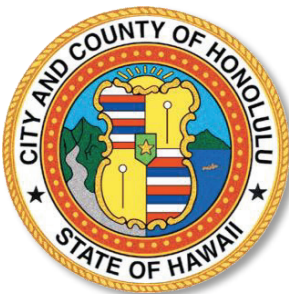


THE NCSTM
The National Citizen SurveyTM

Honolulu, HI 2018



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2018

City and County of Honolulu

Office of the City Auditor

February 2019

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2018)

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

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

The results from this year's NCS indicate:

- The impact of homelessness on the community and pedestrian safety are priorities for the City to address.
- Honolulu residents identified Safety and the Economy as important areas of focus in the coming years.
- Enforcing park hours, mental health services for the homeless, and protecting Honolulu's drinking water aquifers from the Navy's fuel oil leaks, also received high support from residents.
- Honolulu residents continue to enjoy a high quality of life.
- Honolulu residents reported greater levels of Community Engagement from 2017 to 2018. Voting in local elections, contacting City and County elected officials, and watching/attending local public meetings increased significantly in 2018.
- Residents' ratings for quality of fire prevention, ambulance/EMS services, open space, yard-waste pickup, and public information services increased from 2017 to 2018.

The NCS is issued under a separate cover, ahead of the 2018 Service Efforts and Accomplishments Report (SEA). The SEA report provides data about the costs, quality, quantity and timeliness of city services. By reviewing both reports, readers have an independent, impartial assessment of performance trends that can be used to strengthen governmental accountability and transparency, improve governmental efficiency and effectiveness, and improve the delivery of public services.

We solicit inputs and any suggestions for improving this report. The 2018 National Citizen Survey is posted on our *website at <http://www.honolulu.gov/auditor>*. Copies of these reports are also available by contacting the Office of the City Auditor at:

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

Respectfully submitted,



Troy Shimasaki
Acting City Auditor

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Contents

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

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1. Community Livability



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Honolulu, HI

Community Livability Report

2018



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Contents

About..... 1

Quality of Life in Honolulu 3

Community Characteristics 5

Governance 7

Participation 9

Special Topics..... 11

Conclusions 15



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

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

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About

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

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

The Community Livability Report provides the opinions of a representative sample of 432 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

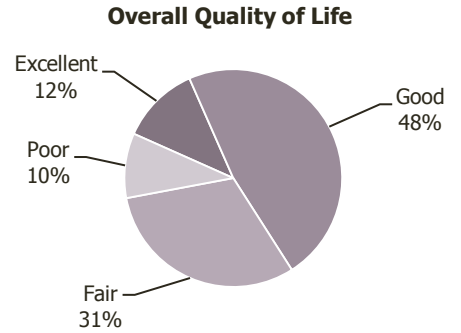


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Quality of Life in Honolulu

About 60% of residents rated the quality of life in Honolulu as excellent or good. This was lower than the national benchmark (see Appendix B in the *Technical Appendices* Tab).

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



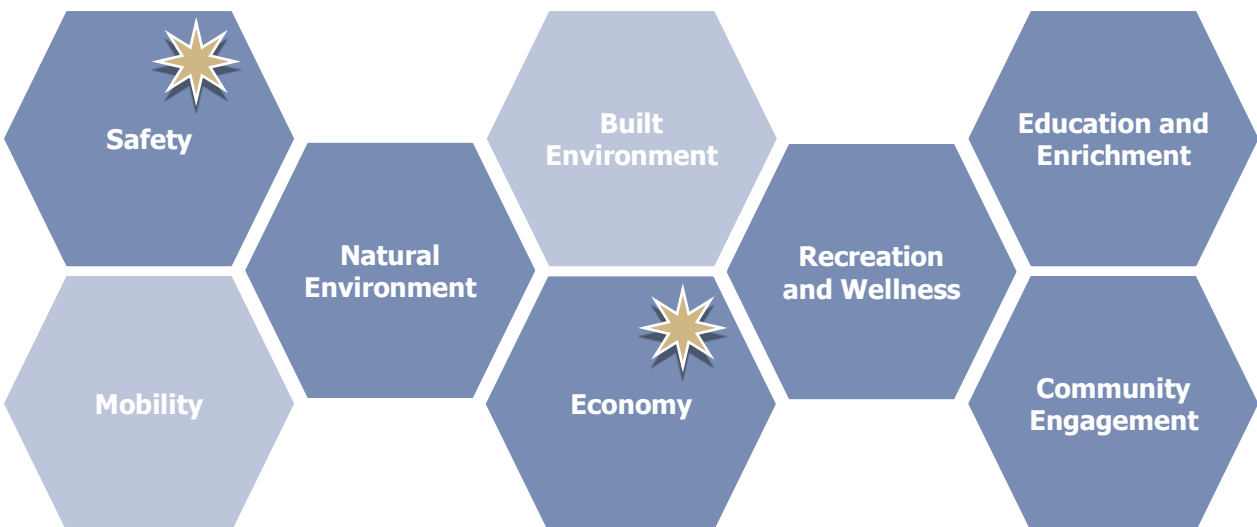
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Honolulu community in the coming two years. Aggregate ratings for most community facets were similar to the benchmarks except for Built Environment and Mobility which scored below the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

Legend

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

★ Most important



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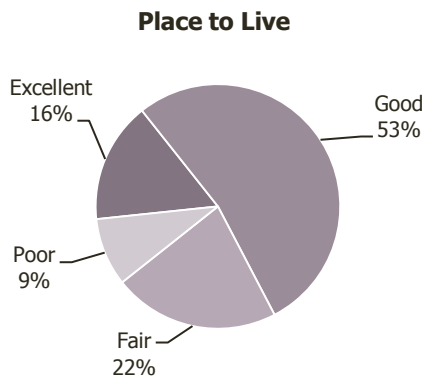
Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, about 7 in 10 rated the City and County as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation but increased from 2017 (see the *Trends over Time* report Tab).

In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. A majority of residents rated their neighborhood as excellent or good, a rating similar to that seen across the nation. Honolulu as a place to raise children, a place to retire, its overall image and its overall appearance were scored lower than in national evaluations.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Community amenities receiving the highest ratings included neighborhood safety, Honolulu as a place to visit, air quality and shopping opportunities. Each of these community characteristics were rated favorably by about 70% or more of residents. When compared to national benchmarks, Honolulu scored similar ratings for 17 aspects, while lagging behind on the rest. Areas where



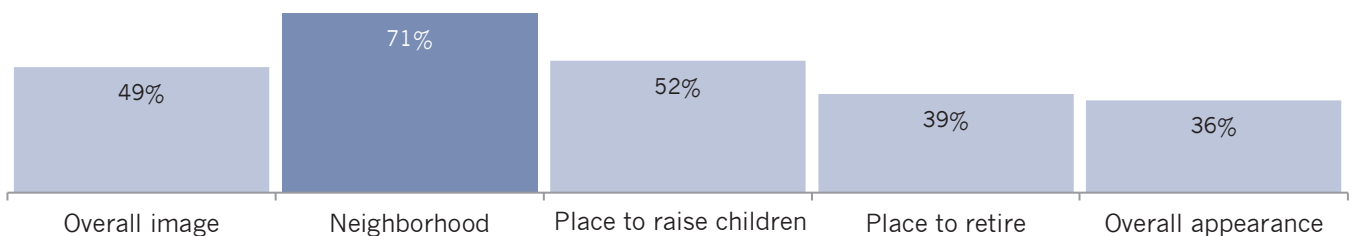
Honolulu was on par with national communities related to travel by public transportation and all characteristics of Community Engagement (social events, neighborliness, openness and acceptance, volunteerism, etc.). Marks for all aspects of Built Environment were lower than national benchmarks. Items related to housing (availability of affordable quality housing and variety of housing options) were much lower than the benchmark. A little more than half of residents felt safe overall and in downtown/commercial areas, a level that was lower than the national comparisons.

When compared to 2017, residents rated their community higher in the areas of mental health, health care, overall ease of travel, overall economic health, having a vibrant

downtown/commercial area and Honolulu as a place to live. Residents gave lower ratings in 2018 for overall feeling of safety, Honolulu as a place to visit and as a place to raise children.

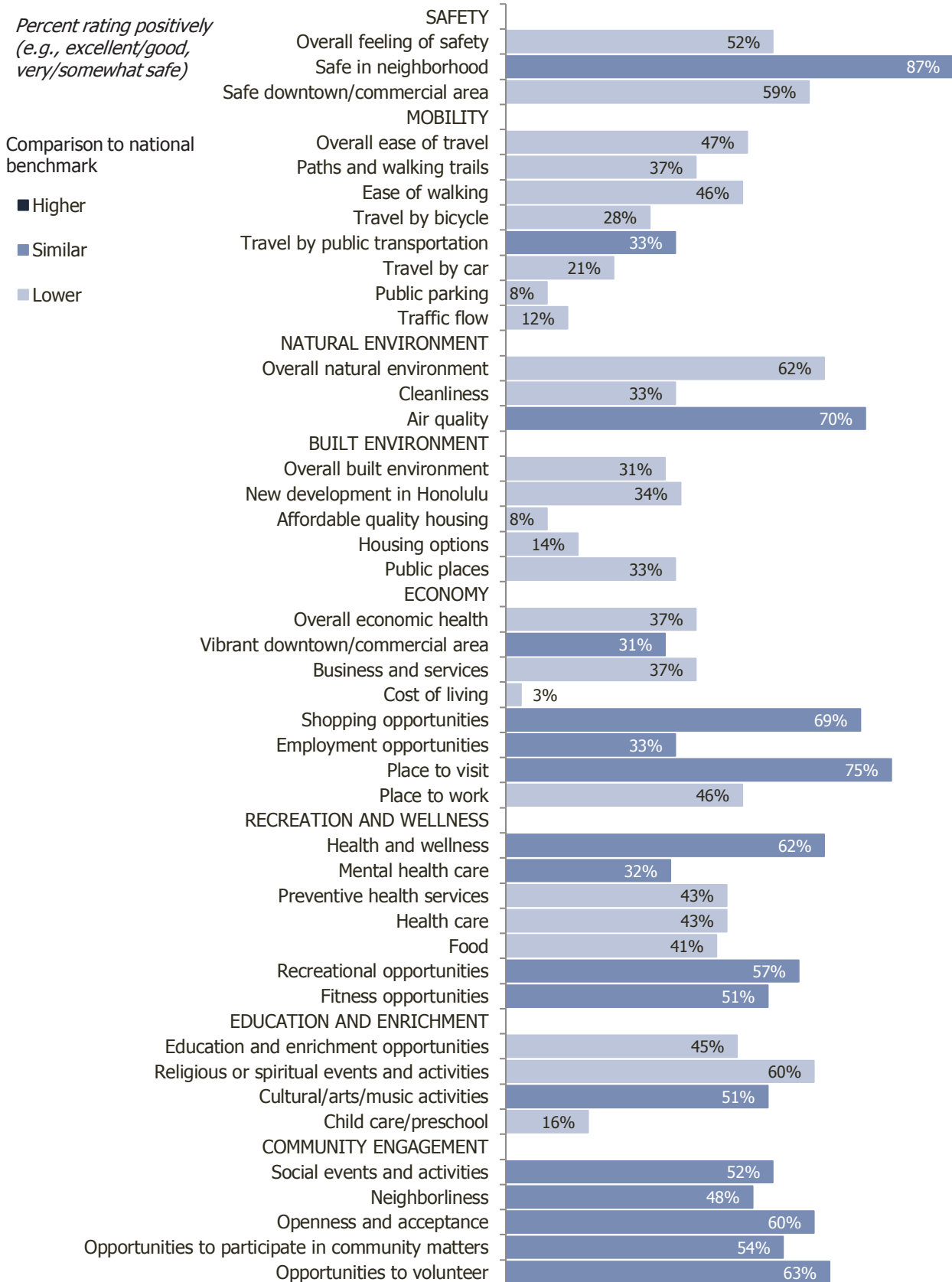
Percent rating positively (e.g., excellent/good)

Comparison to national benchmark
 ■ Higher ■ Similar ■ Lower



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Figure 1: Aspects of Community Characteristics



Governance

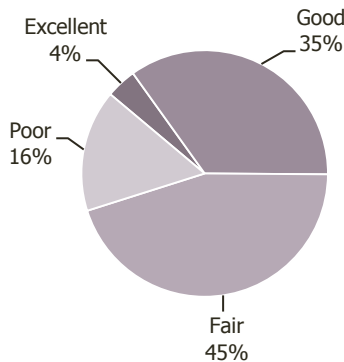
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by Honolulu as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 2 in 5 residents rated the quality of services provided by both the City and County of Honolulu as excellent or good. These ratings for the City and County are lower than the nation.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. Approximately one-quarter of residents rated most aspects of City and County governance as excellent or good. These ratings were lower than those in comparison jurisdictions. Customer service by City and County employees was rated as excellent or good by 4 in 10 respondents.

