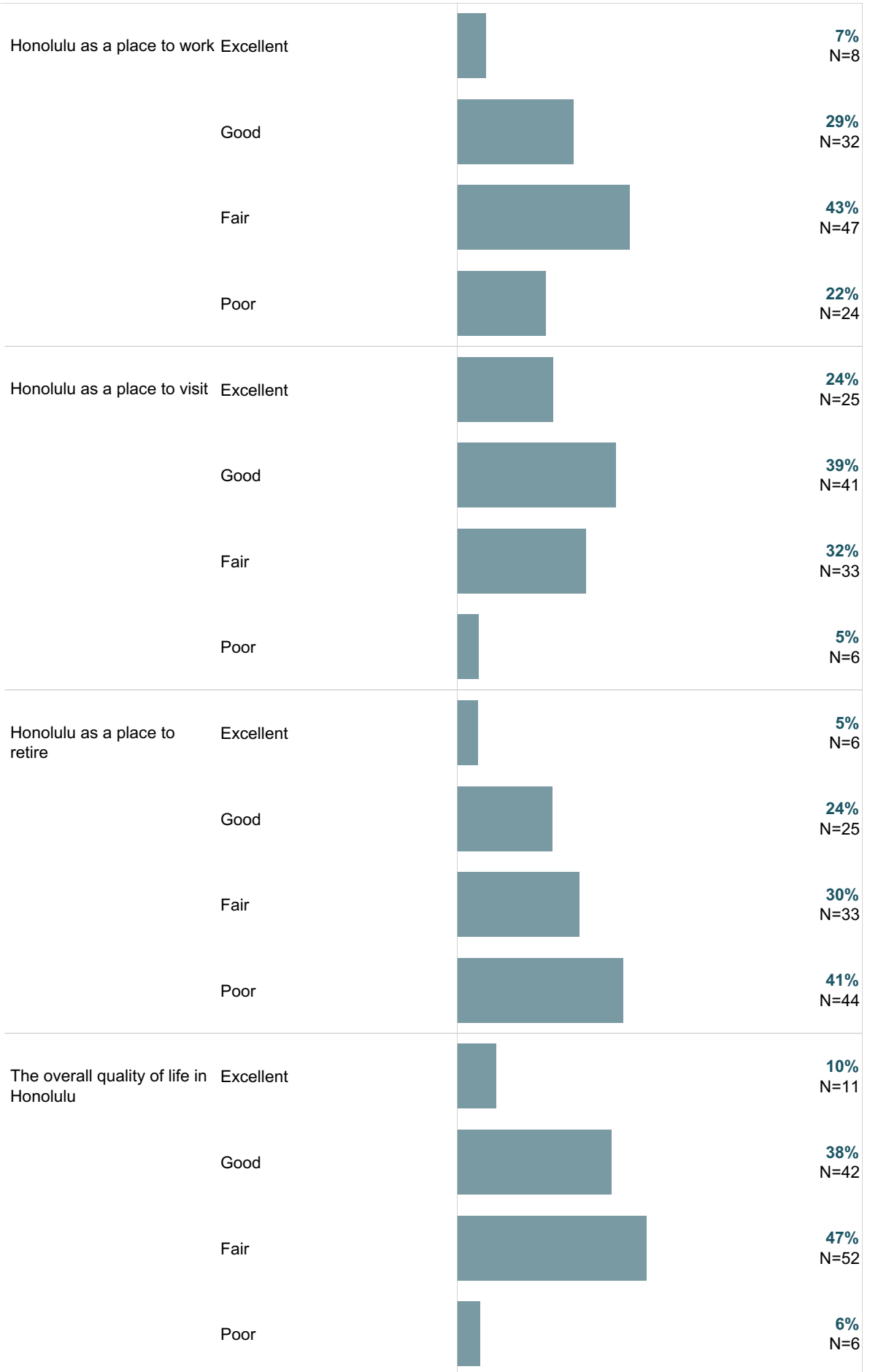
		Unweighted	Weighted	Target*
Age	18-34	14%	28%	31%
	35-54	40%	32%	31%
	55+	47%	40%	38%
Hispanic origin	No, not Spanish, Hispanic, or Latino	93%	90%	92%
	Yes, I consider myself to be Spanish, Hispanic, or Latino	7%	10%	8%
Housing tenure	Own	66%	58%	58%
	Rent	34%	42%	42%
Housing type	Attached	58%	53%	53%
	Detached	42%	47%	47%
Race & Hispanic origin	Not white alone	66%	82%	81%
	White alone, not Hispanic or Latino	34%	18%	19%
Sex	Man	51%	48%	50%
	Woman	49%	52%	50%
Sex/age	Man 18-34	3%	14%	17%
	Man 35-54	21%	16%	16%
	Man 55+	28%	18%	17%
	Woman 18-34	11%	15%	14%
	Woman 35-54	19%	16%	15%
	Woman 55+	18%	21%	20%

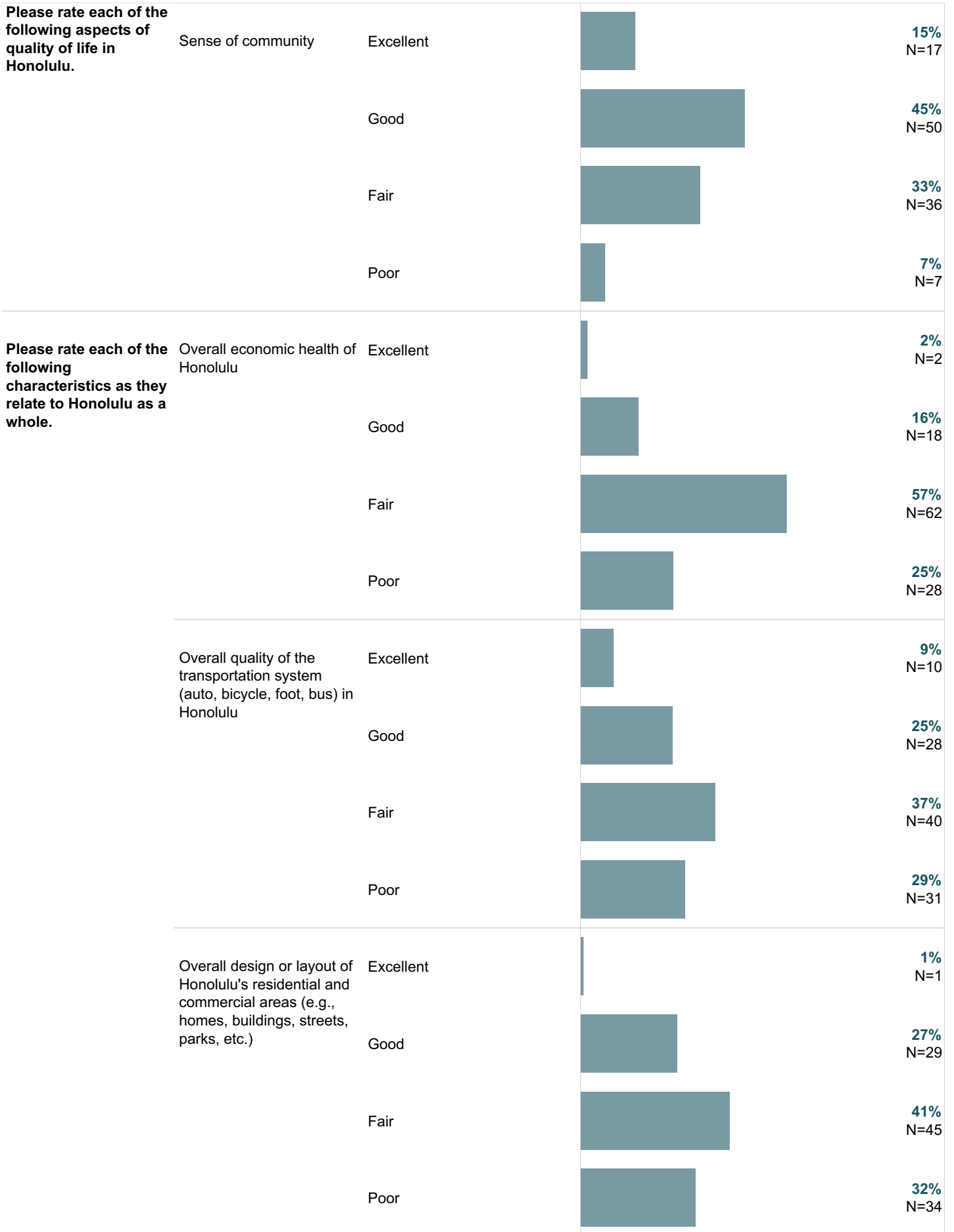
Open participation survey results

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

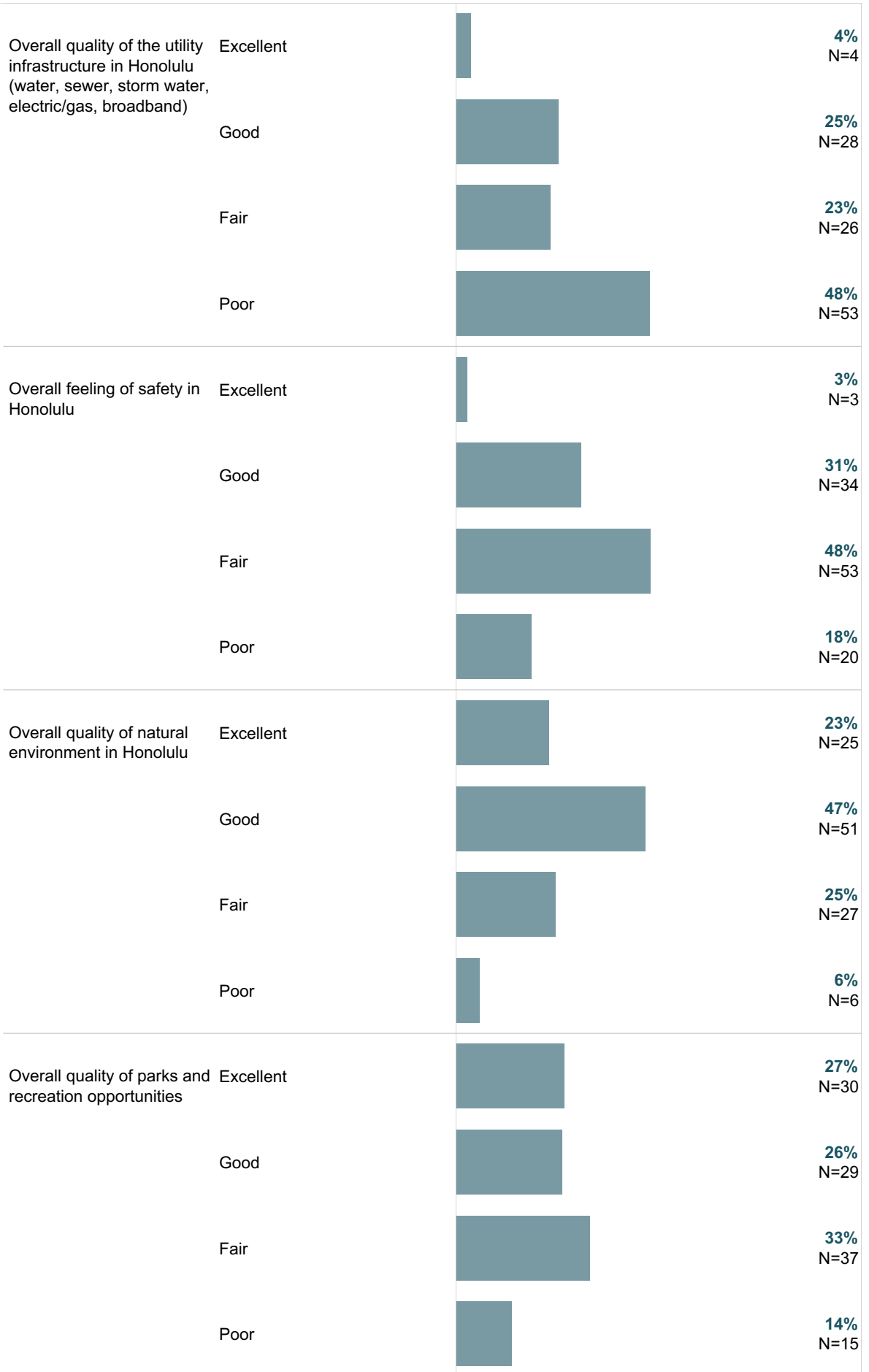


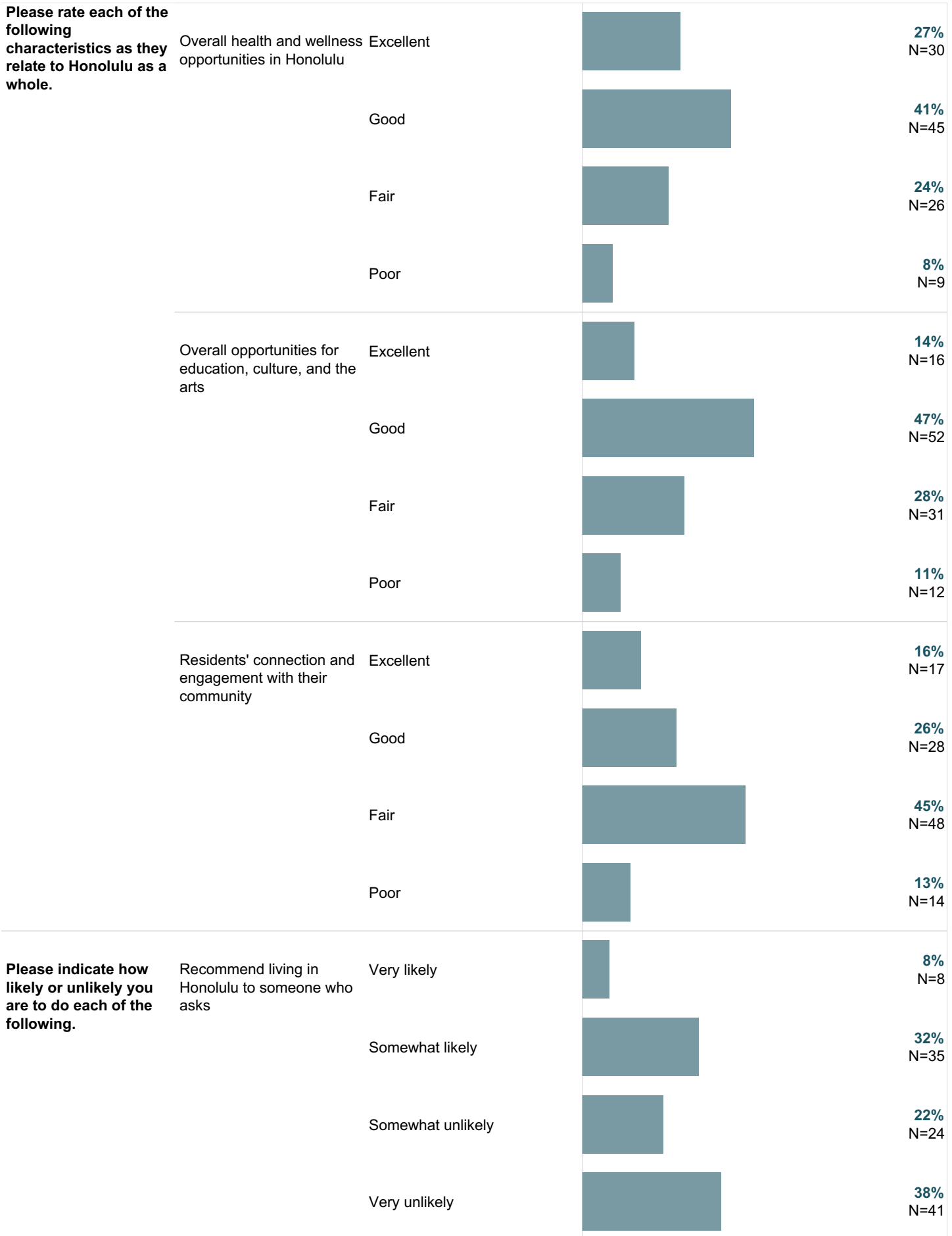
Please rate each of the following aspects of quality of life in Honolulu.