Respondents evaluated over 30 individual services and amenities available in Honolulu. The highest rated services were fire, ambulance/EMS, drinking water, garbage collection and yard waste pick up. All of these services received excellent or good ratings from at least two-thirds of residents. About one-third of the services rated on the survey scored similarly to national benchmarks while about two-thirds received lower ratings than those seen in other communities across the nation. Most Mobility ratings were lower than the national benchmark, although bus and transit services were positively rated by more than 3 in 5 residents, a level that was higher than the nation.

Overall Quality of City and County Services

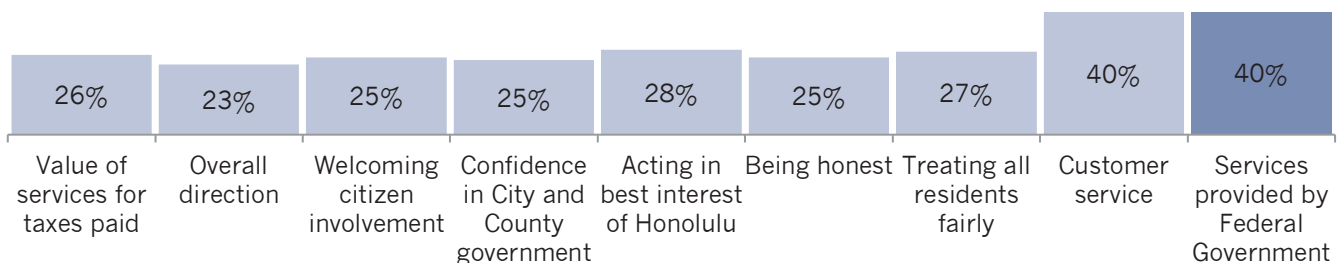


When compared to 2017, there were more service ratings that increased than decreased in 2018. Ratings for fire prevention, ambulance/EMS, yard waste pick-up, drinking water, open space and public information all improved. Declines were noted for street lighting, sidewalk maintenance, code enforcement and recreation centers.

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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



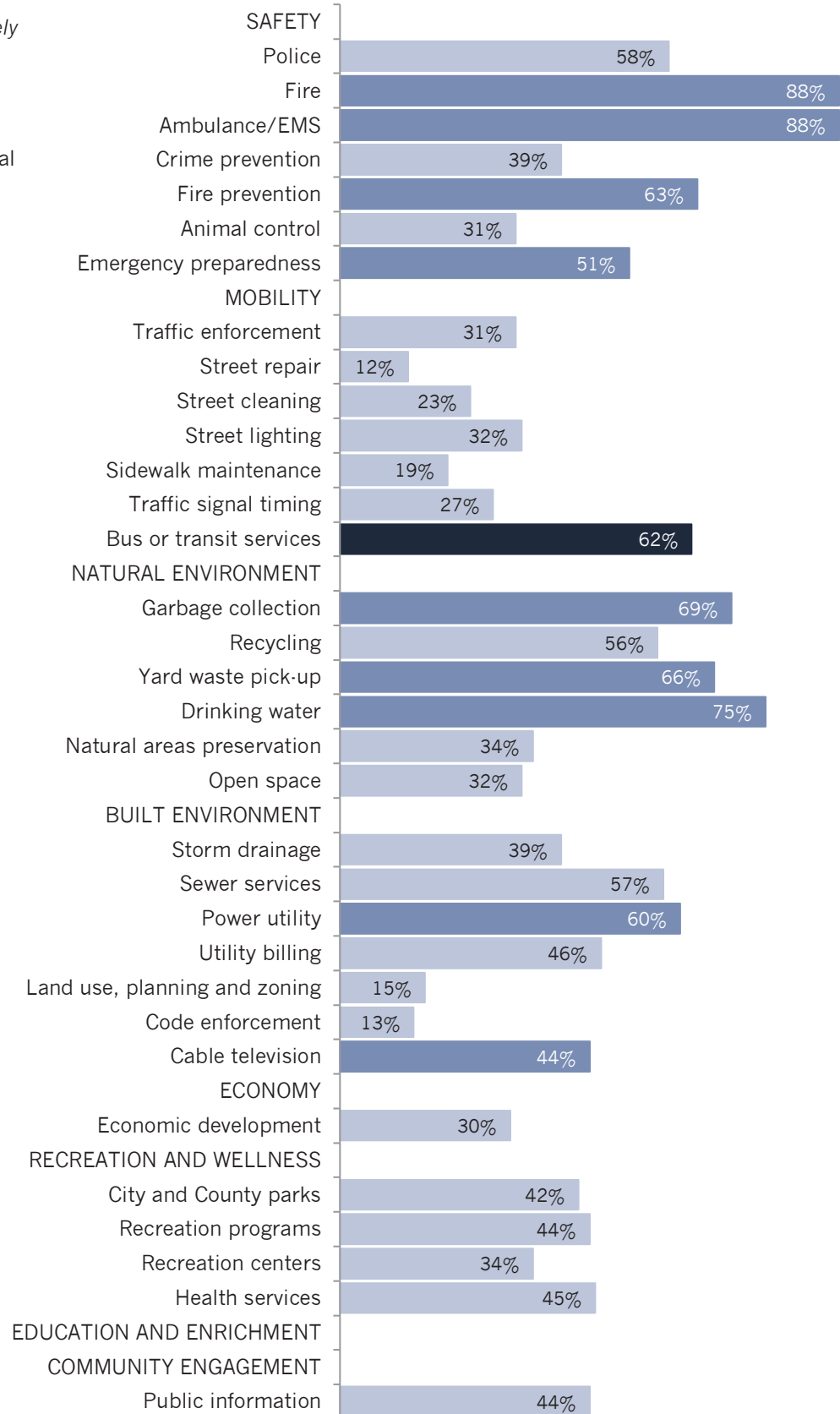
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

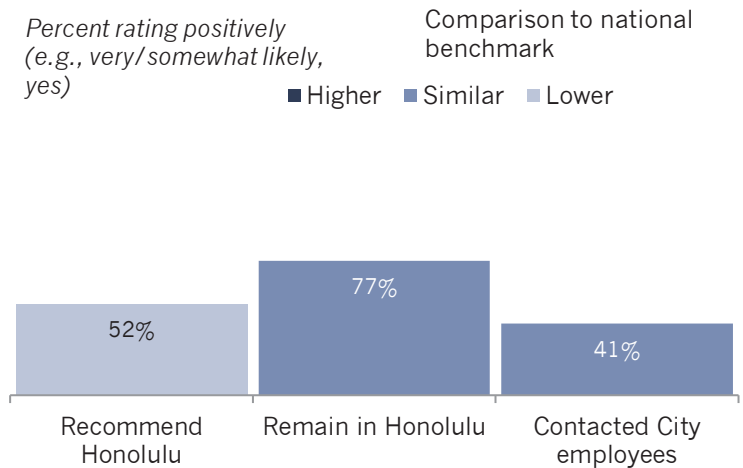
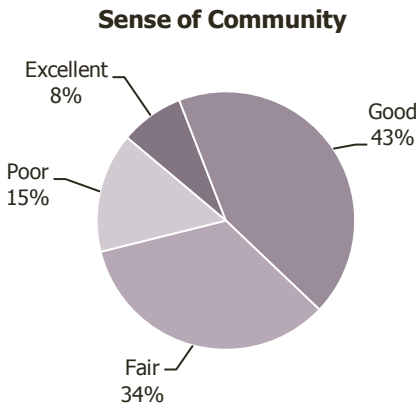


Participation

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

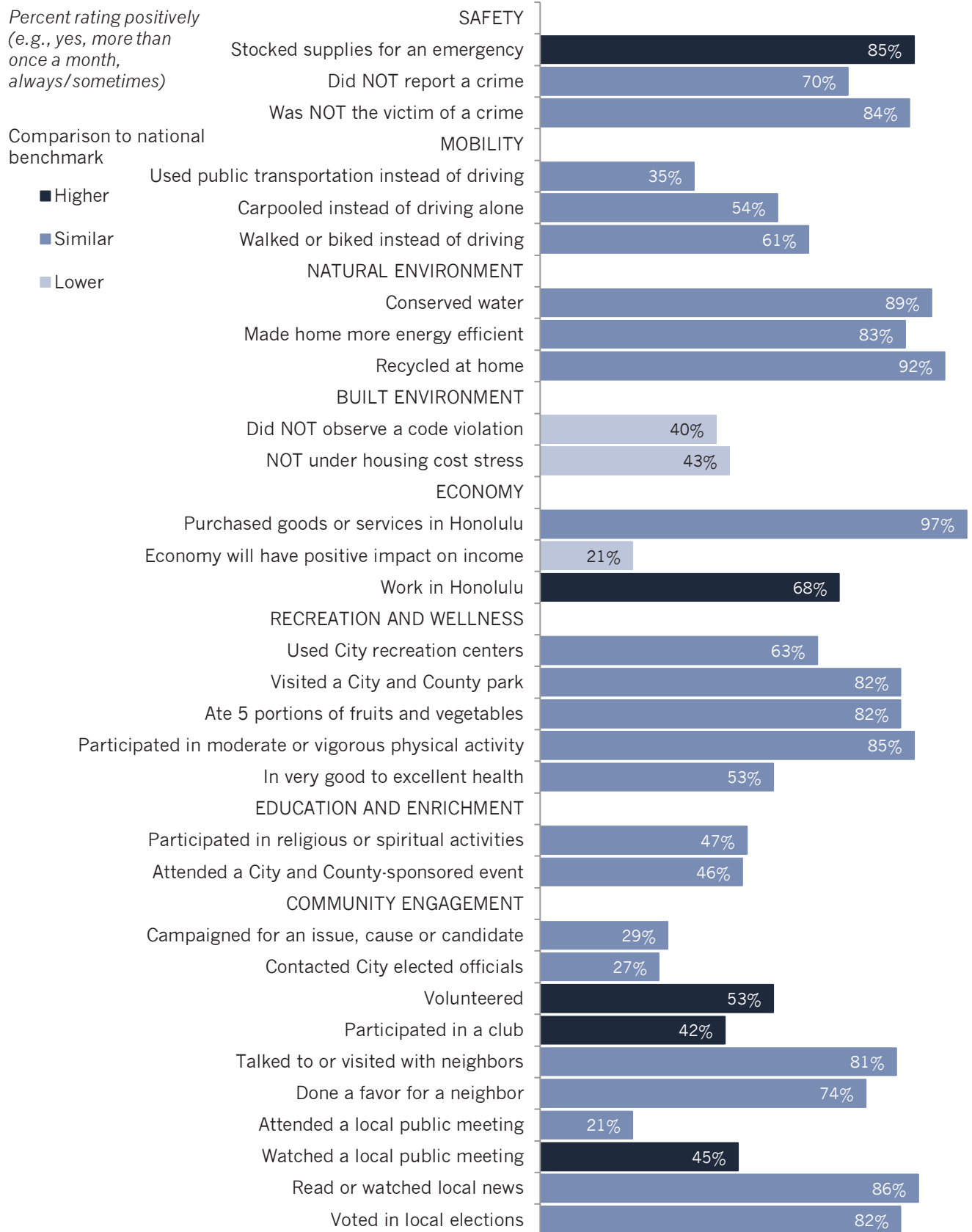
An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About half of residents rated the sense of community in Honolulu as excellent or good which was similar to the national average.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Residents participated in or performed most activities at a level that was similar to levels reported in communities across the nation. Aspects related to Built Environment were lower than the national benchmark. More Honolulu residents reported that they had stocked supplies for an emergency, volunteered, participated in a club, and watched a local public meeting than residents elsewhere. Further, several rates of Participation increased in 2018 compared to the 2017 iteration of this survey. Honolulu residents reported higher levels of voting in local elections and contacting City and County elected officials.