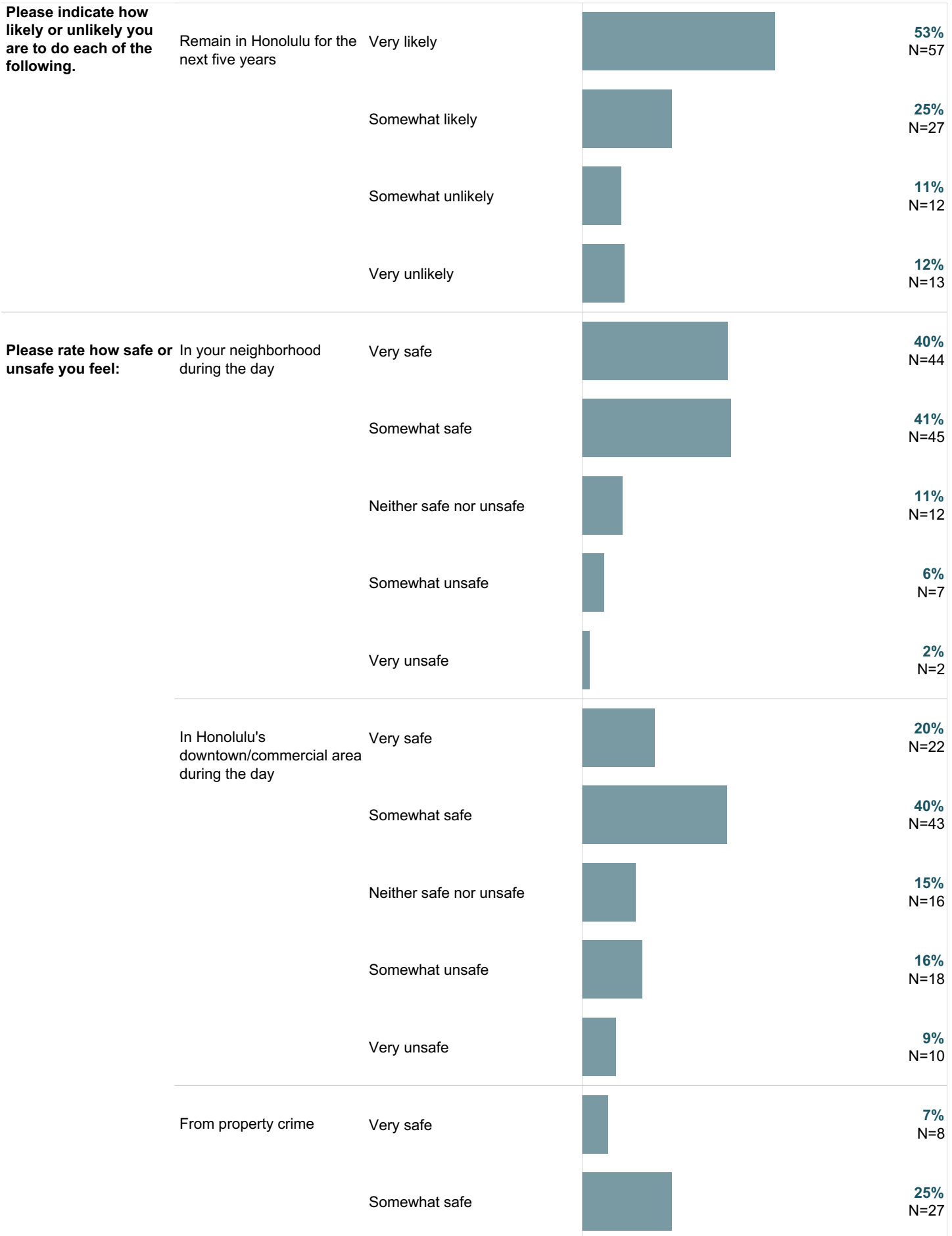


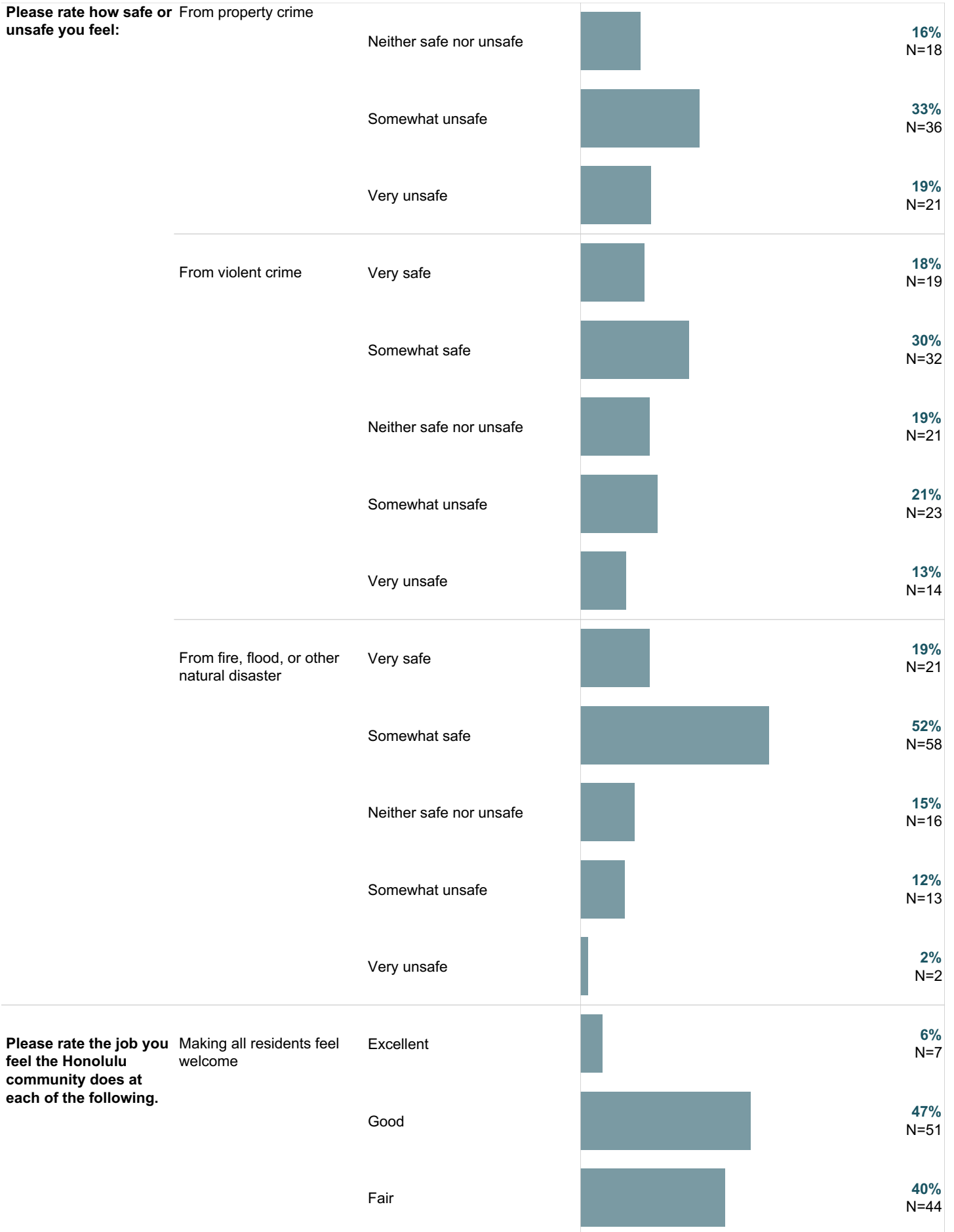


















Please rate each of the following characteristics as they relate to Honolulu as a whole.



















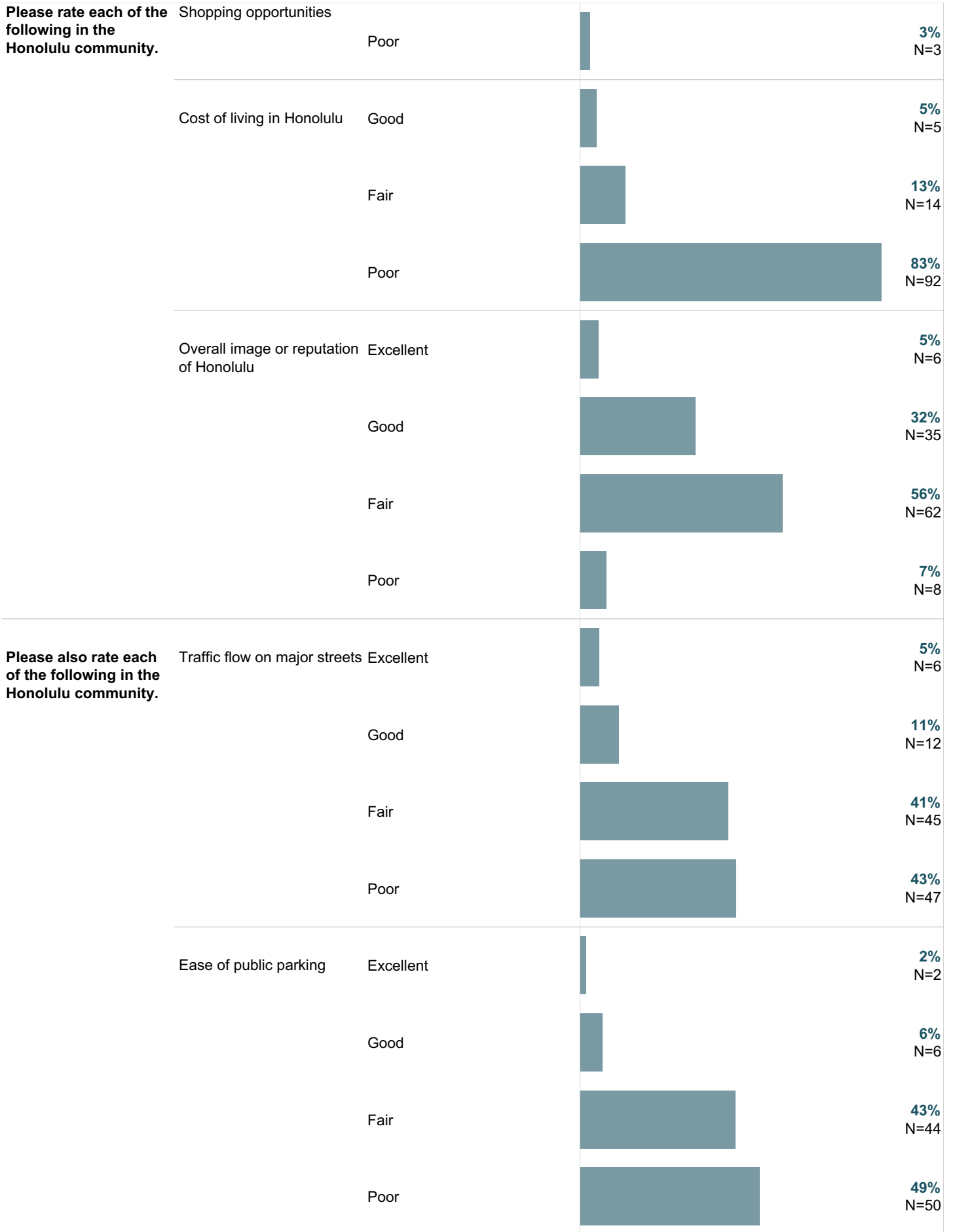




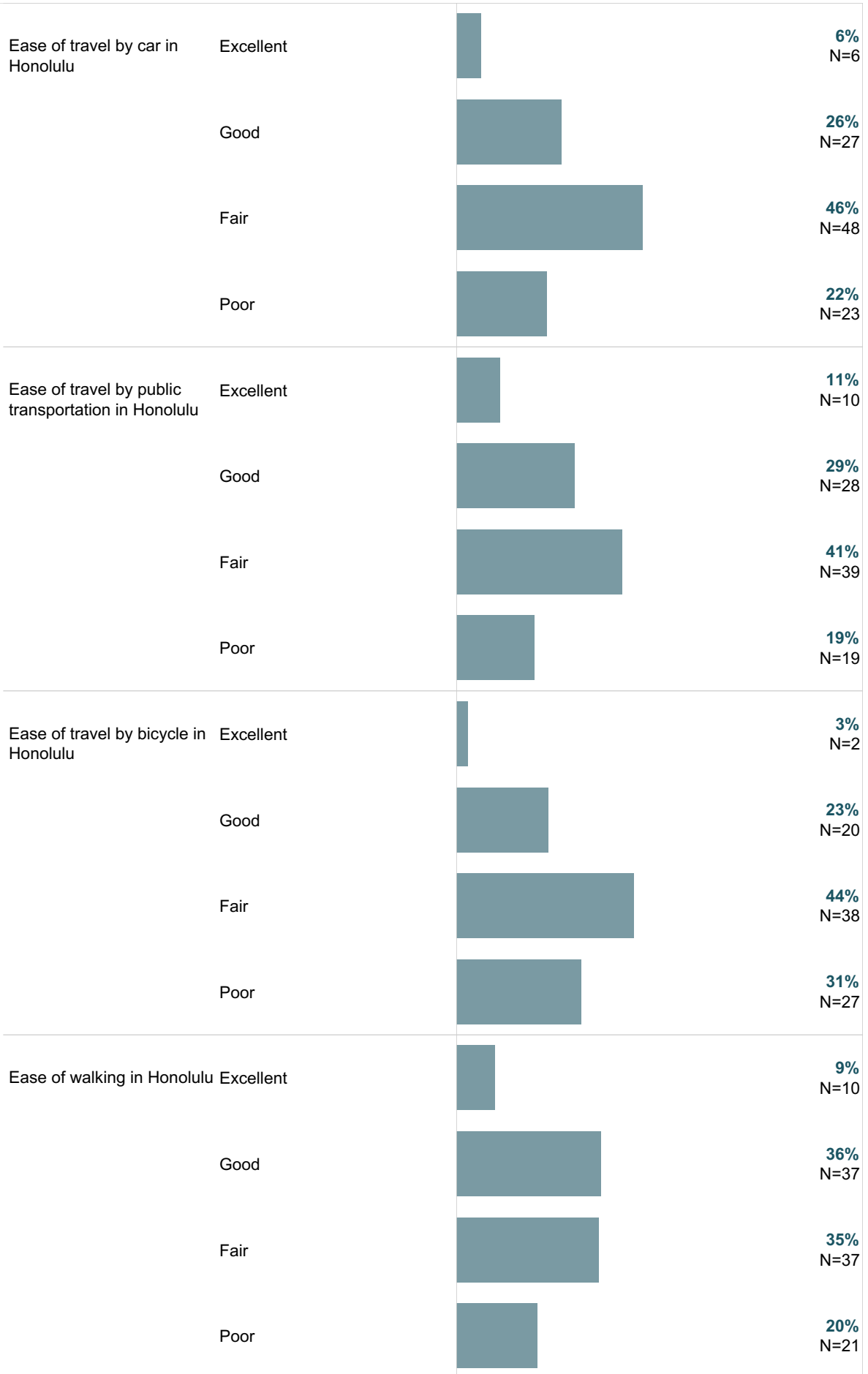


Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Poor		8% N=8
	Attracting people from diverse backgrounds	Excellent		17% N=18
		Good		50% N=52
		Fair		32% N=33
		Poor		1% N=2
Valuing/respecting residents from diverse backgrounds	Excellent		7% N=7	
	Good		53% N=57	
	Fair		32% N=35	
	Poor		8% N=9	
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		4% N=5	
	Good		20% N=22	
	Fair		22% N=24	
	Poor		54% N=59	
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	Excellent		10% N=11
		Good		47% N=51
		Fair		38% N=41

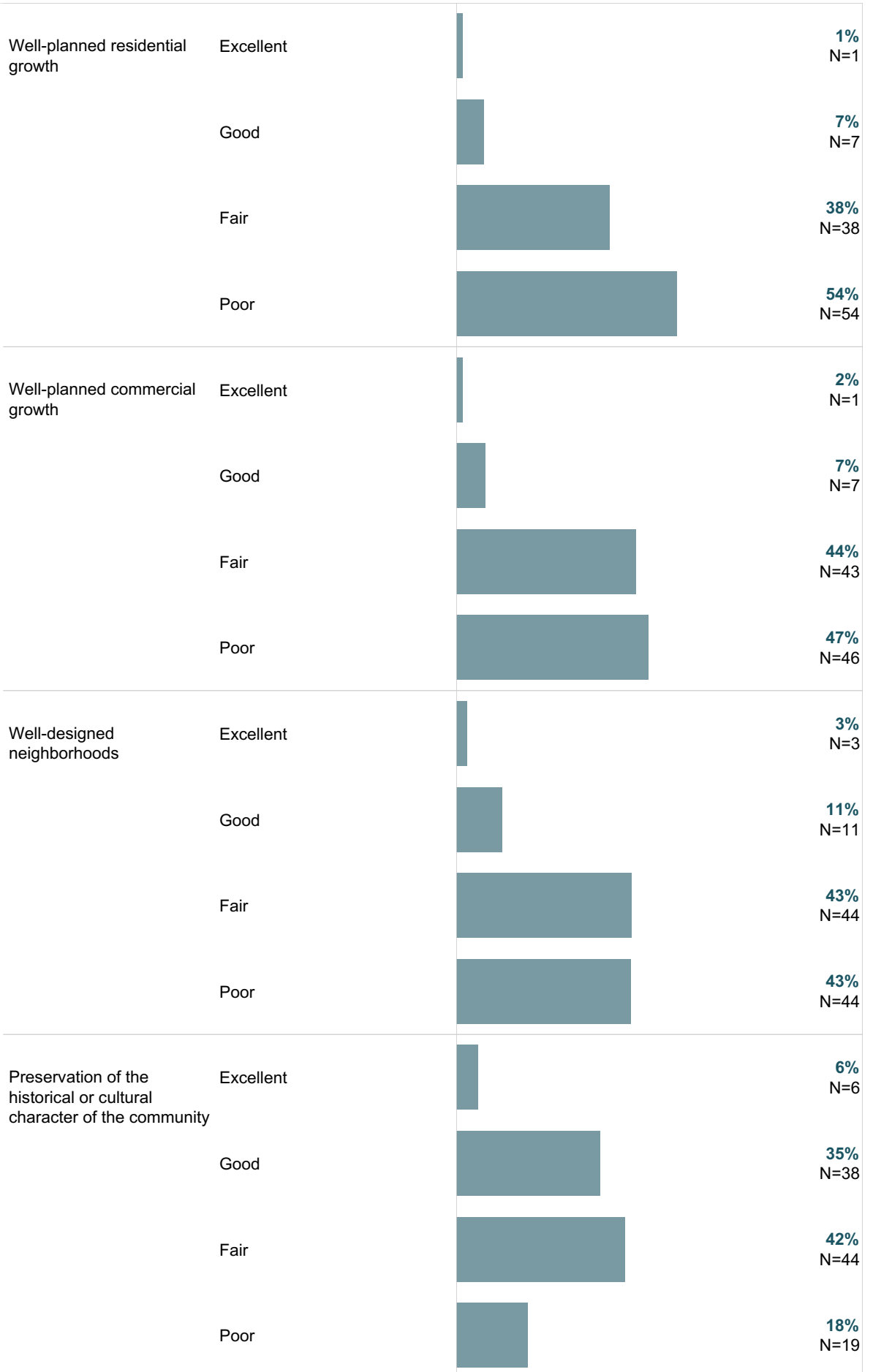
Please rate each of the following in the Honolulu community.			
Overall quality of business and service establishments in Honolulu	Poor		5% N=6
	Excellent		8% N=9
Variety of business and service establishments in Honolulu	Good		41% N=45
	Fair		39% N=42
	Poor		12% N=13
Vibrancy of downtown/commercial area	Excellent		3% N=3
	Good		22% N=22
	Fair		48% N=49
	Poor		28% N=28
Employment opportunities	Excellent		2% N=2
	Good		24% N=25
	Fair		45% N=47
	Poor		29% N=31
Shopping opportunities	Excellent		25% N=27
	Good		40% N=44
	Fair		32% N=34