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Figure 3: Aspects of Participation

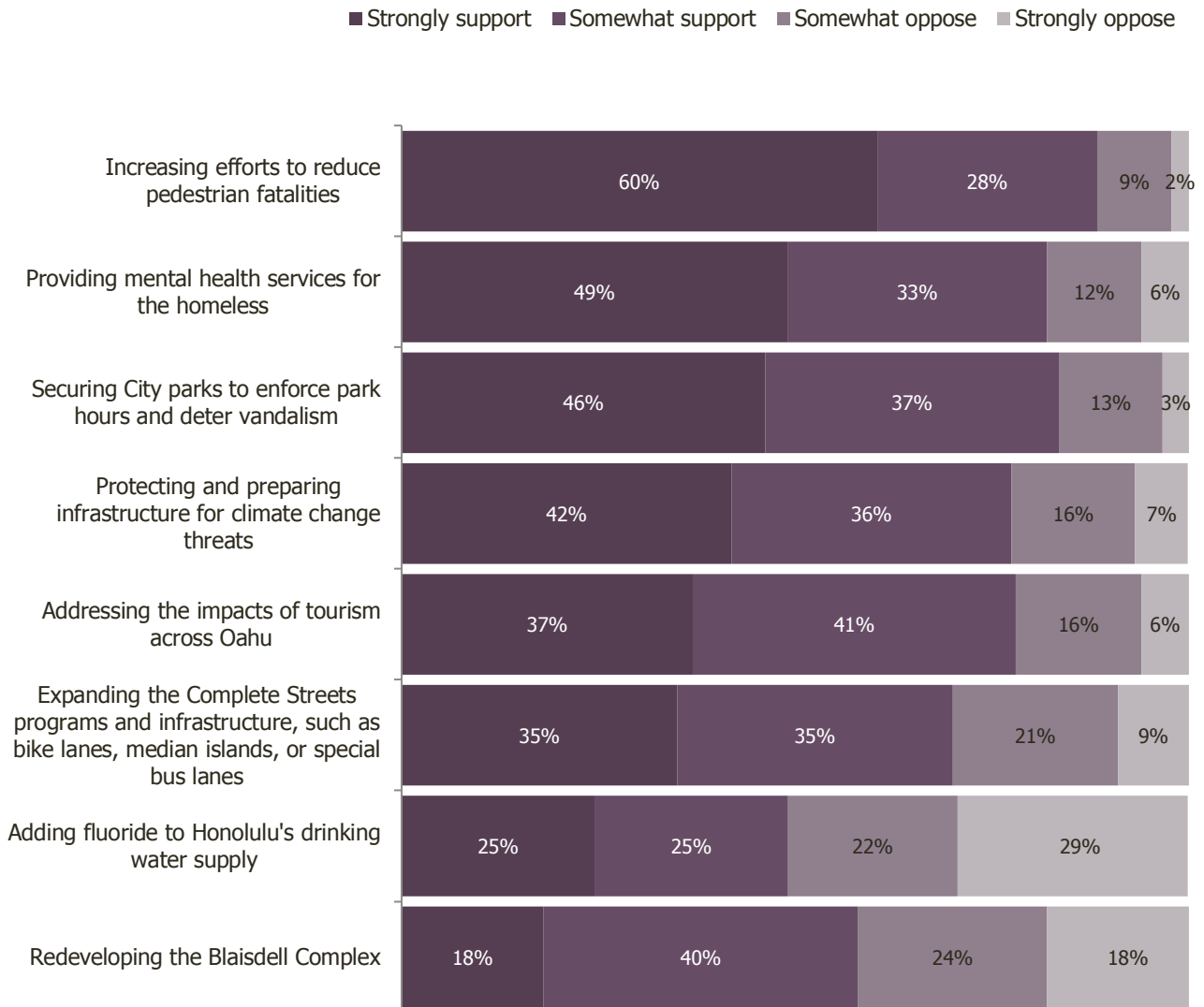


Special Topics

The City and County of Honolulu included four questions of special interest on The NCS. The survey questions quantified community challenges as well as assessing resident priorities and levels of support for a variety of improvements in Honolulu.

Residents were presented with a list of eight potential projects and asked their level of support for each, even if it involved raising taxes or fees. While all projects were at least somewhat supported by a majority of respondents, the projects receiving the strongest support were increasing efforts to reduce pedestrian fatalities, providing mental health services for the homeless and securing City parks to enforce park hours and deter vandalism. The projects receiving the lowest levels of support were adding fluoride in Honolulu’s drinking water and redeveloping the Blaisdell complex. One-quarter or fewer respondents strongly supported these initiatives.

Figure 4: Support for proposed City and County projects
How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

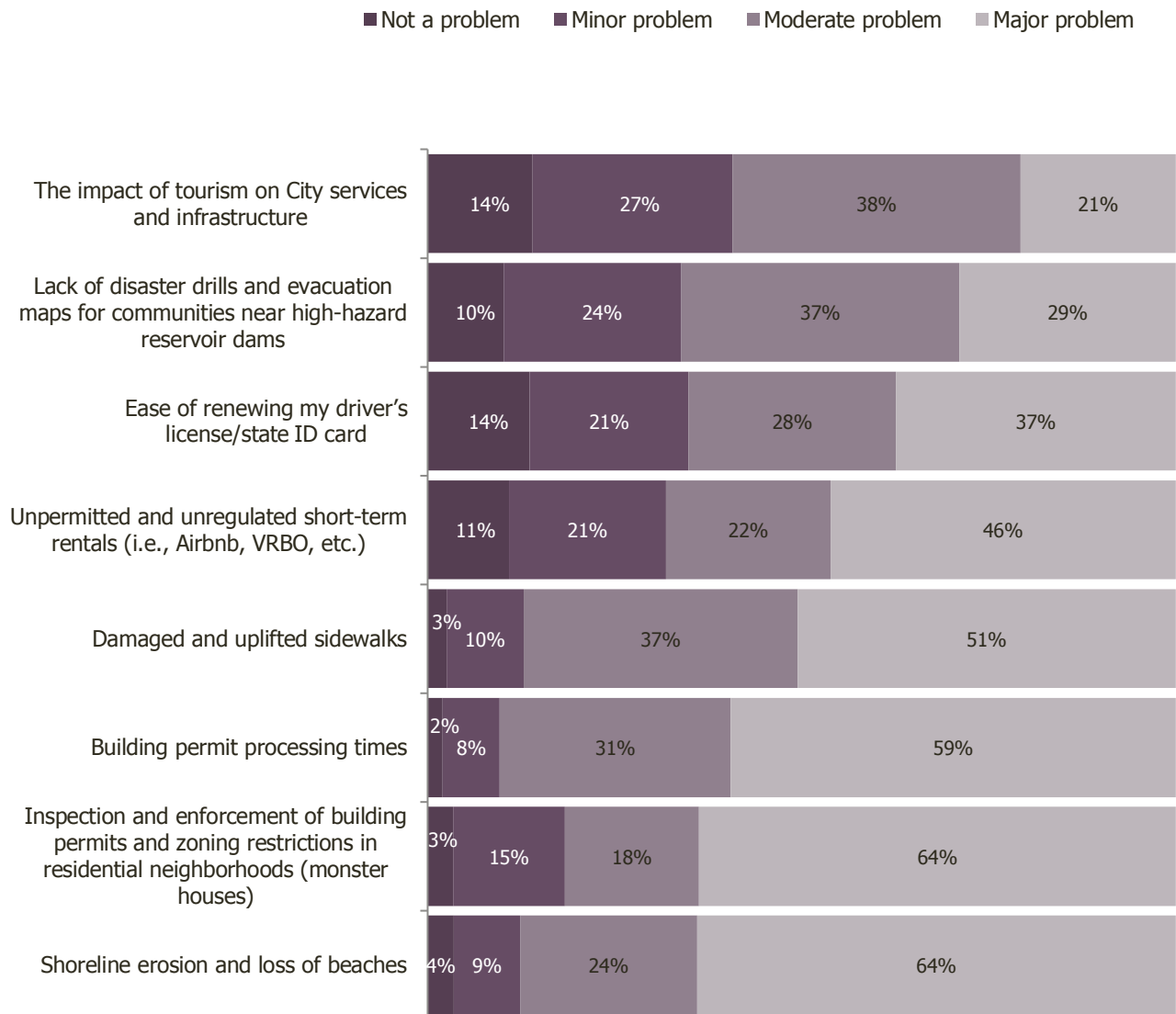


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Respondents were asked to rate how problematic a set of eight issues were for the City and County of Honolulu. The issues receiving the highest number of major problem ratings were shoreline erosion and loss of beaches, followed by inspection and enforcement of building permits and zoning restrictions in residential neighborhoods. Building permit processing times and damaged and uplifted sidewalks also were rated as a major problem by a majority of residents.