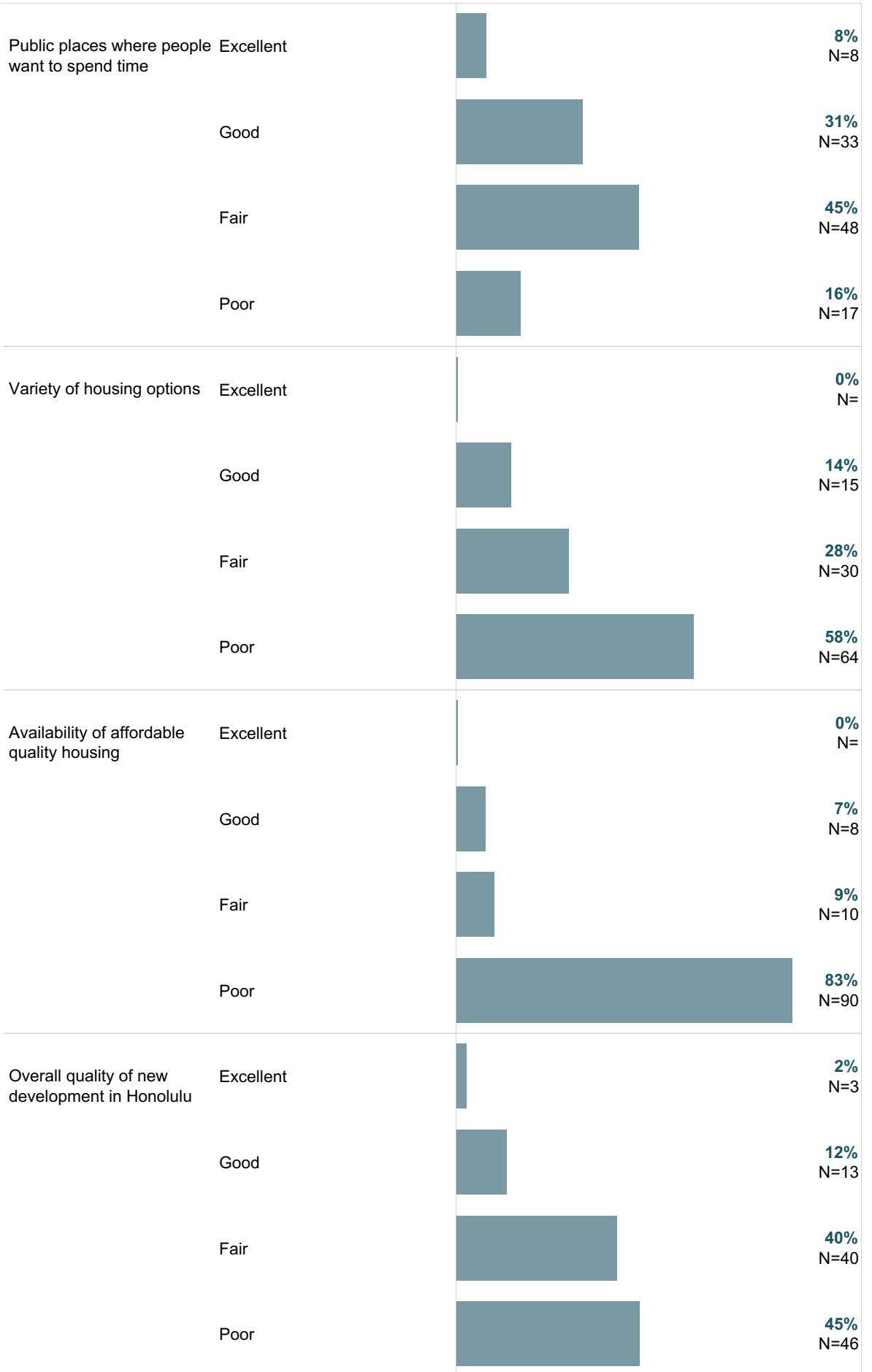
Please also rate each of the following in the Honolulu community.



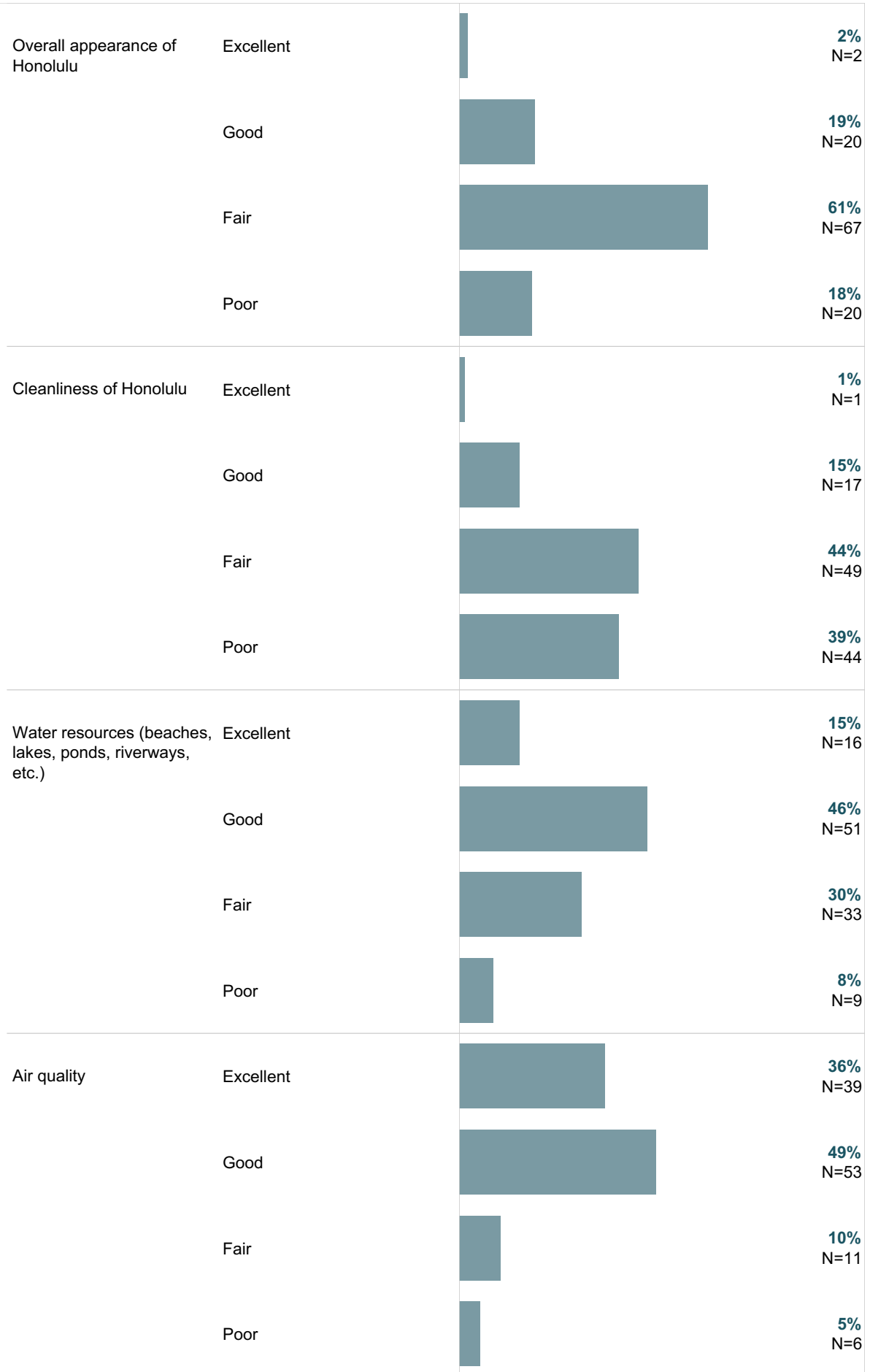
Please also rate each of the following in the Honolulu community.



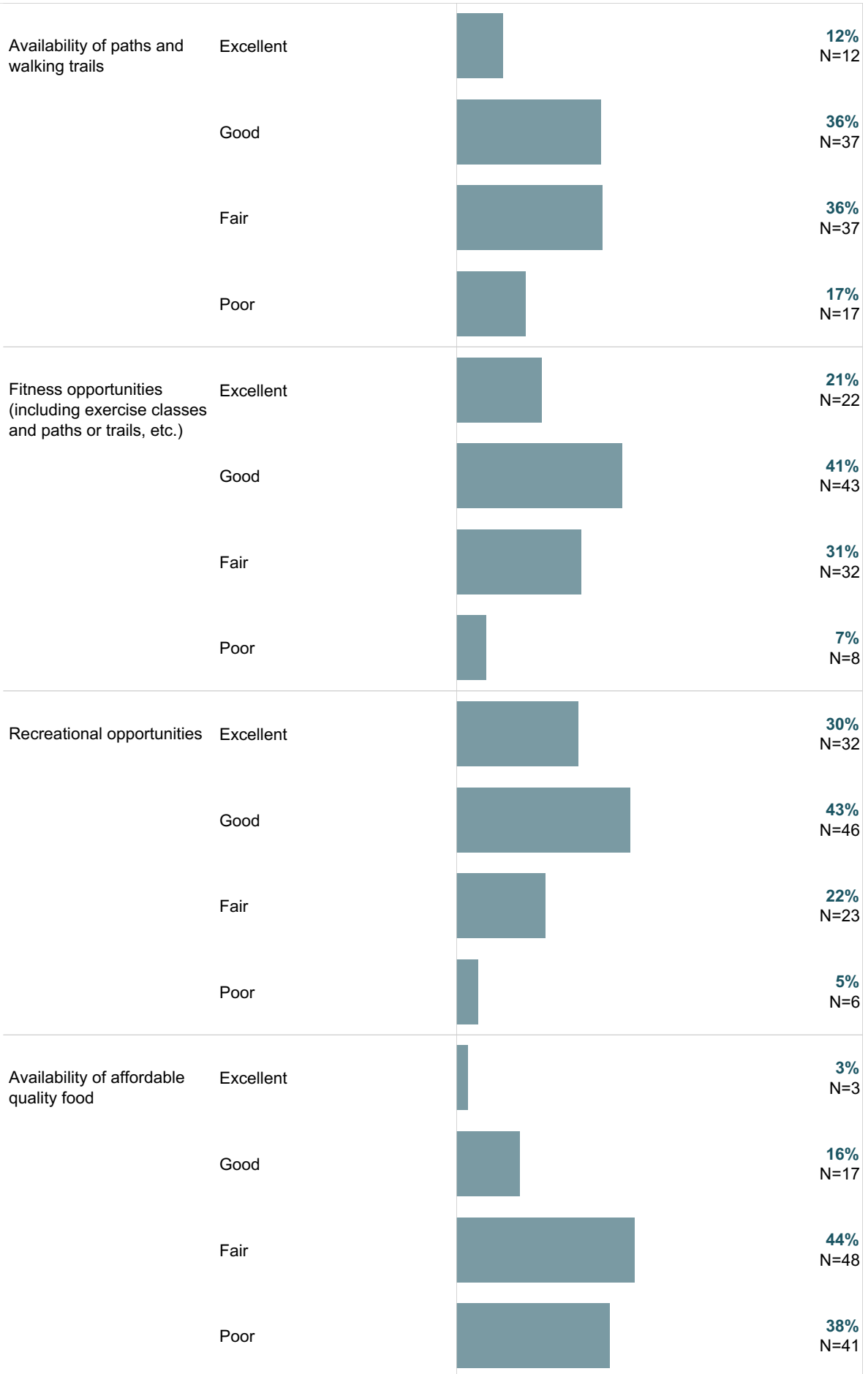
Please also rate each of the following in the Honolulu community.



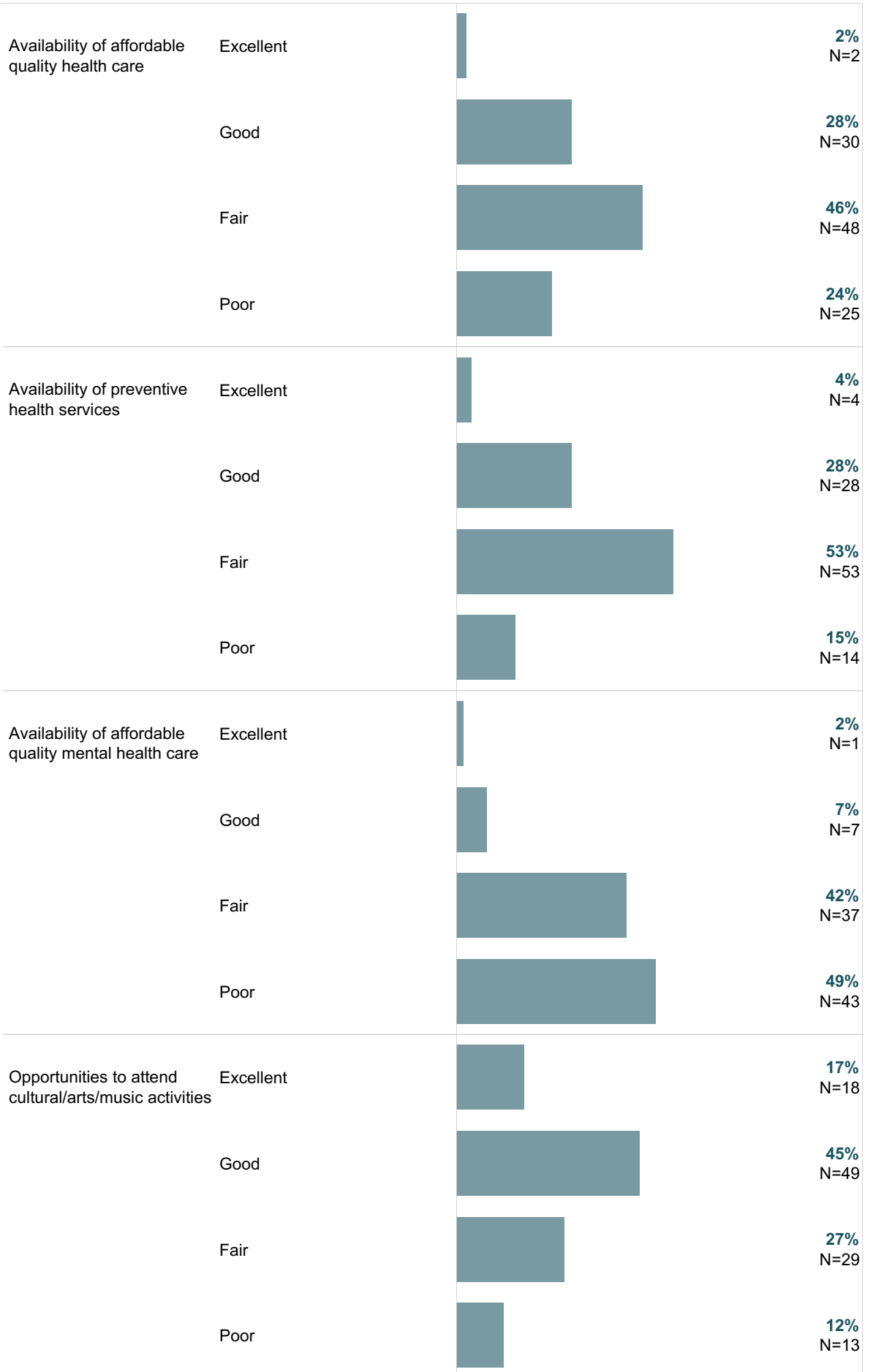
Please also rate each of the following in the Honolulu community.



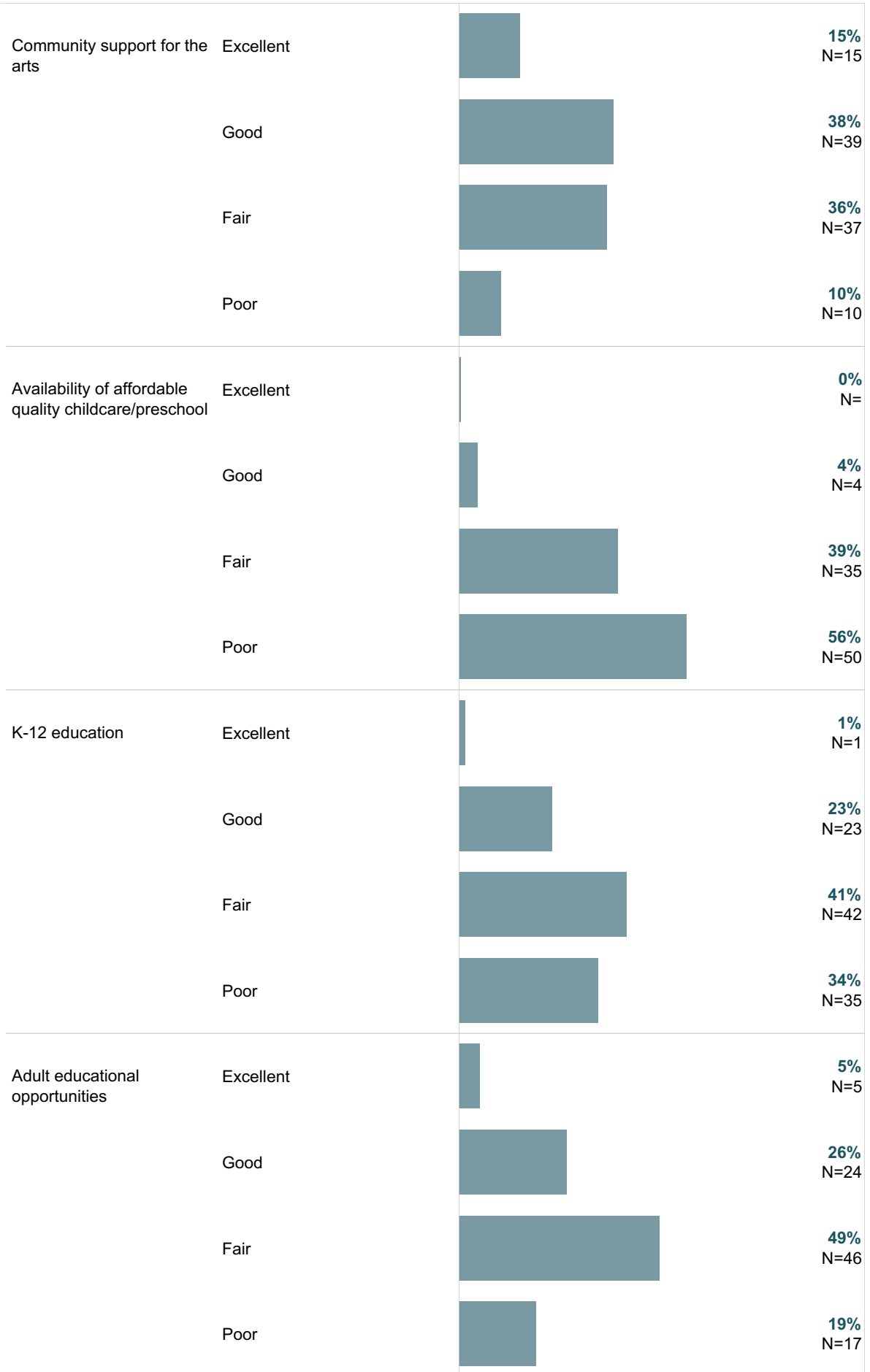
Please also rate each of the following in the Honolulu community.



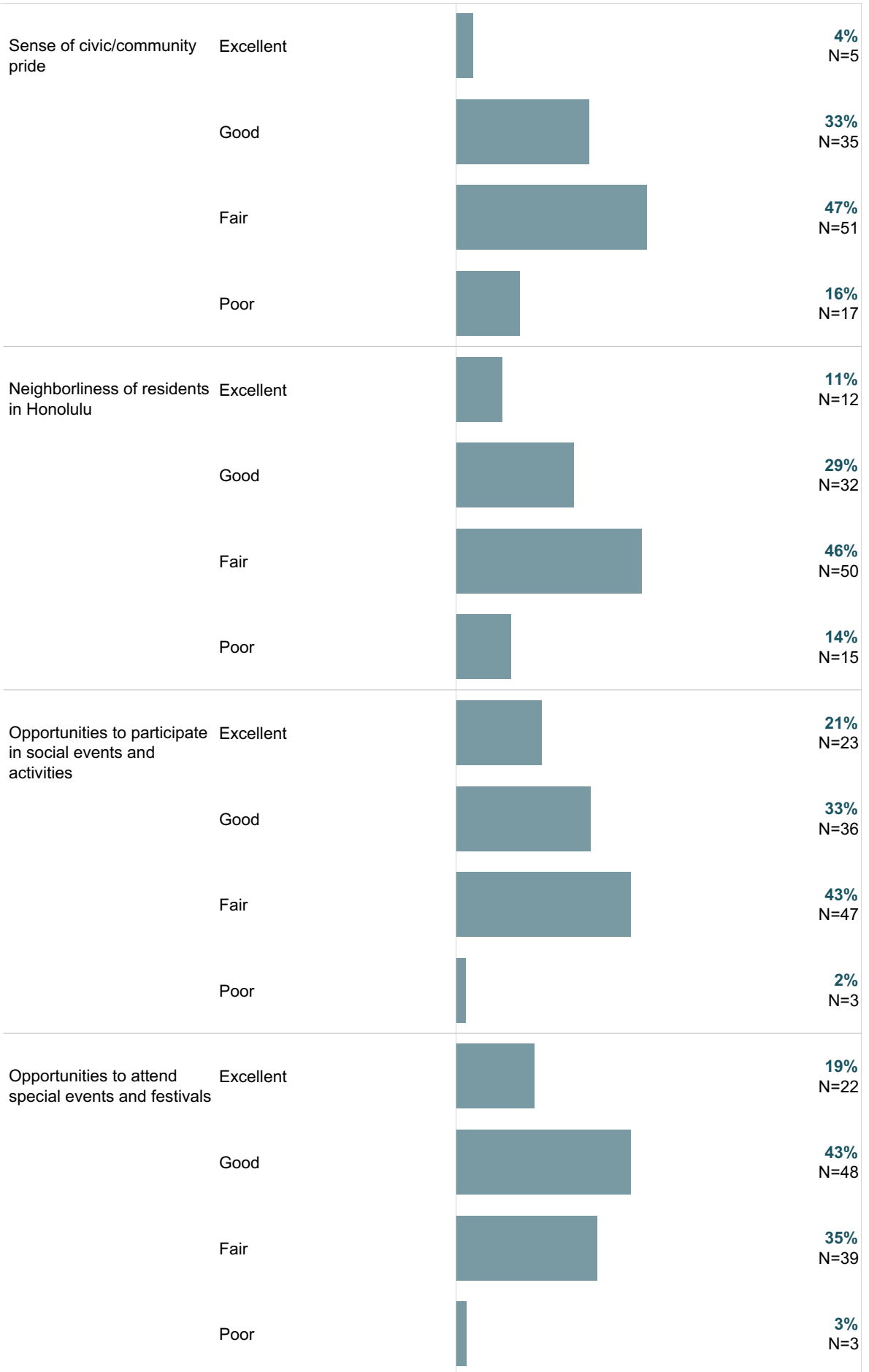
Please also rate each of the following in the Honolulu community.



















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



















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

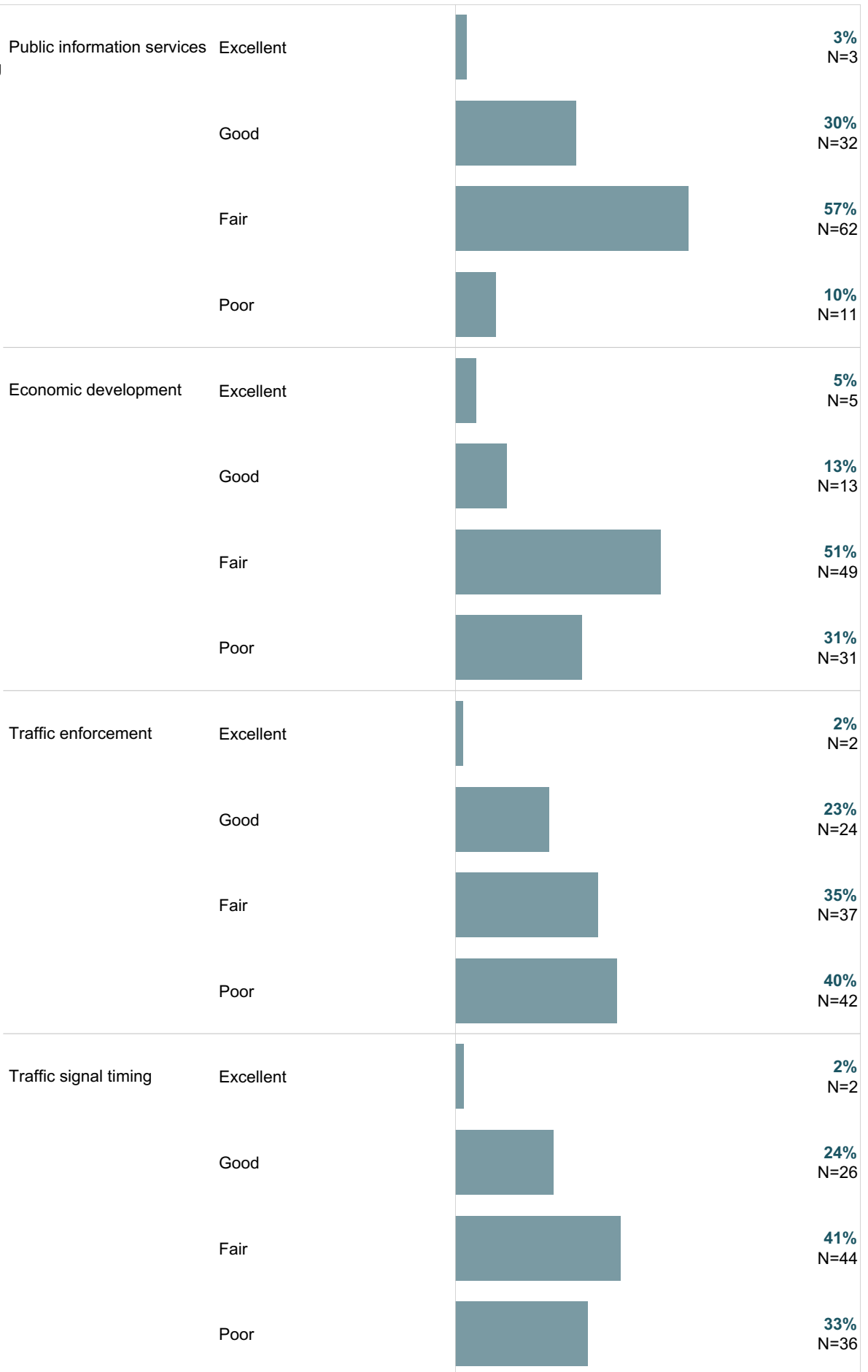


Please also rate each of the following in the Honolulu community.

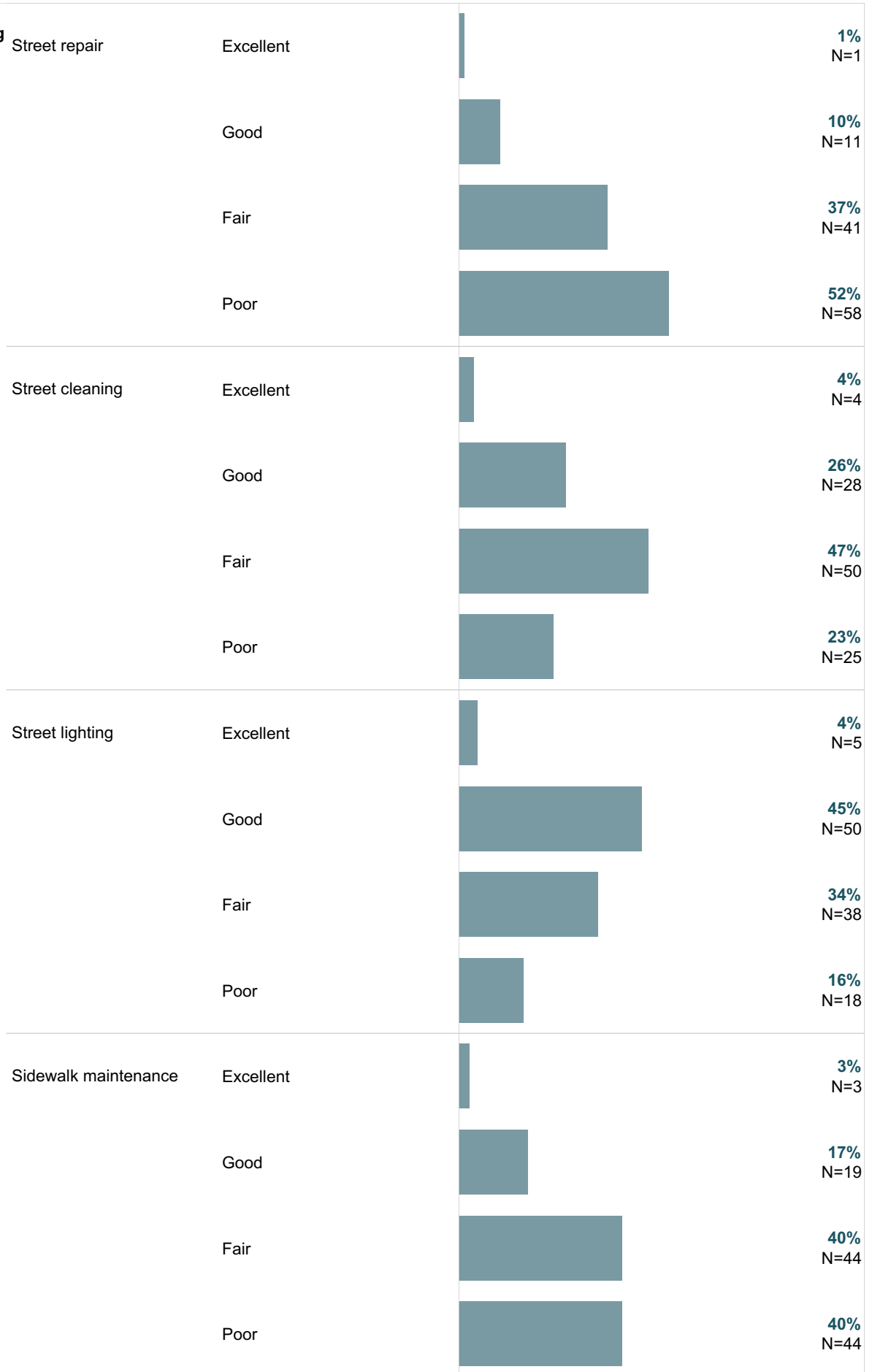
Opportunities to volunteer	Excellent		25% N=27	
	Good		42% N=44	
	Fair		32% N=34	
	Poor		1% N=1	
Opportunities to participate in community matters	Excellent		20% N=21	
	Good		30% N=32	
	Fair		44% N=46	
	Poor		7% N=7	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		13% N=14	
	Good		39% N=41	
	Fair		36% N=38	
	Poor		13% N=13	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	No		29% N=33
		Yes		71% N=78
	Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	No		46% N=51
		Yes		54% N=60

Please indicate whether or not you have done each of the following in the last 12 months.			
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch..	No		55% N=61
	Yes		45% N=50
Watched (online or on television) a local public meeting	No		28% N=31
	Yes		72% N=80
Volunteered your time to some group/activity in Honolulu	No		31% N=35
	Yes		69% N=76
Campaigned or advocated for a local issue, cause, or candidate	No		49% N=53
	Yes		51% N=56
Voted in your most recent local election	No		7% N=8
	Yes		93% N=103
Used bus, rail, subway, or other public transportation instead of driving	No		61% N=68
	Yes		39% N=43
Carpooled with other adults or children instead of driving alone	No		41% N=46
	Yes		59% N=65
Walked or biked instead of driving	No		39% N=43
	Yes		61% N=68