Figure 5: Extent of Problems

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

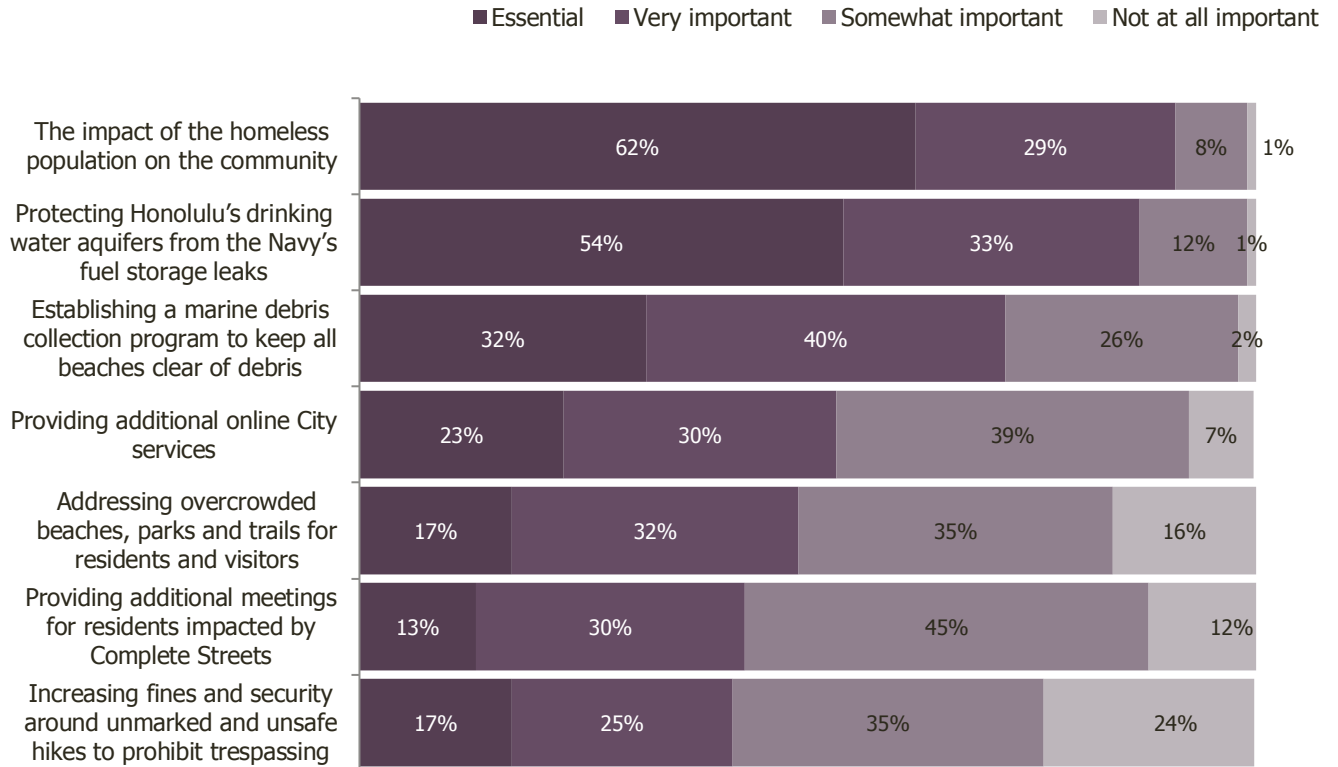


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When asked about the importance of issues for the City to address in next two years, the impact of the homeless population received the highest priority ratings by residents. Second was protecting Honolulu’s drinking water aquifers. Establishing a marine debris collection program and providing additional on-line City services also were felt to be at least very important to a majority of residents.

Figure 6: Importance of Issues

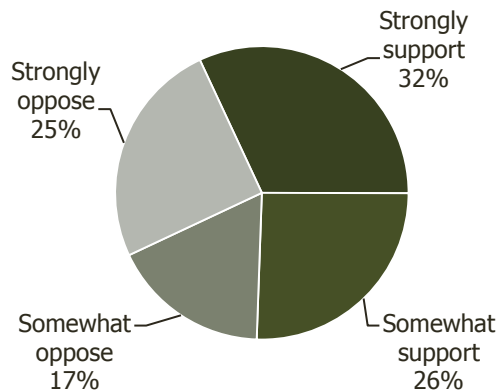
How important, if at all, are the following issues for the City to address in the next 2 years?



A final question gauged resident support for bulky items collection disposal. About one-third of residents strongly supported the program and another quarter were in somewhat support.

Figure 7: Support for Bulky Item Disposal

How much would you support or oppose collection of bulky items for disposal by appointment only?



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Conclusions

Safety continues to be a focus area for residents

As in past iterations of this survey, Safety was identified by Honolulu residents as an area of focus for the next two years. While nearly 9 in 10 residents felt safe in their neighborhood, a little more than half of gave positive ratings to the overall feeling of safety in Honolulu, a level lower than the nation and one that declined from 2017 to 2018 (60% to 52%). Safety in downtown/commercial areas also received ratings lower than the national benchmark, City and County projects related to Safety (pedestrian safety, services for the homeless, and park hour enforcement) were given the highest priority ratings

However, a number of indicators on the survey related to Safety were positive. Fire prevention was rated as excellent or good by more than 3 in 5 residents; and ambulance/EMS was positively rated by nearly 9 in 10 residents. Both of these services were rated on par with the national benchmark and improved in 2018 compared to 2017. The proportion of Honolulu residents that had reported a crime or had been a victim of crime in the 12 months prior to the survey were similar to 2017 and similar to national averages.

Built Environment remains an opportunity for improvement

Most aspects of Honolulu's Built Environment were rated at levels below the national benchmarks. The quality of new development, housing (affordability and options), public places and the overall built environment were rated as excellent or good by about one-third of residents or fewer. In addition, land use, planning and zoning and code enforcement received some of the lowest quality ratings on the survey. Assessments of code enforcement declined from (19% excellent or good in 2017 to 13% in 2018). Further, inspection and enforcement of building permits and zoning restrictions in residential neighborhoods was found to be a major problem by about two-thirds of residents.

Residents are more positive about Honolulu's Economy but still struggle with affordability

Honolulu residents identified Economy, as in years past, to be a key priority area of focus for the community. Residents rated many of aspects of Economy on par with the nation and significantly higher ratings were given to Honolulu's overall economic health and downtown vibrancy in 2018 compared to 2017.

As with many attractive communities, the cost of living and lack of affordable housing continue to pose serious challenges to community livability. A majority of respondents were found to be experiencing housing cost stress due to mortgage and rental costs disproportionate to household income. Only 1 in 5 felt that the economy would have a positive impact on their family income in the 6 months following the survey, a rating lower than the national average.

Residents in Honolulu report greater levels of Community Engagement

Nearly all aspects of Community Engagement (social events, openness and acceptance, opportunities to participate in community matters and volunteer opportunities) were rated positively by a majority of respondents and were similar to the national benchmarks. Resident ratings of public information services increased by 7% in 2018.

Levels of community participation in Honolulu were on par with the nation and increased significantly from 2017 to 2018. Increases were found in the area of civic engagement, with more resident reporting that they had voted in local elections, volunteered, watched or attended local meetings and contacted City and County elected officials. Social engagement levels also increased as more residents reported that they had participated in religious or spiritual activities, clubs and City and County sponsored events.

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2. Dashboard Summary of Findings



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Honolulu, HI

Dashboard Summary of Findings

2018



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Summary

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

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

Within the Community Characteristics pillar ratings for Safety, Mobility, Natural Environment, Built Environment and Education and Enrichment tended to have lower ratings than the national benchmarks. Most aspects of Governance had ratings lower than in other communities across the U.S.. Reported rates of Participation were similar to other communities for all facets other than Built Environment, which tended to have lower reported rates. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	0	18	32	1	10	32	5	26	4
General	0	1	6	0	1	2	0	2	1
Safety	0	1	2	0	4	3	1	2	0
Mobility	0	1	7	1	0	6	0	3	0
Natural Environment	0	1	2	0	3	3	0	3	0
Built Environment	0	0	5	0	2	5	0	0	2
Economy	0	4	4	0	0	1	1	1	1
Recreation and Wellness	0	4	3	0	0	4	0	5	0
Education and Enrichment	0	1	3	0	0	0	0	2	0
Community Engagement	0	5	0	0	0	8	3	8	0

National Benchmark	
	Higher
	Similar
	Lower
	NA

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Figure 2: Detailed Dashboard

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	↔	↔	↔	40%	Recommend Honolulu	↓	↔	52%
	Overall quality of life	↔	↓	↔	↔	↓	39%	Remain in Honolulu	↔	↔	77%
	Place to retire	↔	↓	↔	↔	↔	40%	Contacted City employees	↔	↔	41%
	Place to raise children	↓	↓								
	Place to live	↑	↓								
	Neighborhood	↔	↔								
	Overall image	↔	↓								
	Overall feeling of safety	↓	↓								
	Safe in neighborhood	↔	↔								
	Safe downtown/commercial area	↔	↔								
Safety	Traffic flow	↔	↔	↔	↔	↔	31%	Carpooled instead of driving alone	↔	↔	54%
	Travel by car	↔	↔	↔	↔	↔	12%	Walked or biked instead of driving	↔	↔	61%
	Travel by bicycle	↔	↓	↔	↔	↔	23%	Used public transportation instead of driving	↔	↔	35%
	Ease of walking	↔	↓	↔	↔	↔	32%				
	Travel by public transportation	↔	↔	↔	↔	↔	19%				
	Overall ease travel	↑	↔	↔	↔	↔	27%				
	Public parking	↔	↔	↔	↔	↔	62%				
	Paths and walking trails	↔	↓	↔	↔	↔					
	Overall natural environment	↔	↔	↔	↔	↔	69%	Recycled at home	↔	↔	92%
	Air quality	↔	↔	↔	↔	↔	56%	Conserved water	↔	↔	89%
Natural Environment	Cleanliness	↔	↔	↔	↔	↔	66%	Made home more energy efficient	↔	↔	83%
	New development in Honolulu	↔	↓	↔	↔	↓	57%	NOT experiencing housing cost stress	↔	↔	43%
	Affordable quality housing	↔	↔	↔	↔	↔	39%	Did NOT observe a code violation	↔	↓	40%
	Housing options	↔	↔	↔	↔	↔	60%				
	Overall built environment	↔	↔	↔	↔	↔	46%				
	Public places	↔	↓	↔	↔	↔	15%				
					↔	↔	13%				
					↔	↔	44%				

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

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Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Overall economic health	↑	↓	37%	Economic development	↔	↓	30%	Economy will have positive impact on income	↔	↓	21%
Shopping opportunities	↔	↔	69%					Purchased goods or services in Honolulu	↔	↔	97%
Employment opportunities	↔	↔	33%					Work in Honolulu	↔	↑↑	68%
Place to visit	↓	↔	75%								
Cost of living	↔	↓↓	3%								
Vibrant downtown/commercial area	↑	↔	31%								
Place to work	↔	↓	46%								
Business and services	↔	↓	37%								
Fitness opportunities	↔	↔	51%	City and County parks	↔	↓↓	42%	In very good to excellent health	↔	↔	53%
Recreational opportunities	↔	↔	57%	Recreation centers	↓	↓	34%	Used City recreation centers	↔	↔	63%
Health care	↑	↓	43%	Recreation programs	↔	↓	44%	Visited a City and County park	↔	↔	82%
Food	↔	↓	41%	Health services	↔	↓	45%	Ate 5 portions of fruits and vegetables	↔	↔	82%
Mental health care	↑	↔	32%					Participated in moderate or vigorous physical activity	↔	↔	85%
Health and wellness	↔	↔	62%								
Preventive health services	↔	↓	43%								
Cultural/arts/music activities	↔	↔	51%					Participated in religious or spiritual activities	↑	↔	47%
Child care/preschool	↔	↓↓	16%					Attended a City and County-sponsored event	↑	↔	46%
Religious or spiritual events and activities	↔	↓	60%								
Overall education and enrichment	↔	↓	45%								
Opportunities to participate in community matters	↔	↔	54%	Public information	↑	↓	44%	Sense of community	↔	↔	51%
Opportunities to volunteer	↔	↔	63%	Overall direction	↔	↓↓	23%	Voted in local elections	↑	↔	82%
Openness and acceptance	↔	↔	60%	Value of services for taxes paid	↔	↓	26%	Talked to or visited with neighbors	↓	↔	81%
Social events and activities	↔	↔	52%	Welcoming citizen involvement	↔	↓	25%	Attended a local public meeting	↑	↔	21%
Neighborhoodness	↔	↔	48%	Confidence in City and County government	↔	↓	25%	Watched a local public meeting	↑	↑↑	45%
				Acting in the best interest of Honolulu	↔	↓	28%	Volunteered	↑	↑	53%
				Being honest	↔	↓↓	25%	Participated in a club	↑	↑	42%
				Treating all residents fairly	↔	↓	27%	Campaigned for an issue, cause or candidate	↔	↔	29%
								Contacted City elected officials	↑	↔	27%
								Read or watched local news	↔	↔	86%
								Done a favor for a neighbor	↔	↔	74%