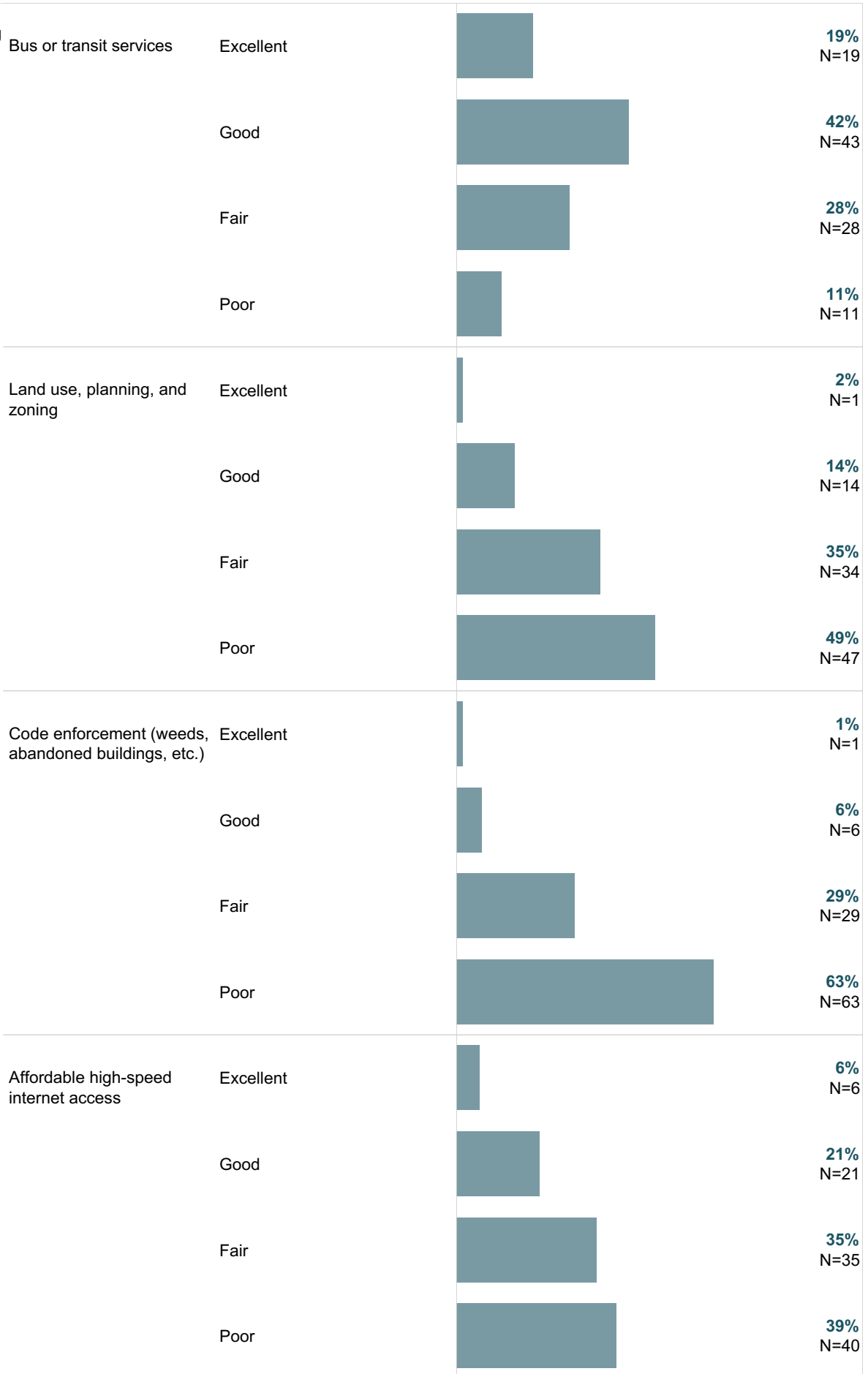
Please rate the quality of each of the following services in Honolulu.



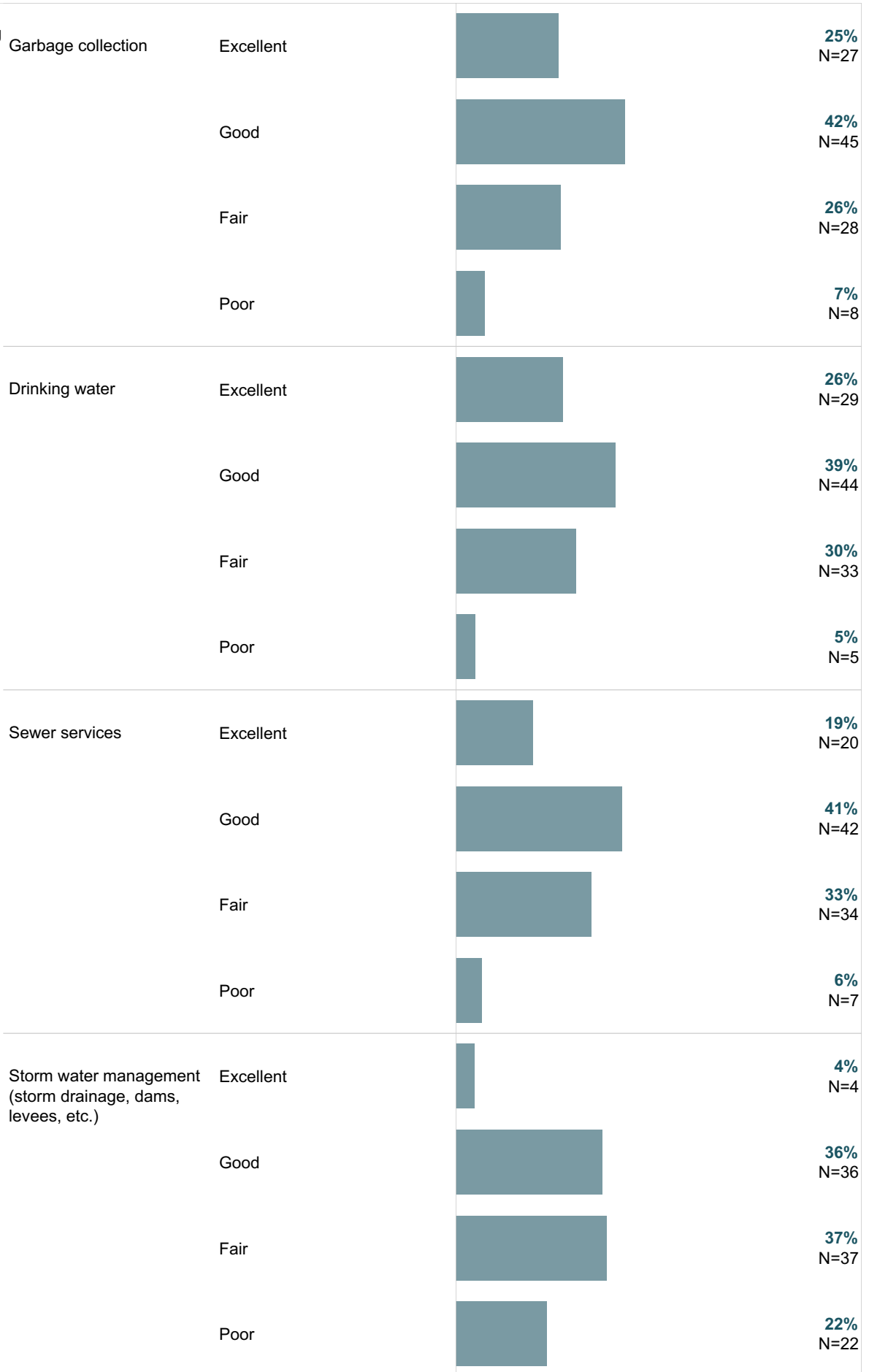
Please rate the quality of each of the following services in Honolulu.



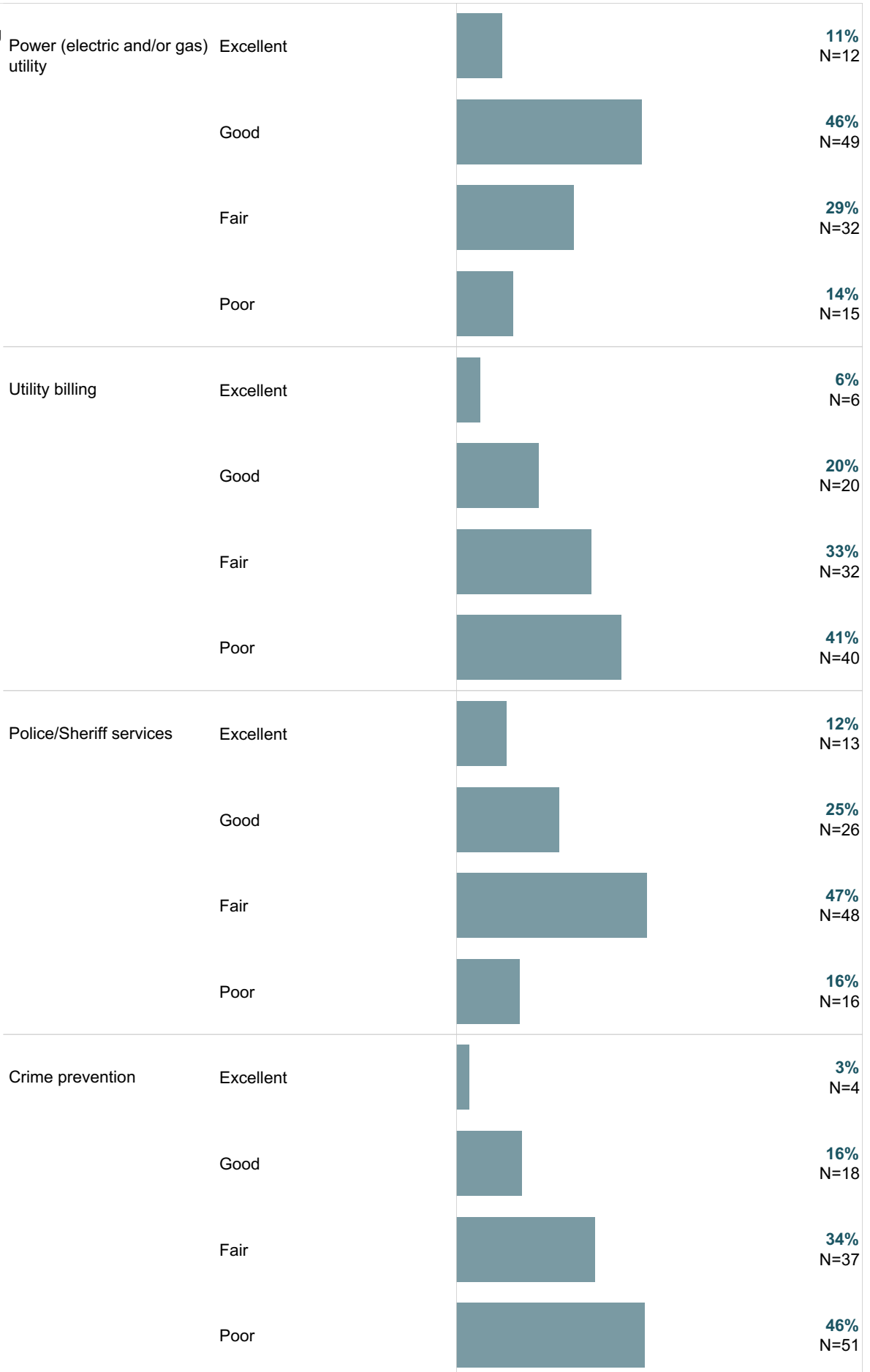
Please rate the quality of each of the following services in Honolulu.



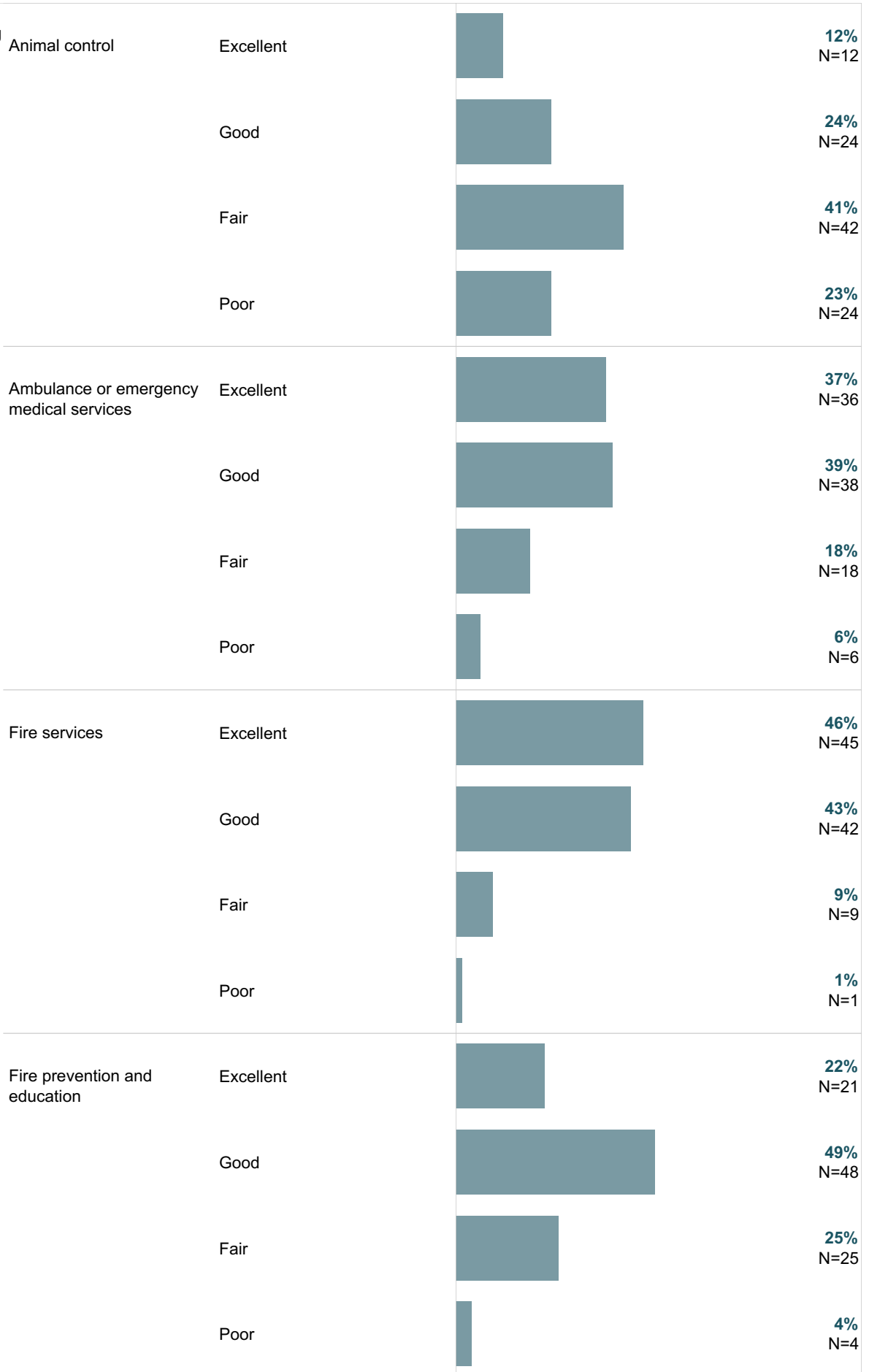
Please rate the quality of each of the following services in Honolulu.



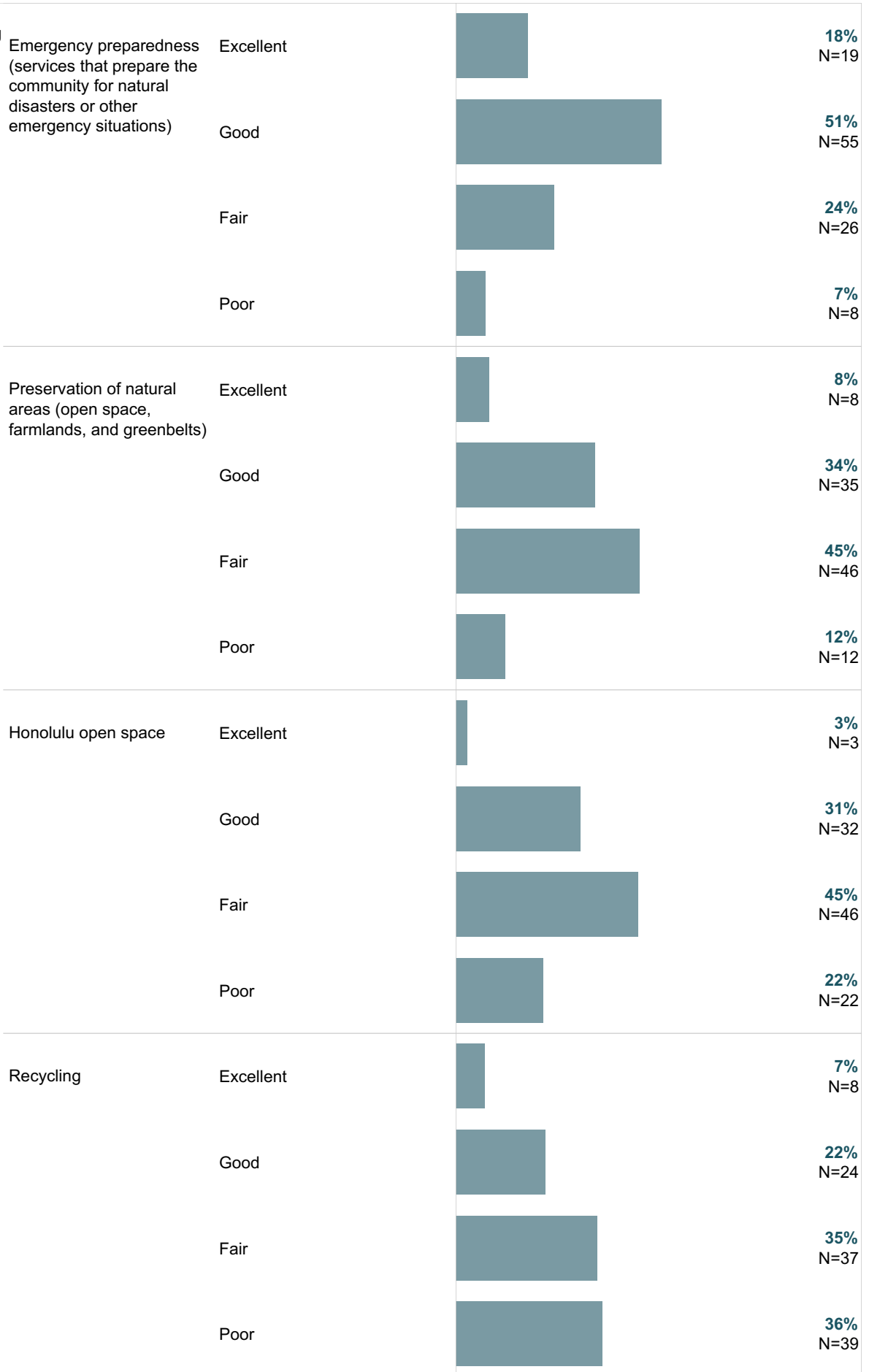
Please rate the quality of each of the following services in Honolulu.



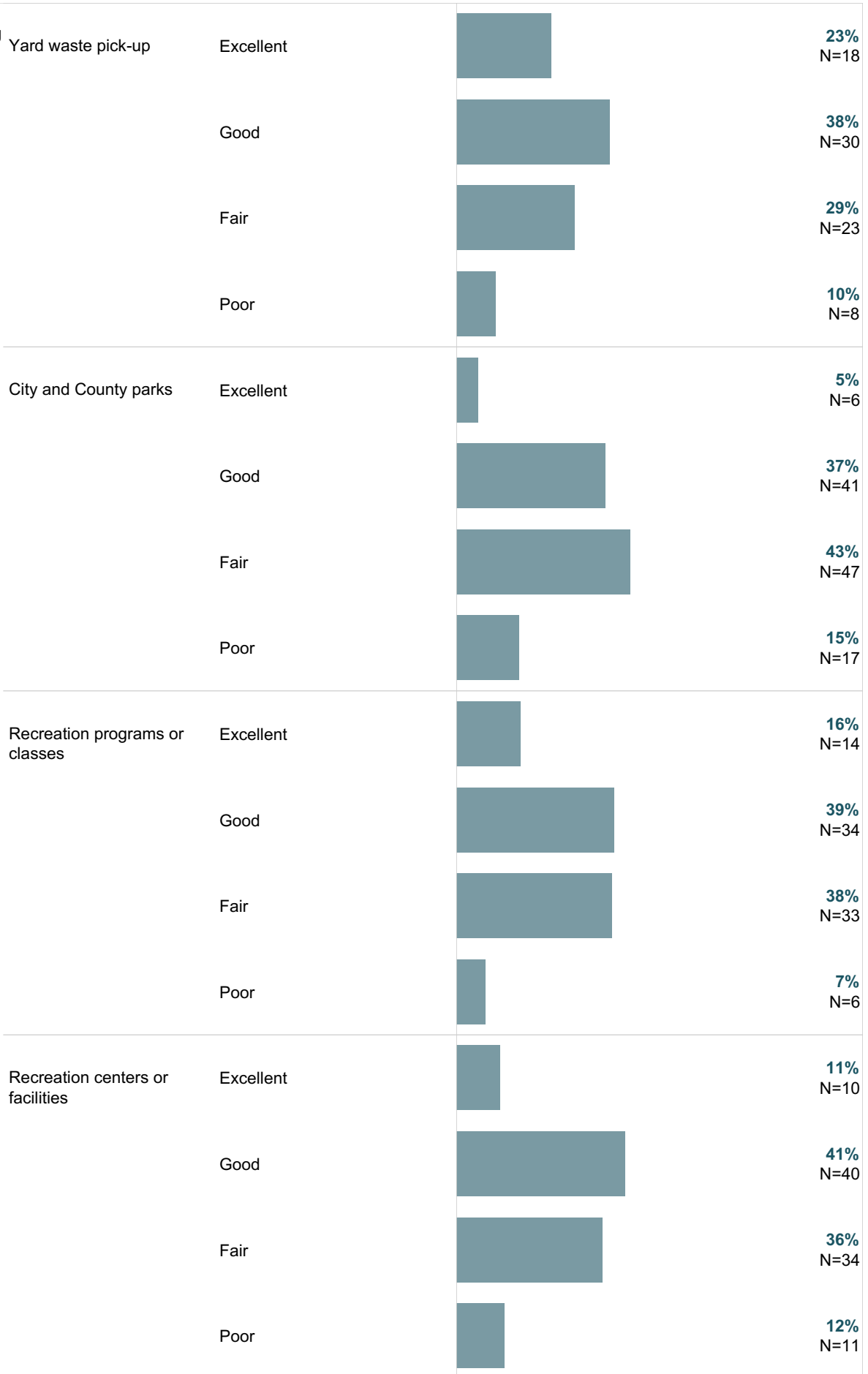
Please rate the quality of each of the following services in Honolulu.



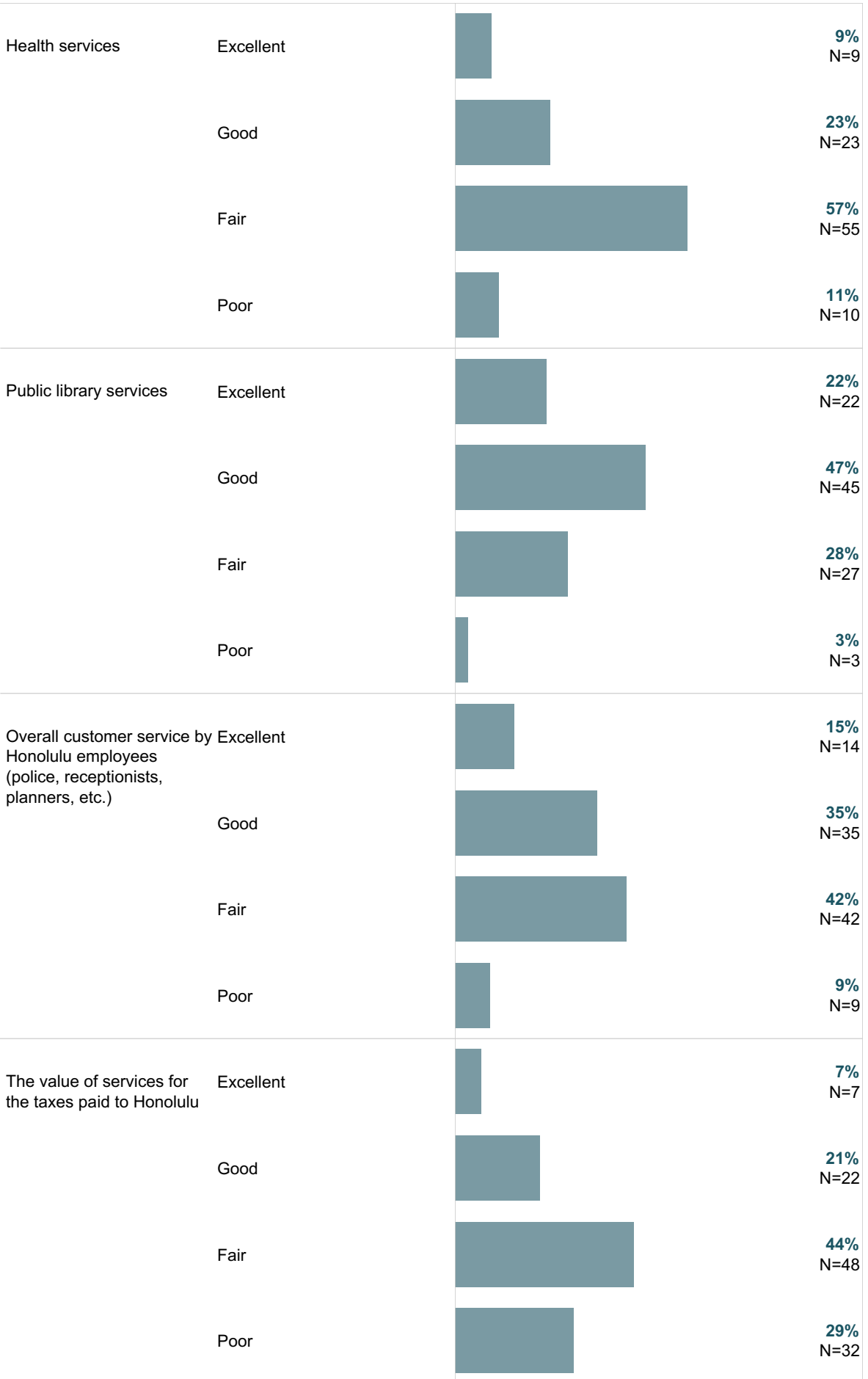
Please rate the quality of each of the following services in Honolulu.



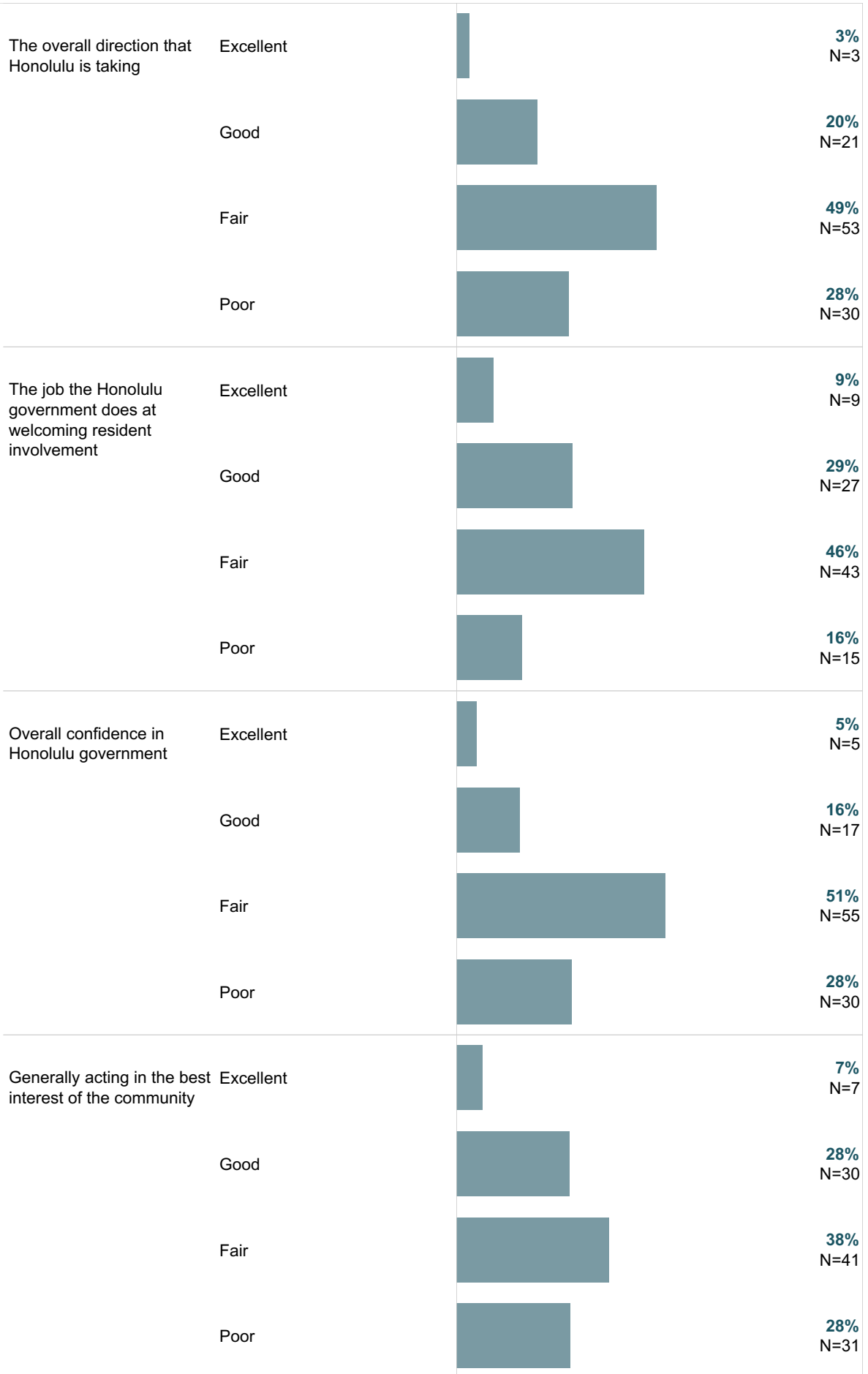
Please rate the quality of each of the following services in Honolulu.



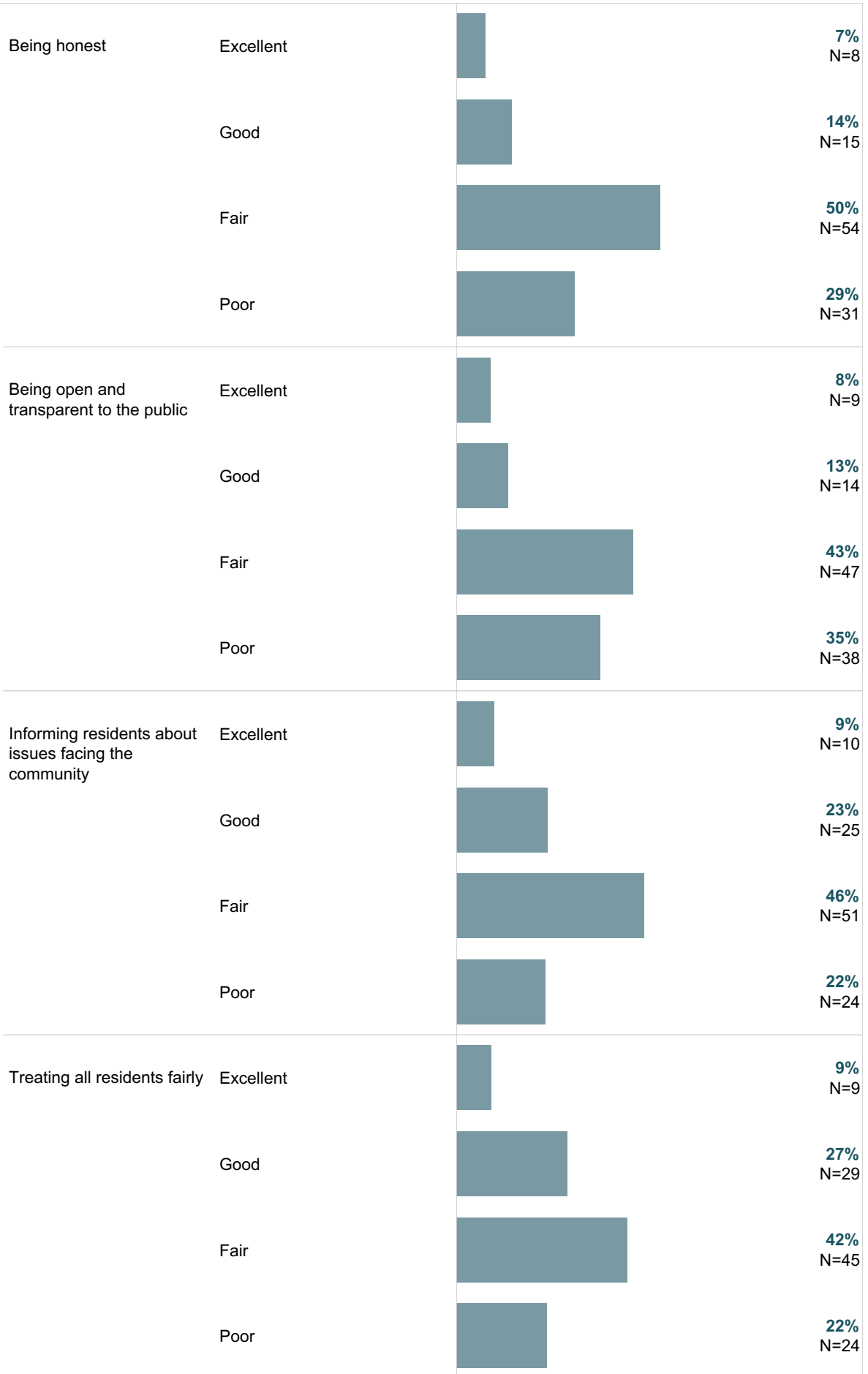
Please rate the quality of each of the following services in Honolulu.



















Please rate the following categories of Honolulu government performance.



















Please rate the following categories of Honolulu government performance.