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

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3. Trends Over Time



THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Trends over Time

2018



NRC

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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City and County of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014, 2015, 2016, and 2017. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than seven percentage points between the 2017 and 2018 surveys, otherwise the comparisons between 2017 and 2018 are noted as being “similar.” Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Honolulu for 2018 generally remained stable although there were more items trending upward than downward. Of the 128 items for which comparisons were available, 98 items were rated similarly in 2017 and 2018, nine items showed a decrease in ratings and 21 showed an increase in ratings. Notable trends over time included the following:

- The pillar of Community Characteristics saw several increases in ratings, most notably for mental health care. Ratings also improved for health care, overall ease of travel, overall economic health, vibrant downtown/commercial area, and Honolulu as a place to live. However, residents gave lower ratings to the overall feeling of safety, Honolulu as a place to visit and as a place to raise children.
- Governance also saw more increases than decreases. Honolulu residents gave more positive reviews to fire prevention, ambulance/EMS, yard waste pick-up, drinking water, open space and public information. Declines were noted for street lighting, sidewalk maintenance, code enforcement and recreation centers.
- Within the pillar of Participation, fewer residents noted having talked to or visited with neighbors, and fewer would recommend living in Honolulu to someone who asks. However, levels of Participation increased for nine activities. Increases were found in the area of civic engagement: voting in local elections, volunteering, watching or attending local meetings and contacting City and County elected officials. Social engagement levels also increased as more residents reported that they had participated in religious or spiritual activities, clubs and attended City or County sponsored events. Finally, a greater proportion of residents reported stocking supplies for an emergency in 2017 than in 2018.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)													2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Overall quality of life	77%	75%	70%	74%	71%	68%	62%	64%	64%	59%				
Overall image	NA	65%	66%	65%	59%	62%	49%	58%	53%	49%				
Place to live	77%	84%	80%	81%	76%	77%	67%	73%	63%	68%				
Neighborhood	82%	78%	70%	76%	74%	80%	71%	75%	72%	71%				
Place to raise children	71%	66%	60%	63%	63%	58%	58%	58%	59%	52%				
Place to retire	68%	63%	53%	63%	52%	52%	46%	47%	39%	39%				
Overall appearance	NA	52%	53%	54%	50%	46%	42%	47%	36%	36%				

Table 2: Community Characteristics General

	Comparison to benchmark													2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Overall quality of life	Similar	Lower	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower				
Overall image	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Lower				
Place to live	Lower	Similar	Similar	Similar	Lower	Similar	Lower	Similar	Lower	Lower				
Neighborhood	Lower	Similar	Similar	Similar	Lower	Similar	Lower	Similar	Lower	Lower				
Place to raise children	Similar	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower				
Place to retire	NA	Similar	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower	Lower				
Overall appearance	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower				

Table 3: Community Characteristics by Facet

	Percent rating positively (e.g., excellent/good, very/somewhat safe)													2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Safety	Overall feeling of safety	NA	NA	NA	NA	64%	66%	63%	61%	60%				
	Safe in neighborhood	NA	89%	87%	92%	93%	88%	85%	93%	89%				
	Safe downtown/commercial area	NA	71%	66%	68%	71%	66%	65%	67%	60%				
	Overall ease of travel	NA	NA	NA	NA	42%	44%	38%	40%	40%				
	Paths and walking trails	NA	31%	37%	36%	37%	42%	33%	39%	36%				
Mobility	Ease of walking	NA	47%	51%	52%	45%	52%	39%	50%	47%				
	Travel by bicycle	NA	22%	21%	21%	18%	20%	20%	28%	24%				
	Travel by public transportation	NA	NA	NA	NA	42%	38%	33%	32%	33%				
	Travel by car	NA	25%	23%	20%	15%	18%	17%	18%	21%				
Natural Environment	Public parking	NA	NA	NA	NA	7%	11%	9%	12%	9%				
	Traffic flow	13%	10%	12%	11%	10%	13%	8%	12%	12%				
Natural Environment	Overall natural environment	NA	67%	67%	71%	65%	67%	64%	62%	64%				
	Cleanliness	NA	40%	41%	40%	43%	33%	36%	31%	33%				

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)											2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Built Environment	Air quality	NA	75%	70%	72%	69%	68%	69%	66%	67%	70%	Similar
	Overall built environment	NA	NA	NA	NA	34%	37%	27%	32%	29%	31%	Similar
	New development in Honolulu	NA	39%	39%	40%	29%	37%	38%	40%	35%	34%	Similar
	Affordable quality housing	NA	6%	9%	9%	9%	8%	9%	8%	5%	8%	Similar
	Housing options	NA	24%	25%	24%	19%	20%	13%	15%	11%	14%	Similar
	Public places	NA	NA	NA	NA	44%	48%	35%	40%	34%	33%	Similar
	Overall economic health	NA	NA	NA	NA	32%	33%	30%	33%	27%	37%	Higher
	Vibrant downtown/commercial area	NA	NA	NA	NA	32%	34%	32%	39%	26%	31%	Higher
	Business and services	NA	43%	51%	57%	42%	45%	33%	43%	40%	37%	Similar
	Cost of living	NA	NA	NA	NA	6%	7%	3%	8%	5%	3%	Similar
	Shopping opportunities	NA	70%	72%	74%	64%	73%	67%	74%	72%	69%	Similar
	Employment opportunities	NA	22%	26%	34%	24%	28%	22%	32%	34%	33%	Similar
	Place to visit	NA	NA	NA	NA	84%	85%	81%	85%	80%	75%	Lower
	Place to work	NA	53%	53%	57%	51%	49%	39%	46%	49%	46%	Similar
	Economy	Health and wellness	NA	NA	NA	NA	66%	68%	60%	60%	65%	62%
Mental health care		NA	NA	NA	NA	30%	34%	22%	25%	19%	32%	Higher
Preventive health services		NA	40%	41%	47%	46%	53%	36%	40%	39%	43%	Similar
Health care		NA	33%	34%	37%	44%	49%	37%	35%	36%	43%	Higher
Food		NA	48%	40%	43%	40%	41%	31%	35%	37%	41%	Similar
Recreational opportunities		NA	71%	69%	73%	57%	60%	57%	58%	55%	57%	Similar
Fitness opportunities		NA	NA	NA	NA	45%	53%	48%	53%	51%	51%	Similar
Education and enrichment opportunities		NA	NA	NA	NA	44%	41%	40%	45%	41%	45%	Similar
Religious or spiritual events and activities		NA	71%	68%	67%	68%	74%	64%	66%	63%	60%	Similar
Cultural/arts/music activities		NA	70%	71%	69%	51%	62%	46%	50%	48%	51%	Similar
Child care/preschool		NA	14%	15%	14%	23%	24%	16%	19%	14%	16%	Similar
Social events and activities		NA	59%	60%	65%	50%	58%	51%	55%	51%	52%	Similar
Neighborhood		NA	NA	NA	NA	53%	52%	49%	48%	52%	48%	Similar
Openness and acceptance		NA	62%	63%	67%	57%	60%	55%	59%	64%	60%	Similar
Opportunities to participate in community matters		NA	56%	58%	58%	56%	59%	50%	54%	53%	54%	Similar
Opportunities to volunteer	NA	73%	70%	75%	66%	66%	63%	64%	60%	63%	Similar	

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Table 4: Community Characteristics by Facet

		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Safety	Overall feeling of safety	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	
	Safe in neighborhood	NA	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	
	Safe downtown/commercial area	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Much lower	Much lower	
Mobility	Overall ease of travel	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	
	Paths and walking trails	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
	Ease of walking	NA	Much lower	Lower	Much lower	Similar	Similar	Lower	Similar	Lower	Lower	
	Travel by bicycle	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	
	Travel by public transportation	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	
Natural Environment	Travel by car	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Public parking	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Traffic flow	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Overall natural environment	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Cleanliness	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Built Environment	Air quality	NA	Much higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Overall built environment	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Much lower	Much lower	
	New development in Honolulu	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Similar	Lower	Lower	
	Affordable quality housing	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Housing options	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Economy	Public places	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	
	Overall economic health	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Much lower	Lower	
	Vibrant downtown/commercial area	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Lower	Similar	
Business and services	NA	Much lower	Lower	Lower	Lower	Similar	Lower	Lower	Lower	Lower		

The National Citizen Survey™

		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Recreation and Wellness	Cost of living	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Shopping opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Higher	Similar	Similar	
	Employment opportunities	NA	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Place to visit	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	Higher	
	Place to work	NA	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Lower	
	Health and wellness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	
	Mental health care	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	
	Preventive health services	NA	Much lower	Much lower	Much lower	Similar	Similar	Similar	Lower	Lower	Lower	
	Health care	NA	Much lower	Much lower	Much lower	Similar	Similar	Similar	Lower	Lower	Lower	
	Food	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
Education and Enrichment	Recreational opportunities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Fitness opportunities	NA	NA	NA	NA	Lower	Similar	Lower	Similar	Lower	Similar	
	Education and enrichment opportunities	NA	NA	NA	NA	Lower	Similar	Lower	Similar	Lower	Similar	
	Religious or spiritual events and activities	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	
Education and Enrichment	Cultural/arts/music activities	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Child care/preschool	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	
	Social events and activities	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Neighborhoodness	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	
	Openness and acceptance	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Community Engagement	Opportunities to participate in community matters	NA	Lower	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	
	Opportunities to volunteer	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	

Table 5: Governance General

	Percent rating positively (e.g., excellent/good)										2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Services provided by Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	40%	39%	Similar
Customer service	67%	65%	60%	63%	37%	43%	35%	42%	39%	40%	Similar
Value of services for taxes paid	68%	33%	35%	33%	24%	29%	17%	25%	22%	26%	Similar

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good)													2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018	2018		
Overall direction	76%	29%	32%	30%	25%	35%	21%	26%	26%	23%	23%	26%	23%	Similar
Welcoming citizen involvement	81%	33%	37%	35%	30%	31%	24%	32%	25%	25%	25%	25%	25%	Similar
Confidence in City and County government	NA	NA	NA	NA	23%	30%	22%	29%	24%	25%	28%	25%	28%	Similar
Acting in the best interest of Honolulu	NA	NA	NA	NA	25%	29%	23%	34%	25%	22%	25%	25%	28%	Similar
Being honest	NA	NA	NA	NA	24%	30%	21%	23%	22%	22%	25%	25%	27%	Similar
Treating all residents fairly	NA	NA	NA	NA	22%	34%	23%	29%	25%	25%	27%	25%	27%	Similar
Services provided by the Federal Government	NA	48%	48%	54%	36%	47%	38%	45%	37%	40%	37%	45%	40%	Similar