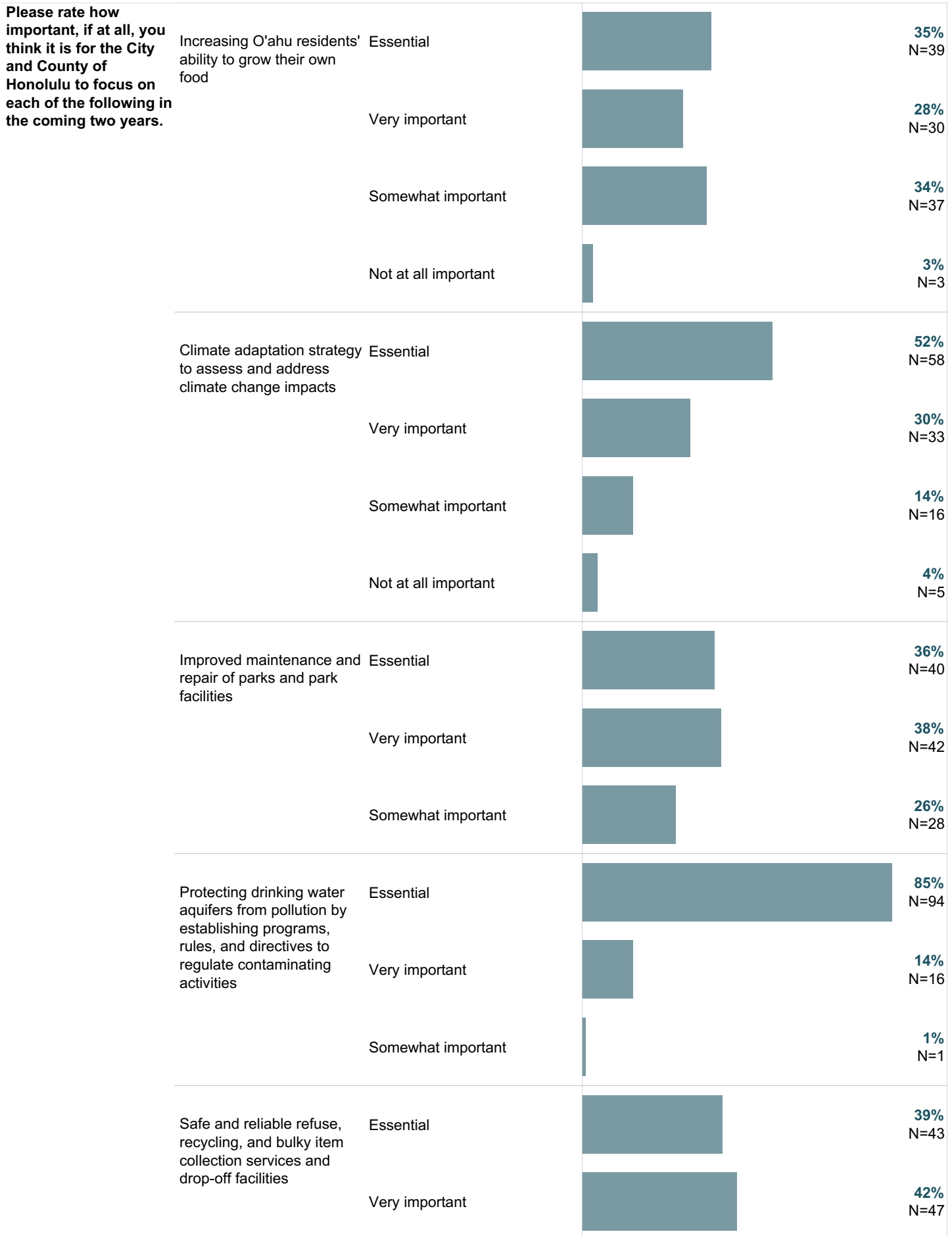


<p>Please rate the following categories of Honolulu government performance.</p>	<p>Treating residents with respect</p>	Excellent		8% N=9
		Good		33% N=34
		Fair		44% N=46
		Poor		16% N=16
<p>Overall, how would you rate the quality of the services provided by each of the following?</p>	<p>The City and County of Honolulu</p>	Excellent		8% N=8
		Good		30% N=33
		Fair		51% N=57
		Poor		11% N=13
	<p>The Federal Government</p>	Excellent		2% N=2
		Good		25% N=26
		Fair		53% N=55
		Poor		20% N=21
<p>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.</p>	<p>Overall economic health of Honolulu</p>	Essential		62% N=66
		Very important		28% N=29
		Somewhat important		10% N=11
	<p>Overall quality of the transportation system (auto, bicycle, foot, bus) in</p>	Essential		47% N=52


















Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Very important	[Bar]	35% N=39
		Somewhat important	[Bar]	16% N=17
		Not at all important	[Bar]	2% N=2
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential	[Bar]	40% N=44
		Very important	[Bar]	39% N=43
		Somewhat important	[Bar]	19% N=21
		Not at all important	[Bar]	2% N=3
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric/gas, broadband)	Essential	[Bar]	70% N=78
		Very important	[Bar]	29% N=32
		Somewhat important	[Bar]	1% N=1
	Overall feeling of safety in Honolulu	Essential	[Bar]	76% N=84
		Very important	[Bar]	16% N=18
		Somewhat important	[Bar]	8% N=9
	Overall quality of natural environment in Honolulu	Essential	[Bar]	40% N=45
		Very important	[Bar]	48% N=54
		Somewhat important	[Bar]	10% N=11

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall quality of natural environment in Honolulu		
		Not at all important	1% N=1
Overall quality of parks and recreation opportunities	Essential		23% N=26
	Very important		52% N=58
	Somewhat important		24% N=27
	Not at all important		1% N=1
Overall health and wellness opportunities in Honolulu	Essential		29% N=32
	Very important		40% N=44
	Somewhat important		30% N=33
	Not at all important		1% N=1
Overall opportunities for education, culture, and the arts	Essential		27% N=30
	Very important		41% N=45
	Somewhat important		29% N=32
	Not at all important		2% N=3
Residents' connection and engagement with their community	Essential		24% N=27
	Very important		44% N=49
	Somewhat important		30% N=34

















Honolulu community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Not at all important		1% N=1
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Improved walking opportunities (e.g., sidewalks and crosswalks)	Essential		32% N=35
		Very important		37% N=41
		Somewhat important		28% N=30
		Not at all important		3% N=4
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)	Essential		27% N=30	
	Very important		29% N=32	
	Somewhat important		31% N=34	
	Not at all important		14% N=15	
Safe and sanitary streets and public walkways	Essential		71% N=78	
	Very important		21% N=23	
	Somewhat important		9% N=9	
Increased planting and caring for trees in communities across O'ahu	Essential		32% N=36	
	Very important		40% N=44	
	Somewhat important		27% N=29	
	Not at all important		2% N=2	



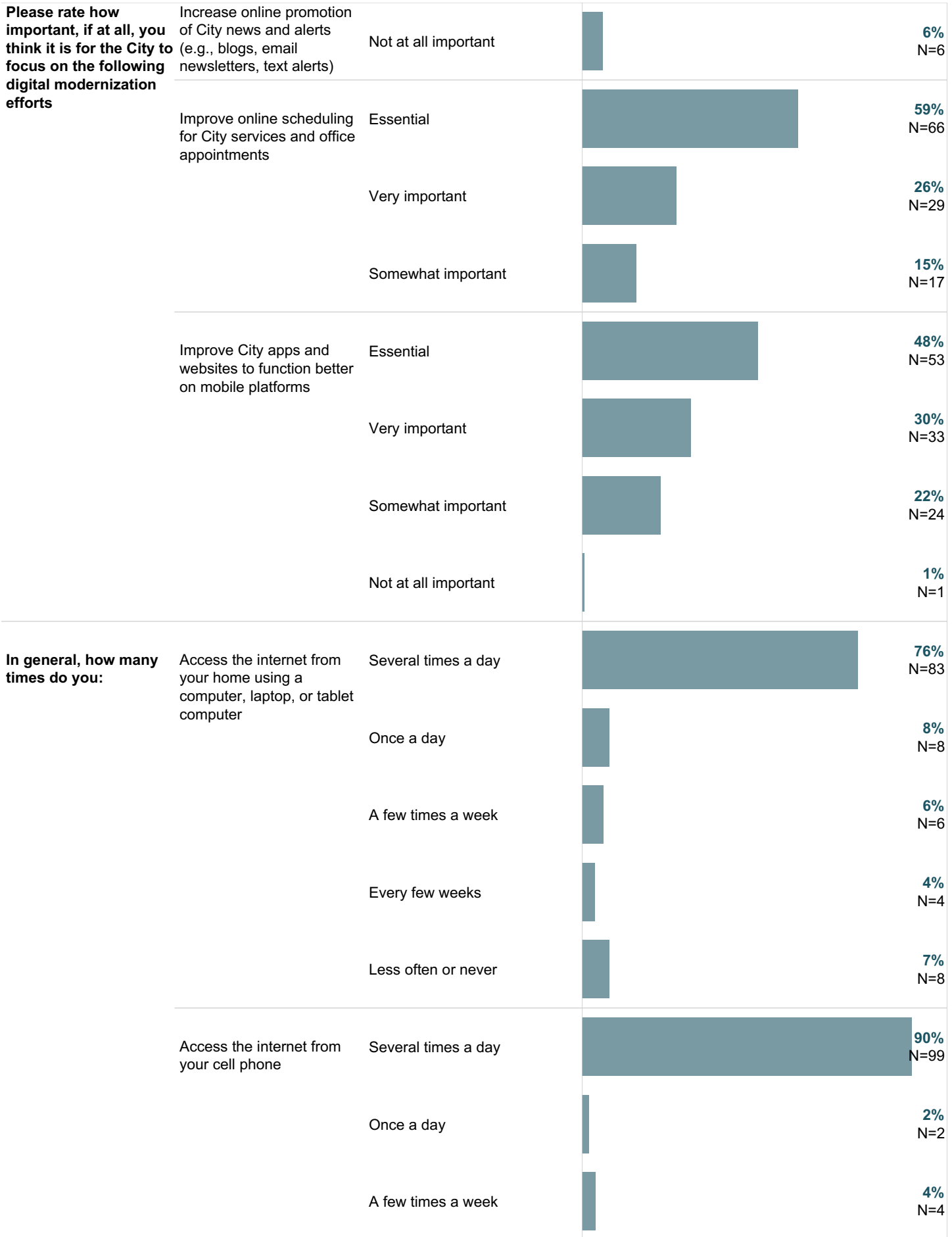
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.				
	Importance	Percentage	Count	
Safe and reliable refuse, recycling, and bulky item collection services and drop-off facilities	Somewhat important	19%	N=21	
	Not at all important	0%	N=	
Safe and effective wastewater collection, treatment, and disposal	Essential	63%	N=70	
	Very important	29%	N=32	
	Somewhat important	8%	N=9	
Community resilience hubs that provide gathering spaces, tools, resources, and mentorship opportunities for recreation and disaster response	Essential	24%	N=26	
	Very important	44%	N=48	
	Somewhat important	30%	N=33	
	Not at all important	3%	N=3	
Increased support for small businesses	Essential	26%	N=28	
	Very important	52%	N=56	
	Somewhat important	17%	N=18	
	Not at all important	6%	N=6	
Increased support for innovation and the technology sector	Essential	29%	N=32	
	Very important	39%	N=43	
	Somewhat important	30%	N=33	

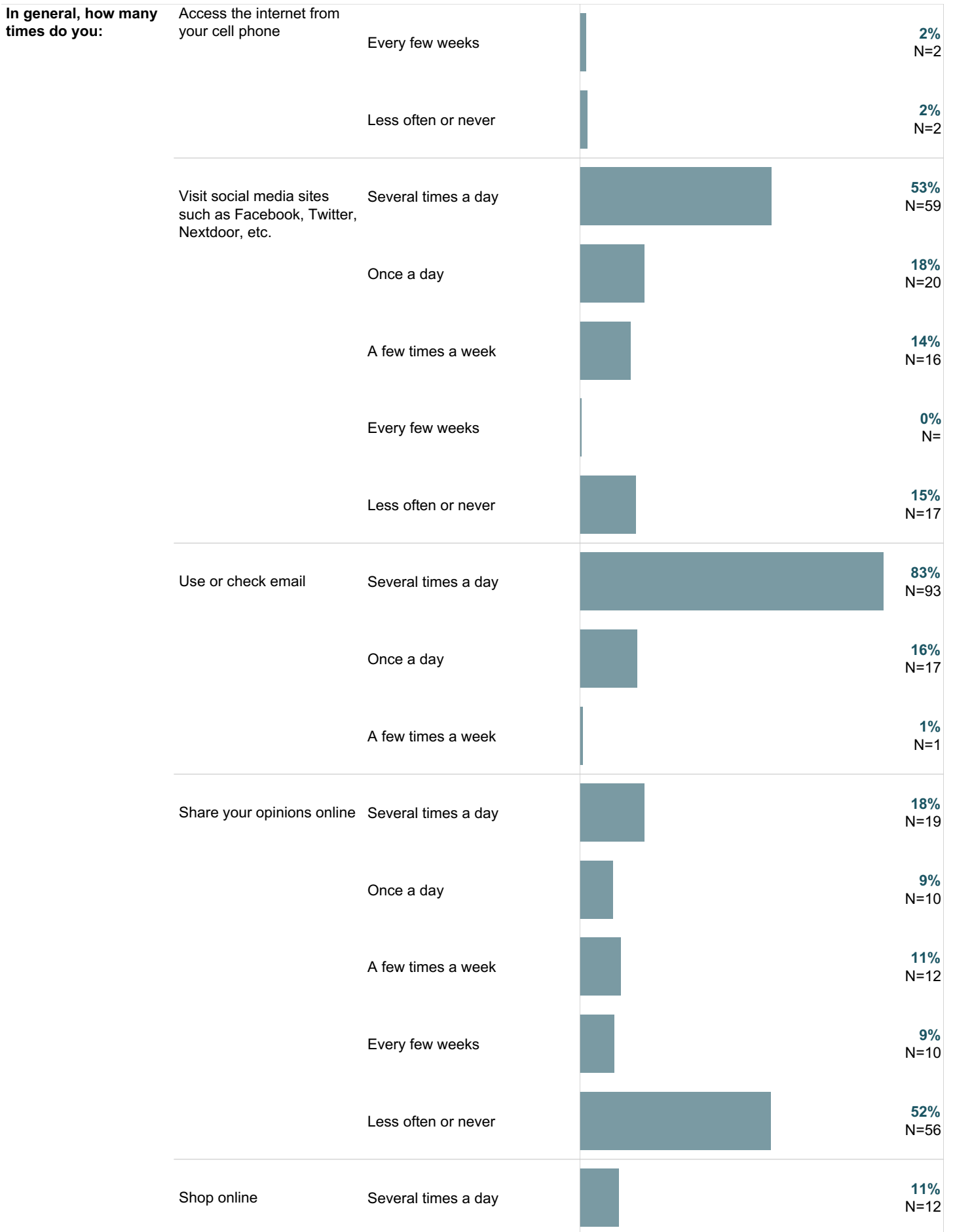
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.			
Increased support for innovation and the technology sector	Not at all important		2% N=3
	Essential		44% N=48
Training for our workforce to increase earning potential	Essential		44% N=48
	Very important		35% N=38
	Somewhat important		20% N=22
	Not at all important		2% N=2
Developing a new tourism model to promote our art, culture, music, and the environment	Essential		20% N=22
	Very important		44% N=48
	Somewhat important		24% N=27
	Not at all important		12% N=14
Additional public art (e.g., murals, art reflecting the multicultural heritage of our people)	Essential		10% N=11
	Very important		20% N=22
	Somewhat important		53% N=59
	Not at all important		17% N=19
Overall affordable housing or workforce housing	Essential		78% N=85
	Very important		21% N=23
	Somewhat important		2% N=2

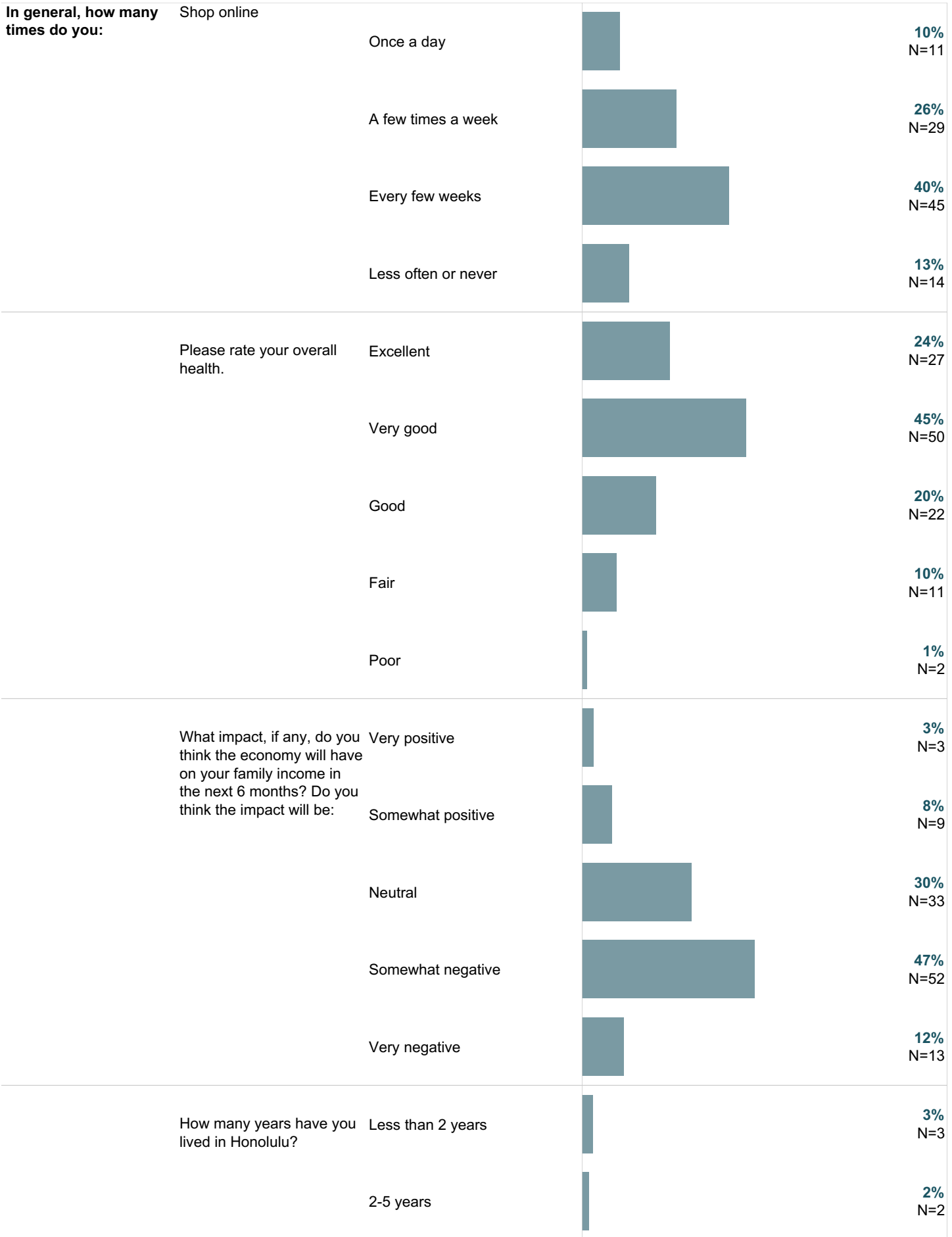
<p>Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.</p>	Overall affordable housing or workforce housing	Not at all important		0% N=
	Improved ethics, accountability, and transparency in government	Essential		75% N=83
		Very important		18% N=19
		Somewhat important		2% N=3
		Not at all important		5% N=5
<p>Please rate how important, if at all, you think it is for the City rail system to do each of the following.</p>	Act as a functional transit system in concert with TheBus and Handivan	Essential		57% N=62
		Very important		27% N=30
		Somewhat important		10% N=11
		Not at all important		5% N=5
Minimize the need for riders on rail to transfer to another transit mode	Essential		33% N=36	
	Very important		42% N=46	
	Somewhat important		20% N=22	
	Not at all important		6% N=6	
Provide for easy transfers between bus and rail for a single fare	Essential		62% N=69	
	Very important		28% N=31	
	Somewhat important		5% N=6	

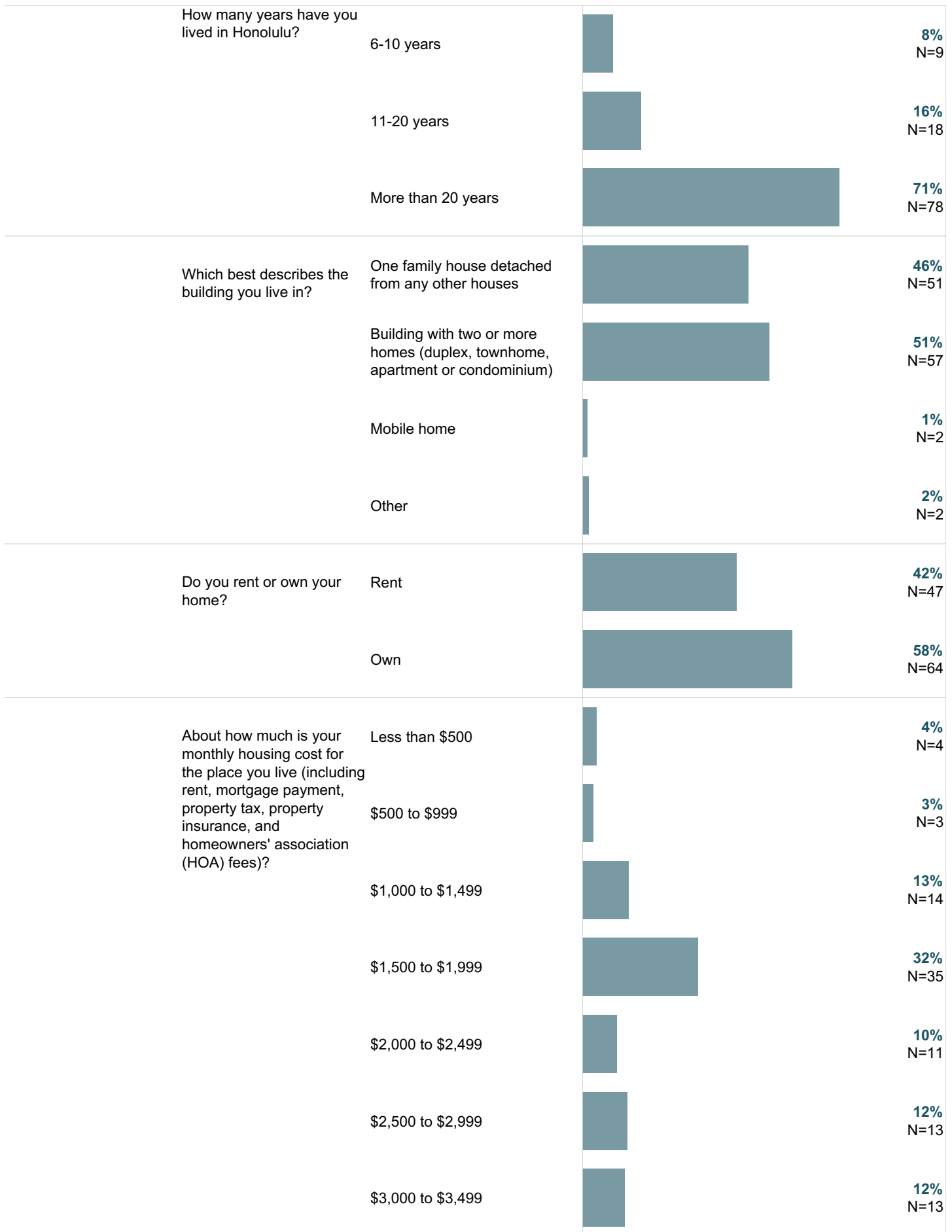
Please rate how important, if at all, you think it is for the City rail system to do each of the following.	Provide for easy transfers between bus and rail for a single fare	Not at all important		4% N=5
	Provide an attractive commuting option to current and future residents in growing areas along the rail route.	Essential		47% N=52
		Very important		35% N=38
		Somewhat important		11% N=12
		Not at all important		8% N=8
	Optimize rail ridership and fare revenues	Essential		53% N=58
		Very important		28% N=31
		Somewhat important		15% N=17
		Not at all important		4% N=5
	Support transit-oriented development (TOD), enhance neighborhoods, along the route, and reduce development pressures in other areas	Essential		38% N=42
		Very important		30% N=33
		Somewhat important		22% N=24
		Not at all important		11% N=12
Please rate how important, if at all, you think it is for the City to focus on the following digital modernization efforts	Offer more online services with credit card payment options	Essential		46% N=51
		Very important		29% N=32
		Somewhat important		24% N=26

















Please rate how important, if at all, you think it is for the City to focus on the following digital modernization efforts			
Offer more online services with credit card payment options	Not at all important		1% N=2
	Essential		41% N=46
	Very important		35% N=39
	Somewhat important		23% N=25
Provide alternative means of communication (online chat, email, text) for the public to contact City and County of Honolulu offices	Not at all important		1% N=1
	Somewhat important		23% N=25
	Very important		35% N=39
	Essential		41% N=46
Increase online promotion of City hosted/co-sponsored events	Not at all important		12% N=13
	Somewhat important		28% N=32
	Very important		28% N=31
	Essential		32% N=36
Increase public awareness of City news and alerts	Not at all important		2% N=2
	Somewhat important		15% N=16
	Very important		41% N=43
	Essential		42% N=45
Increase online promotion of City news and alerts (e.g., blogs, email newsletters, text alerts)	Somewhat important		23% N=25
	Very important		39% N=43
	Essential		33% N=36

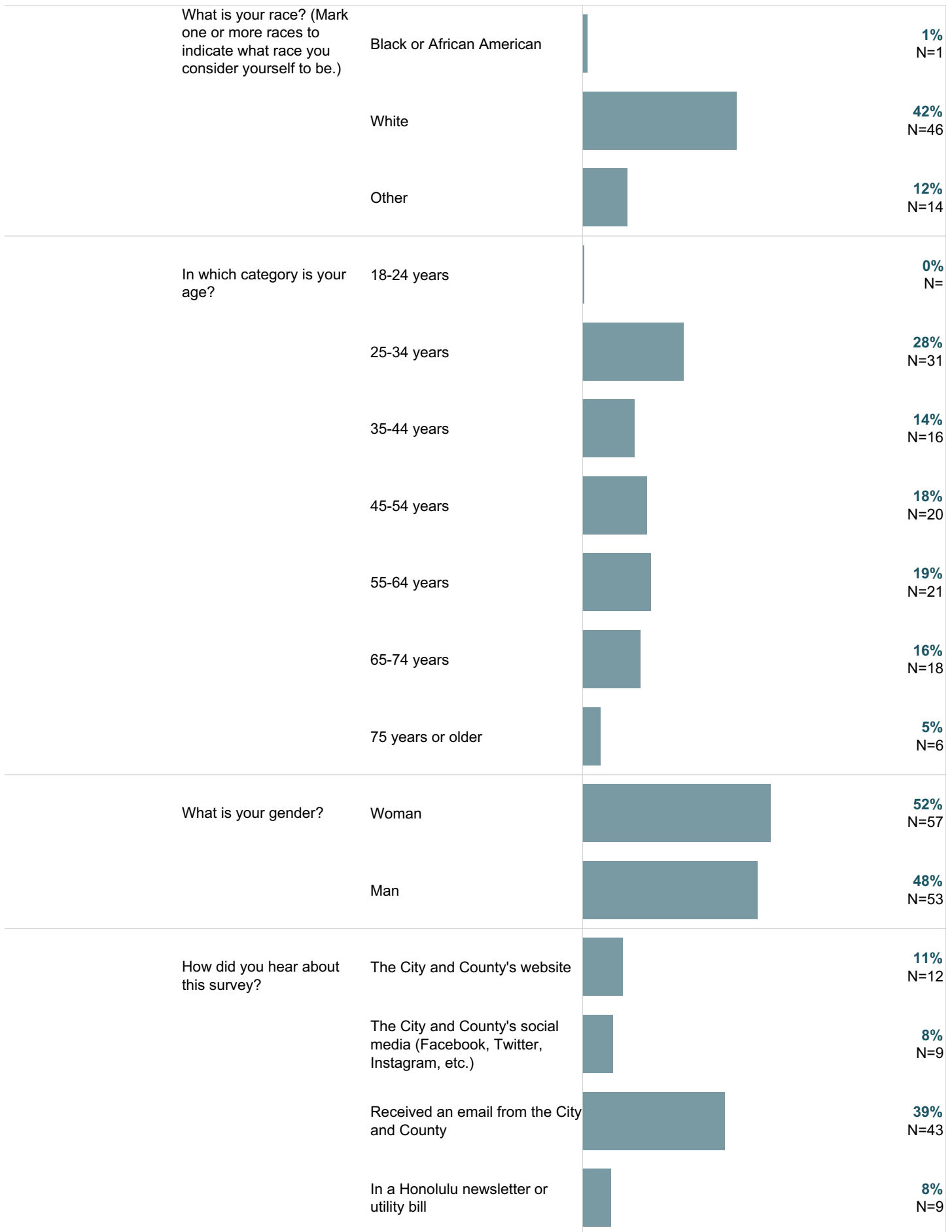








property tax, property insurance, and homeowners' association (HOA) fees)?	\$3,500 or more		15% N=16
Do any children 17 or under live in your household?	No		63% N=70
	Yes		37% N=41
Are you or any other members of your household aged 65 or older?	No		60% N=67
	Yes		40% N=44
How much do you anticipate 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		3% N=4
	\$25,000 to \$49,999		4% N=4
	\$50,000 to \$74,999		15% N=15
	\$75,000 to \$99,999		25% N=26
	\$100,000 to \$149,999		24% N=25
	\$150,000 or more		29% N=30
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		90% N=99
	Yes, I consider myself to be Spanish, Hispanic, or Latino		10% N=11
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3% N=3
	Asian or Asian Indian		55% N=60
	Native Hawaiian or other Pacific Islander		26% N=28



How did you hear about this survey?

In my Facebook feed

7%
N=8

Saw it in a newspaper article or ad (hard copy or online)

20%
N=22

Heard about it from a family member, friend or neighbor

4%
N=5

Heard about it from a business or social organization in my community

1%
N=2

Other

15%
N=17

The City and County of Honolulu 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Honolulu's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

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

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

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Honolulu	1	2	3	4	5
Ease of travel by public transportation in Honolulu	1	2	3	4	5
Ease of travel by bicycle in Honolulu	1	2	3	4	5
Ease of walking in Honolulu.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Honolulu	1	2	3	4	5
Overall appearance of Honolulu.....	1	2	3	4	5
Cleanliness of Honolulu.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Honolulu	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

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

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

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

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

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

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

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

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

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Improved walking opportunities (e.g., sidewalks and crosswalks)	1	2	3	4
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)	1	2	3	4
Safe and sanitary streets and public walkways	1	2	3	4
Increased planting and caring for trees in communities across O’ahu.....	1	2	3	4
Increasing O’ahu residents’ ability to grow their own food	1	2	3	4
Climate adaptation strategy to assess and address climate change impacts....	1	2	3	4
Improved maintenance and repair of parks and park facilities	1	2	3	4
Protecting drinking water aquifers from pollution by establishing programs, rules, and directives to regulate contaminating activities.....	1	2	3	4
Safe and reliable refuse, recycling, and bulky item collection services and drop-off facilities.....	1	2	3	4
Safe and effective wastewater collection, treatment, and disposal.....	1	2	3	4
Community resilience hubs that provide gathering spaces, tools, resources, and mentorship opportunities for recreation and disaster response	1	2	3	4
Increased support for small businesses.....	1	2	3	4
Increased support for innovation and the technology sector.....	1	2	3	4
Training for our workforce to increase earning potential	1	2	3	4
Developing a new tourism model to promote our art, culture, music, and the environment.....	1	2	3	4
Additional public art (e.g., murals, art reflecting the multicultural heritage of our people)	1	2	3	4
Overall affordable housing or workforce housing.....	1	2	3	4
Improved ethics, accountability, and transparency in government	1	2	3	4

The City and County of Honolulu 2022 Community Survey

14. Please rate how important, if at all, you think it is for the City rail system to do each of the following.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Act as a functional transit system in concert with TheBus and Handivan.....	1	2	3	4
Minimize the need for riders on rail to transfer to another transit mode	1	2	3	4
Provide for easy transfers between bus and rail for a single fare	1	2	3	4
Provide an attractive commuting option to current and future residents in growing areas along the rail route.....	1	2	3	4
Optimize rail ridership and fare revenues.....	1	2	3	4
Support transit-oriented development (TOD), enhance neighborhoods along the route, and reduce development pressures in other areas.....	1	2	3	4

15. Please rate how important, if at all, you think it is for the City to focus on the following digital modernization efforts.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Offer more online services with credit card payment options.....	1	2	3	4
Provide alternative means of communication (online chat, email, text) for the public to contact City and County of Honolulu offices.....	1	2	3	4
Increase online promotion of City hosted/co-sponsored events.....	1	2	3	4
Increase public awareness of City news and alerts.....	1	2	3	4
Increase online promotion of City news and alerts (e.g., blogs, email newsletters, text alerts).....	1	2	3	4
Improve online scheduling for City services and office appointments	1	2	3	4
Improve City apps and websites to function better on mobile platforms.....	1	2	3	4

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

D1. In general, how many times do you:

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

D2. Please rate your overall health.

- Excellent Very good Good Fair Poor

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

Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. How many years have you lived in Honolulu?

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

D5. Which best describes the building you live in?

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

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

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

- No Yes

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

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

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

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

D13. In which category is your age?

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

D14. What is your gender?

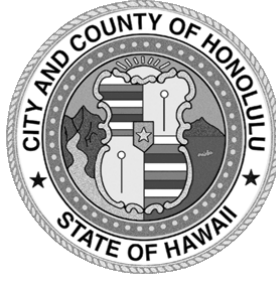
- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Not listed, I identify as: _____

Thank you!

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



November 2022

Dear City and County of Honolulu Resident:

Please help us shape the future of Honolulu! You have been selected at random to participate in the 2022 Honolulu Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

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

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- 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:**

<https://polco.us/honolulu22>

Please do not share your survey link. This survey is for randomly selected households only. The City and County will conduct a separate survey that is open to all residents just a few weeks from now.

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

Thank you for your time and participation!

Sincerely,

A handwritten signature in cursive script that reads "Arushi Kumar".

Arushi Kumar
City Auditor

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