Table 6: Governance General

	2006	Comparison to benchmark													2018
		2010	2011	2012	2013	2014	2015	2016	2017	2018					
Services provided by Honolulu	Similar	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Customer service	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower
Value of services for taxes paid	Similar	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Overall direction	Much higher	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Much lower	Much lower
Welcoming citizen involvement	NA	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Confidence in City and County government	NA	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Acting in the best interest of Honolulu	NA	NA	NA	NA	NA	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower
Being honest	NA	NA	NA	NA	NA	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Treating all residents fairly	NA	NA	NA	NA	NA	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower
Services provided by the Federal Government	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar

Table 7: Governance by Facet

	Percent rating positively (e.g., excellent/good)													2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018			
Police	74%	64%	63%	64%	53%	52%	56%	51%	58%	58%	58%	58%	Similar	
	92%	91%	89%	89%	85%	86%	85%	84%	84%	84%	88%	88%	Similar	
Fire	84%	90%	86%	86%	85%	85%	77%	81%	80%	80%	88%	88%	Higher	
	NA	44%	42%	42%	37%	42%	35%	34%	34%	34%	39%	39%	Similar	
Ambulance/EMS	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	
	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	
Crime prevention	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	
	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	
Fire prevention	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	
	74%	67%	70%	72%	68%	66%	59%	60%	51%	51%	63%	63%	Higher	

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good)											2018 rating compared to 2017	
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018			
Mobility	Animal control	NA	40%	37%	39%	28%	33%	28%	28%	30%	31%	Similar	
	Emergency preparedness	NA	57%	67%	60%	58%	73%	64%	64%	48%	51%	Similar	
	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	33%	31%	Similar	
	Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	12%	Similar	
	Street cleaning	NA	27%	30%	27%	20%	29%	22%	24%	19%	23%	Similar	
	Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	32%	Lower	
	Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	19%	Lower	
	Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	27%	Similar	
	Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	62%	Similar	
	Garbage collection	83%	73%	76%	73%	72%	72%	72%	70%	68%	69%	Similar	
	Recycling	NA	70%	63%	63%	63%	66%	58%	54%	54%	56%	Similar	
	Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	66%	Higher	
	Drinking water	84%	75%	74%	72%	74%	75%	67%	74%	69%	75%	Higher	
Natural Environment	Natural areas preservation	NA	39%	49%	39%	31%	48%	30%	42%	35%	34%	Similar	
	Open space	NA	NA	NA	NA	26%	38%	25%	28%	24%	32%	Higher	
	Storm drainage	46%	51%	50%	47%	45%	53%	36%	46%	40%	39%	Similar	
	Sewer services	48%	57%	59%	59%	57%	58%	50%	54%	56%	57%	Similar	
	Power utility	NA	NA	NA	NA	50%	51%	47%	55%	59%	60%	Similar	
	Utility billing	NA	NA	NA	NA	37%	39%	36%	39%	45%	46%	Similar	
	Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	19%	15%	Similar	
	Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	19%	13%	Lower	
	Cable television	NA	NA	NA	NA	47%	53%	39%	48%	46%	44%	Similar	
	Economic development	49%	24%	27%	30%	22%	34%	24%	25%	26%	30%	Similar	
	City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	42%	42%	Similar	
	Recreation programs	70%	54%	56%	56%	44%	52%	47%	47%	45%	44%	Similar	
	Recreation centers	NA	45%	52%	50%	40%	46%	40%	41%	39%	34%	Lower	
Health services	NA	NA	NA	NA	49%	55%	40%	41%	42%	45%	Similar		
Public information	62%	41%	47%	42%	40%	48%	36%	42%	37%	44%	Higher		

Table 8: Governance by Facet

	Comparison to benchmark										
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Safety	Police	Higher	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower
	Fire	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar

The National Citizen Survey™

		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Mobility	Ambulance/EMS	Much lower	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	
	Crime prevention	NA	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	
	Fire prevention	NA	Much lower	Lower	Much lower	Similar	Similar	Lower	Lower	Lower	Similar	
	Animal control	NA	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Lower	Lower	
	Emergency preparedness	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Traffic enforcement	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Lower	
	Street repair	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Street cleaning	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Street lighting	Much higher	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
	Sidewalk maintenance	NA	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Lower	Lower	Much lower	
	Traffic signal timing	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
	Bus or transit services	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Higher	
	Garbage collection	Lower	Much lower	Lower	Much lower	Similar	Similar	Similar	Similar	Lower	Similar	
	Recycling	NA	Lower	Lower	Much lower	Lower	Similar	Similar	Lower	Lower	Lower	
	Natural Environment	Yard waste pick-up	Lower	Much lower	Lower	Much lower	Similar	Similar	Lower	Similar	Lower	Similar
Drinking water		Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Natural areas preservation		NA	Much lower	Lower	Much lower	Lower	Similar	Much lower	Lower	Lower	Lower	
Open space		NA	NA	NA	NA	Much lower	Lower	Much lower	Much lower	Much lower	Lower	
Built Environment	Storm drainage	Lower	Lower	Lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	
	Sewer services	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	

The National Citizen Survey™

		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Economy	Power utility	NA	NA	NA	NA	Lower	Lower	Much lower	Lower	Lower	Similar	
	Utility billing	NA	NA	NA	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	
	Land use, planning and zoning	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Lower	Lower	Lower	
	Code enforcement	Similar	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	
	Cable television	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	
Recreation and Wellness	Economic development	Lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	
	City and County parks	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
	Recreation programs	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
Community Engagement	Recreation centers	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	
	Health services	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Lower	Lower	
	Public information	Similar	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower	Lower	

Table 9: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)											
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 rating compared to 2017	
Sense of community	NA	54%	50%	50%	61%	51%	52%	47%	46%	51%	51%	Similar	
Recommend Honolulu	NA	81%	73%	73%	77%	68%	66%	58%	64%	62%	52%	Lower	
Remain in Honolulu	NA	88%	80%	80%	85%	77%	81%	78%	79%	78%	77%	Similar	
Contacted City employees	NA	47%	40%	40%	44%	43%	37%	38%	37%	41%	41%	Similar	

Table 10: Participation General

		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Sense of community	NA	Lower	Lower	Lower	Similar	Similar	Similar	Lower	Similar	Similar	Similar	
Recommend Honolulu	NA	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	
Remain in Honolulu	NA	Higher	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Contacted City employees	NA	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Similar	Similar	Similar	Similar	

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Table 11: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)											2018 rating compared to 2017
	2006	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	80%	75%	69%	62%	85%	Higher
	Did NOT report a crime	NA	NA	NA	NA	73%	74%	70%	73%	73%	70%	Similar
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	87%	83%	86%	87%	84%	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	42%	42%	39%	40%	39%	35%	Similar
	Carpooled instead of driving alone	NA	NA	NA	NA	52%	52%	52%	51%	49%	54%	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	62%	61%	58%	61%	Similar
Natural Environment	Conserved water	NA	NA	NA	NA	87%	88%	91%	87%	84%	89%	Similar
	Made home more energy efficient	NA	NA	NA	NA	78%	79%	84%	84%	78%	83%	Similar
	Recycled at home	NA	90%	89%	90%	89%	95%	91%	88%	90%	92%	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	41%	45%	37%	39%	40%	Similar
	NOT under housing cost stress	NA	46%	39%	41%	48%	40%	38%	40%	43%	43%	Similar
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	96%	95%	98%	96%	97%	Similar
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	24%	17%	19%	21%	Similar
	Work in Honolulu	NA	NA	NA	NA	67%	69%	76%	75%	72%	68%	Similar
	Used City recreation centers	NA	57%	52%	57%	56%	60%	61%	50%	59%	63%	Similar
Recreation and Wellness	Visited a City and County park	NA	87%	86%	87%	86%	84%	84%	82%	86%	82%	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	89%	86%	80%	80%	82%	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	87%	84%	83%	81%	85%	Similar
Education and Enrichment	In very good to excellent health	NA	NA	NA	NA	59%	60%	55%	59%	51%	53%	Similar
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	48%	46%	40%	47%	Higher
	Attended a City and County-sponsored event	NA	NA	NA	NA	44%	42%	47%	38%	39%	46%	Higher
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	27%	26%	29%	Similar
	Contacted City elected officials	NA	NA	NA	NA	25%	21%	24%	22%	20%	27%	Higher
	Volunteered	NA	48%	50%	53%	42%	47%	49%	47%	43%	53%	Higher
Community Engagement	Participated in a club	NA	32%	36%	30%	39%	36%	37%	28%	34%	42%	Higher
	Talked to or visited with neighbors	NA	NA	NA	NA	89%	83%	88%	86%	88%	81%	Lower
	Done a favor for a neighbor	NA	NA	NA	NA	75%	76%	80%	69%	71%	74%	Similar
Community Engagement	Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	16%	11%	21%	Higher
	Watched a local public meeting	NA	59%	47%	56%	43%	44%	39%	38%	37%	45%	Higher
	Read or watched local news	NA	NA	NA	NA	93%	91%	84%	86%	89%	86%	Similar
Community Engagement	Voted in local elections	NA	65%	63%	69%	77%	75%	74%	79%	72%	82%	Higher

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Table 12: Participation by Facet

		Comparison to benchmark											
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher
	Did NOT report a crime	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Was NOT the victim of a crime	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Used public transportation instead of driving	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher
	Carpooled instead of driving alone	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Walked or biked instead of driving	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Conserved water	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Natural Environment	Recycled at home	NA	Much higher	Much higher	Much higher	Similar	Higher	Similar	Higher	Similar	Similar	Similar	Similar
	Did NOT observe a code violation	NA	NA	NA	NA	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower
Built Environment	NOT under housing cost stress	NA	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Purchased goods or services in Honolulu	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Economy	Economy will have positive impact on income	NA	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Lower
	Work in Honolulu	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher
	Used City recreation centers	NA	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Visited a City and County park	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Participated in religious or spiritual activities	NA	Lower	Similar	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Education and Enrichment	Attended a City and County-sponsored event	NA	NA	NA	NA	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Contacted City elected officials	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Volunteered	NA	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Higher
	Participated in a club	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Higher

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		Comparison to benchmark										
		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Talked to or visited with neighbors	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	
Done a favor for a neighbor	NA	NA	NA	NA	NA	Similar	Similar	Similar	Lower	Lower	Similar	
Attended a local public meeting	NA	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	
Watched a local public meeting	NA	Much higher	Much higher	Much higher	Similar	Higher	Higher	Higher	Higher	Higher	Much higher	
Read or watched local news	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Voted in local elections	NA	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	

4. Technical Appendices



THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Technical Appendices

2018



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The National Citizen Survey™

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	21
Appendix C: Detailed Survey Methods	35
Appendix D: Survey Materials	41



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Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	16% N=67	53% N=225	22% N=95	9% N=40	100% N=427
Your neighborhood as a place to live	25% N=109	46% N=196	23% N=98	6% N=28	100% N=431
Honolulu as a place to raise children	15% N=61	37% N=150	34% N=136	15% N=59	100% N=406
Honolulu as a place to work	8% N=33	38% N=157	35% N=146	19% N=81	100% N=417
Honolulu as a place to visit	29% N=120	46% N=190	20% N=83	5% N=22	100% N=416
Honolulu as a place to retire	13% N=55	25% N=105	27% N=113	34% N=140	100% N=414
The overall quality of life in Honolulu	12% N=50	48% N=203	31% N=133	10% N=41	100% N=427

Table 2: Question 2

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	10% N=43	42% N=182	34% N=144	14% N=61	100% N=431
Overall ease of getting to the places you usually have to visit	5% N=21	42% N=181	35% N=152	18% N=77	100% N=431
Quality of overall natural environment in Honolulu	17% N=74	44% N=191	28% N=118	11% N=47	100% N=430
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	4% N=17	27% N=117	38% N=164	31% N=131	100% N=428
Health and wellness opportunities in Honolulu	18% N=77	44% N=184	34% N=144	4% N=15	100% N=420
Overall opportunities for education and enrichment	10% N=42	36% N=152	43% N=183	12% N=50	100% N=426
Overall economic health of Honolulu	4% N=18	32% N=135	39% N=163	24% N=102	100% N=418
Sense of community	8% N=36	43% N=182	34% N=144	15% N=65	100% N=427
Overall image or reputation of Honolulu	8% N=32	42% N=175	42% N=176	9% N=36	100% N=419

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Honolulu to someone who asks	11% N=46	41% N=174	25% N=106	23% N=100	100% N=426
Remain in Honolulu for the next five years	49% N=207	28% N=117	11% N=46	12% N=49	100% N=419

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	50% N=214	37% N=159	8% N=33	5% N=21	1% N=3	100% N=430
In Honolulu's downtown/commercial area during the day	16% N=69	43% N=181	20% N=83	18% N=74	4% N=15	100% N=422

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Honolulu as a whole:		Excellent	Good	Fair	Poor	Total
Traffic flow on major streets		0% N=0	12% N=53	36% N=156	51% N=221	100% N=429
Ease of public parking		1% N=3	8% N=33	38% N=162	54% N=229	100% N=427
Ease of travel by car in Honolulu		1% N=6	19% N=83	48% N=204	32% N=136	100% N=429
Ease of travel by public transportation in Honolulu		5% N=17	29% N=99	49% N=169	18% N=62	100% N=347
Ease of travel by bicycle in Honolulu		4% N=11	24% N=73	38% N=114	34% N=103	100% N=302
Ease of walking in Honolulu		9% N=34	38% N=149	41% N=162	13% N=51	100% N=396
Availability of paths and walking trails		8% N=28	30% N=110	35% N=129	27% N=101	100% N=368
Air quality		26% N=111	44% N=186	25% N=106	5% N=20	100% N=423
Cleanliness of Honolulu		4% N=18	28% N=122	38% N=164	29% N=127	100% N=431
Overall appearance of Honolulu		4% N=17	32% N=138	45% N=192	19% N=80	100% N=427
Public places where people want to spend time		6% N=26	26% N=110	47% N=196	20% N=86	100% N=417
Variety of housing options		2% N=10	11% N=47	31% N=127	55% N=226	100% N=410
Availability of affordable quality housing		2% N=9	6% N=26	14% N=58	77% N=318	100% N=411
Fitness opportunities (including exercise classes and paths or trails, etc.)		16% N=65	34% N=135	40% N=159	9% N=37	100% N=396
Recreational opportunities		19% N=75	39% N=155	34% N=137	9% N=35	100% N=403
Availability of affordable quality food		7% N=32	33% N=142	33% N=140	27% N=114	100% N=428
Availability of affordable quality health care		9% N=38	34% N=140	36% N=152	21% N=86	100% N=416
Availability of preventive health services		10% N=38	33% N=133	41% N=162	17% N=67	100% N=400
Availability of affordable quality mental health care		7% N=24	24% N=79	37% N=120	31% N=101	100% N=324

2

Table 6: Question 6

Please rate each of the following characteristics as they relate to Honolulu as a whole:		Excellent	Good	Fair	Poor	Total
Availability of affordable quality child care/preschool		3% N=9	12% N=39	35% N=108	50% N=154	100% N=310
Opportunities to attend cultural/arts/music activities		12% N=49	39% N=160	41% N=168	7% N=29	100% N=405
Opportunities to participate in religious or spiritual events and activities		17% N=61	43% N=155	36% N=129	4% N=14	100% N=359
Employment opportunities		5% N=22	28% N=113	44% N=177	22% N=90	100% N=402
Shopping opportunities		18% N=79	51% N=215	28% N=120	3% N=11	100% N=425
Cost of living in Honolulu		1% N=5	2% N=7	20% N=84	77% N=320	100% N=417
Overall quality of business and service establishments in Honolulu		3% N=12	34% N=137	52% N=210	12% N=47	100% N=406
Vibrant downtown/commercial area		3% N=13	28% N=113	50% N=201	19% N=75	100% N=403
Overall quality of new development in Honolulu		5% N=21	29% N=111	46% N=174	20% N=77	100% N=383
Opportunities to participate in social events and activities		13% N=52	40% N=160	42% N=170	6% N=22	100% N=404
Opportunities to volunteer		14% N=55	49% N=194	33% N=131	4% N=16	100% N=396
Opportunities to participate in community matters		11% N=41	43% N=165	37% N=140	9% N=34	100% N=379
Openness and acceptance of the community toward people of diverse backgrounds		16% N=65	44% N=182	34% N=143	6% N=25	100% N=415
Neighborhoodness of residents in Honolulu		11% N=44	37% N=151	42% N=172	9% N=38	100% N=405

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Made efforts to conserve water		11% N=49	89% N=382	100% N=431
Made efforts to make your home more energy efficient		17% N=72	83% N=360	100% N=432
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)		40% N=171	60% N=254	100% N=425
Household member was a victim of a crime in Honolulu		84% N=362	16% N=69	100% N=431
Reported a crime to the police in Honolulu		70% N=298	30% N=131	100% N=429
Stocked supplies in preparation for an emergency		15% N=67	85% N=364	100% N=431
Campaigned or advocated for an issue, cause or candidate		71% N=304	29% N=125	100% N=428
Contacted the City (in-person, phone, email or web) for help or information		59% N=252	41% N=179	100% N=431
Contacted City elected officials (in-person, phone, email or web) to express your opinion		73% N=316	27% N=114	100% N=430

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more			Once a month or less			Not at all			Total
	2 times a week or more	2-4 times a month	Once a month or less	2 times a week or more	2-4 times a month	Once a month or less	2 times a week or more	2-4 times a month	Once a month or less	
Used City recreation centers or their services	11% N=47	19% N=81	33% N=142	11% N=47	19% N=81	33% N=142	37% N=158	37% N=158	37% N=158	100% N=428
Visited a neighborhood park or City and County park	22% N=93	24% N=103	36% N=156	22% N=93	24% N=103	36% N=156	18% N=76	18% N=76	18% N=76	100% N=429
Participated in religious or spiritual activities in Honolulu	8% N=36	15% N=65	23% N=100	8% N=36	15% N=65	23% N=100	53% N=227	53% N=227	53% N=227	100% N=428
Attended a City and County-sponsored event	2% N=9	6% N=26	37% N=158	2% N=9	6% N=26	37% N=158	54% N=231	54% N=231	54% N=231	100% N=424
Used TheBus, TheHandi-Van or other public transportation instead of driving	13% N=56	5% N=20	17% N=73	13% N=56	5% N=20	17% N=73	65% N=275	65% N=275	65% N=275	100% N=424
Carpooled with other adults or children instead of driving alone	15% N=64	18% N=76	21% N=89	15% N=64	18% N=76	21% N=89	46% N=198	46% N=198	46% N=198	100% N=424
Walked or biked instead of driving	21% N=91	14% N=61	25% N=109	21% N=91	14% N=61	25% N=109	39% N=167	39% N=167	39% N=167	100% N=428
Volunteered your time to some group/activity in Honolulu	9% N=37	17% N=74	27% N=117	9% N=37	17% N=74	27% N=117	47% N=203	47% N=203	47% N=203	100% N=431
Participated in a club	7% N=28	13% N=54	23% N=100	7% N=28	13% N=54	23% N=100	58% N=247	58% N=247	58% N=247	100% N=429
Talked to or visited with your immediate neighbors	28% N=119	33% N=141	21% N=90	28% N=119	33% N=141	21% N=90	19% N=82	19% N=82	19% N=82	100% N=431
Done a favor for a neighbor	17% N=75	21% N=89	36% N=156	17% N=75	21% N=89	36% N=156	26% N=110	26% N=110	26% N=110	100% N=429
Traveled by Biki-bike, Honolulu's bike-share program	4% N=15	2% N=8	7% N=30	4% N=15	2% N=8	7% N=30	88% N=378	88% N=378	88% N=378	100% N=431

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City and County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more			2-4 times a month			Once a month or less			Not at all			Total
	2 times a week or more	2-4 times a month	Once a month or less	2 times a week or more	2-4 times a month	Once a month or less	2 times a week or more	2-4 times a month	Once a month or less	2 times a week or more	2-4 times a month	Once a month or less	
Attended a local public meeting	1% N=3	3% N=15	17% N=74	1% N=3	3% N=15	17% N=74	79% N=337	79% N=337	79% N=337	100% N=429			
Watched (online or on television) a local public meeting	4% N=17	9% N=38	32% N=138	4% N=17	9% N=38	32% N=138	55% N=238	55% N=238	55% N=238	100% N=431			

Table 10: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent			Good			Fair			Poor			Total
	Excellent	Good	Fair	Excellent	Good	Fair	Excellent	Good	Fair	Excellent	Good	Fair	
Police services	16% N=66	42% N=168	35% N=141	16% N=66	42% N=168	35% N=141	7% N=28	7% N=28	7% N=28	7% N=28	7% N=28	7% N=28	100% N=402
Fire services	37% N=134	51% N=185	11% N=40	37% N=134	51% N=185	11% N=40	1% N=3	1% N=3	1% N=3	1% N=3	1% N=3	1% N=3	100% N=363
Ambulance or emergency medical services	35% N=128	52% N=189	12% N=42	35% N=128	52% N=189	12% N=42	1% N=3	1% N=3	1% N=3	1% N=3	1% N=3	1% N=3	100% N=361
Crime prevention	9% N=33	30% N=111	39% N=147	9% N=33	30% N=111	39% N=147	22% N=82	22% N=82	22% N=82	22% N=82	22% N=82	22% N=82	100% N=373
Fire prevention and education	16% N=55	47% N=160	33% N=114	16% N=55	47% N=160	33% N=114	4% N=14	4% N=14	4% N=14	4% N=14	4% N=14	4% N=14	100% N=344

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Traffic enforcement	7% N=29	23% N=91	43% N=169	26% N=103	100% N=392
Street repair	4% N=15	8% N=35	27% N=111	61% N=255	100% N=417
Street cleaning	4% N=15	19% N=76	43% N=173	34% N=137	100% N=401
Street lighting	8% N=32	25% N=102	46% N=192	21% N=88	100% N=414
Sidewalk maintenance	4% N=17	15% N=60	41% N=164	40% N=163	100% N=403
Traffic signal timing	5% N=20	22% N=91	48% N=195	25% N=104	100% N=410
Bus or transit services	23% N=76	39% N=129	31% N=101	7% N=24	100% N=329
Garbage collection	26% N=106	42% N=172	26% N=105	5% N=21	100% N=405
Recycling	18% N=74	38% N=154	31% N=128	13% N=53	100% N=409
Yard waste pick-up	25% N=88	41% N=144	26% N=90	8% N=27	100% N=350
Storm drainage	14% N=51	24% N=87	38% N=137	23% N=82	100% N=357
Drinking water	30% N=126	45% N=185	22% N=90	3% N=14	100% N=415
Sewer services	18% N=66	39% N=144	32% N=118	11% N=42	100% N=370
Power (electric and/or gas) utility	18% N=77	42% N=174	31% N=127	9% N=38	100% N=416
Utility billing	14% N=56	32% N=128	40% N=161	15% N=59	100% N=404
City and County parks	10% N=41	32% N=124	38% N=148	20% N=77	100% N=391
Recreation programs or classes	11% N=32	33% N=98	43% N=127	14% N=41	100% N=297
Recreation centers or facilities	9% N=27	25% N=79	51% N=162	15% N=46	100% N=314
Land use, planning and zoning	3% N=11	12% N=38	46% N=147	39% N=125	100% N=321
Code enforcement (weeds, abandoned buildings, etc.)	4% N=12	10% N=31	44% N=142	43% N=138	100% N=323
Animal control	6% N=21	24% N=80	44% N=146	25% N=83	100% N=330
Economic development	4% N=14	26% N=85	44% N=147	26% N=86	100% N=332
Health services	11% N=41	34% N=128	43% N=161	11% N=41	100% N=372
Public information services	10% N=35	35% N=127	46% N=169	9% N=34	100% N=366
Cable television	7% N=28	37% N=141	35% N=135	21% N=79	100% N=382
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12% N=48	39% N=153	38% N=150	11% N=43	100% N=394
Preservation of natural areas such as open space, farmlands and greenbelts	7% N=26	27% N=94	45% N=158	21% N=73	100% N=351
Honolulu open space	5% N=19	26% N=93	44% N=155	24% N=86	100% N=353
Overall customer service by City and County employees (police, receptionists, planners, etc.)	8% N=31	32% N=120	46% N=172	13% N=50	100% N=373
Satellite City Halls	10% N=38	30% N=113	46% N=169	14% N=51	100% N=371
Neighborhood Boards	5% N=13	31% N=79	54% N=139	10% N=27	100% N=258

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City and County of Honolulu	4% N=16	35% N=136	45% N=176	16% N=63	100% N=392
The Federal Government	5% N=21	35% N=132	45% N=170	15% N=55	100% N=378

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Table 12: Question 12

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

	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to the City and County of Honolulu	2% N=9	24% N=92	36% N=138	38% N=145	100% N=384
The overall direction that the City and County of Honolulu is taking	3% N=10	20% N=74	39% N=145	38% N=138	100% N=368
The job the City and County of Honolulu government does at welcoming citizen involvement	6% N=21	19% N=65	50% N=170	25% N=85	100% N=341
Overall confidence in the City and County of Honolulu government	2% N=8	22% N=87	41% N=161	34% N=134	100% N=391
Generally acting in the best interest of the community	3% N=10	25% N=94	41% N=153	31% N=115	100% N=373
Being honest	4% N=14	21% N=78	35% N=130	39% N=143	100% N=365
Treating all residents fairly	5% N=16	23% N=80	43% N=151	30% N=107	100% N=355

Table 13: Question 13

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

	Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu	55% N=235	40% N=170	5% N=22	0% N=2	100% N=428
Overall ease of getting to the places you usually have to visit	37% N=157	50% N=214	12% N=51	2% N=7	100% N=428
Quality of overall natural environment in Honolulu	41% N=175	44% N=185	14% N=60	1% N=5	100% N=426
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	42% N=181	41% N=176	16% N=67	1% N=5	100% N=429
Health and wellness opportunities in Honolulu	43% N=185	37% N=159	17% N=74	2% N=8	100% N=426
Overall opportunities for education and enrichment	44% N=190	39% N=165	15% N=64	2% N=9	100% N=427
Overall economic health of Honolulu	50% N=215	40% N=171	9% N=39	1% N=3	100% N=427
Sense of community	36% N=153	42% N=180	19% N=82	3% N=13	100% N=428

Table 14: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Securing City parks to enforce park hours and deter vandalism	46% N=191	37% N=155	13% N=55	3% N=14	100% N=415
Increasing efforts to reduce pedestrian fatalities	60% N=246	28% N=113	9% N=39	2% N=9	100% N=407
Providing mental health services for the homeless	49% N=201	33% N=137	12% N=48	6% N=25	100% N=412
Protecting and preparing infrastructure for climate change threats	42% N=174	36% N=148	16% N=65	7% N=28	100% N=414
Expanding the Complete Streets programs and infrastructure, such as bike lanes, median islands, or special bus lanes	35% N=143	35% N=143	21% N=87	9% N=37	100% N=410
Addressing the impacts of tourism across Oahu	37% N=150	41% N=167	16% N=64	6% N=24	100% N=405
Adding fluoride to Honolulu's drinking water supply	25% N=88	25% N=88	22% N=77	29% N=105	100% N=359
Redeveloping the Blaisdell Complex	18% N=65	40% N=148	24% N=89	18% N=66	100% N=367

Table 15: Question 15

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

	Not a problem	Minor problem	Moderate problem	Major problem	Total
Ease of renewing my driver's license/state ID card	14% N=56	21% N=86	28% N=113	37% N=152	100% N=407
The impact of tourism on City services and infrastructure	14% N=54	27% N=104	38% N=149	21% N=80	100% N=387
Lack of disaster drills and evacuation maps for communities near high-hazard reservoir dams	10% N=36	24% N=84	37% N=132	29% N=102	100% N=354
Unpermitted and unregulated short-term rentals (i.e., Airbnb, VRBO, etc.)	11% N=41	21% N=79	22% N=82	46% N=173	100% N=374
Shoreline erosion and loss of beaches	4% N=14	9% N=34	24% N=92	64% N=250	100% N=390

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Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Total
	3%	N=13	15%	N=57	18%	N=69	64%	N=245	
Inspection and enforcement of building permits and zoning restrictions in residential neighborhoods (monster houses)	2%	N=6	8%	N=24	31%	N=96	59%	N=185	N=385
Building permit processing times	3%	N=10	10%	N=40	37%	N=144	51%	N=198	N=312
Damaged and uplifted sidewalks									N=392

Table 16: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential	Very important	Somewhat important	Not at all important	Total					
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	54%	N=221	33%	N=137	12%	N=49	1%	N=3	100%	N=409
Establishing a marine debris collection program to keep all beaches clear of debris	32%	N=131	40%	N=166	26%	N=106	2%	N=8	100%	N=411
Providing additional meetings for residents impacted by Complete Streets	13%	N=42	30%	N=96	45%	N=146	12%	N=39	100%	N=322
Providing additional online City services	23%	N=87	30%	N=116	39%	N=150	7%	N=28	100%	N=381
Increasing fines and security around unmarked and unsafe hikes to prohibit trespassing	17%	N=69	25%	N=99	35%	N=140	24%	N=95	100%	N=403
Addressing overcrowded beaches, parks and trails for residents and visitors	17%	N=67	32%	N=130	35%	N=143	16%	N=63	100%	N=403
The impact of the homeless population on the community	62%	N=263	29%	N=124	8%	N=36	1%	N=3	100%	N=427

Table 17: Question 17

How much would you support or oppose collection of bulky items for disposal by appointment only?	Percent	Number
Strongly support	32%	N=115
Somewhat support	26%	N=92
Somewhat oppose	17%	N=63
Strongly oppose	25%	N=90
Total	100%	N=360

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total				
Recycle at home	3%	N=12	11%	N=46	30%	N=127	52%	N=222	100%	N=427
Purchase goods or services from a business located in Honolulu	0%	N=2	18%	N=77	50%	N=211	29%	N=122	100%	N=424
Eat at least 5 portions of fruits and vegetables a day	2%	N=10	15%	N=65	29%	N=123	15%	N=65	100%	N=427
Participate in moderate or vigorous physical activity	1%	N=5	14%	N=59	31%	N=132	21%	N=92	100%	N=427
Read or watch local news (via television, paper, computer, etc.)	1%	N=6	12%	N=51	22%	N=93	47%	N=200	100%	N=427
Vote in local elections	14%	N=60	4%	N=16	10%	N=43	12%	N=49	61%	N=258

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=68
Very good	37%	N=160
Good	37%	N=157
Fair	10%	N=42
Poor	0%	N=2
Total	100%	N=429

Table 20: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=26
Somewhat positive	15%	N=66
Neutral	51%	N=218
Somewhat negative	21%	N=91
Very negative	6%	N=26
Total	100%	N=427

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=259
Working part time for pay	8%	N=34
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	5%	N=20
Fully retired	24%	N=103
Total	100%	N=427

Table 22: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	63%	N=252
Yes, from home	5%	N=21
No	32%	N=128
Total	100%	N=401

Table 23: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=26
2 to 5 years	7%	N=30
6 to 10 years	7%	N=31
11 to 20 years	14%	N=59
More than 20 years	66%	N=283
Total	100%	N=429

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Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=215
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=198
Other	3%	N=14
Total	100%	N=427

Table 25: Question D8

Is this house or apartment...	Percent	Number
Rented	39%	N=165
Owned	61%	N=261
Total	100%	N=426

Table 26: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	5%	N=21
\$600 to \$999 per month	7%	N=30
\$1,000 to \$1,499 per month	17%	N=70
\$1,500 to \$2,499 per month	30%	N=126
\$2,500 or more per month	39%	N=162
Total	100%	N=415

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=272
Yes	36%	N=152
Total	100%	N=424

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	64%	N=273
Yes	36%	N=155
Total	100%	N=428

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Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	8%	N=33
\$25,000 to \$49,999	20%	N=83
\$50,000 to \$99,999	31%	N=131
\$100,000 to \$149,999	19%	N=81
\$150,000 or more	22%	N=90
Total	100%	N=418

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=396
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=29
Total	100%	N=425

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=15
Black or African American	1%	N=6
White	36%	N=156
Other	6%	N=25
Native Hawaiian or other Pacific Islander	18%	N=76
Asian	58%	N=251

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=22
25 to 34 years	18%	N=75
35 to 44 years	18%	N=78
45 to 54 years	19%	N=82
55 to 64 years	15%	N=65
65 to 74 years	15%	N=64
75 years or older	10%	N=42
Total	100%	N=427

Table 33: Question D16

What is your sex?	Percent	Number
Female	52%	N=216
Male	48%	N=196
Total	100%	N=412

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Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=292
Land line	13%	N=54
Both	17%	N=73
Total	100%	N=418

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Responses including “don’t know”

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

Table 35: Question 1

Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	16% N=67	52% N=225	22% N=95	9% N=40	1% N=4	100% N=431
Your neighborhood as a place to live	25% N=109	46% N=196	23% N=98	6% N=28	0% N=0	100% N=431
Honolulu as a place to raise children	14% N=61	35% N=150	32% N=136	14% N=59	5% N=24	100% N=430
Honolulu as a place to work	8% N=33	37% N=157	34% N=146	19% N=81	3% N=13	100% N=430
Honolulu as a place to visit	28% N=120	45% N=190	20% N=83	5% N=22	3% N=11	100% N=427
Honolulu as a place to retire	13% N=55	25% N=105	27% N=113	33% N=140	3% N=14	100% N=428
The overall quality of life in Honolulu	12% N=50	47% N=203	31% N=133	10% N=41	1% N=4	100% N=430

Table 36: Question 2

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	10% N=43	42% N=182	34% N=144	14% N=61	0% N=0	100% N=431
Overall ease of getting to the places you usually have to visit	5% N=21	42% N=181	35% N=152	18% N=77	0% N=0	100% N=431
Quality of overall natural environment in Honolulu	17% N=74	44% N=191	28% N=118	11% N=47	0% N=0	100% N=430
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	4% N=17	27% N=117	38% N=164	30% N=131	1% N=3	100% N=431
Health and wellness opportunities in Honolulu	18% N=77	43% N=184	33% N=144	4% N=15	2% N=9	100% N=429
Overall opportunities for education and enrichment	10% N=42	35% N=152	43% N=183	12% N=50	1% N=3	100% N=429
Overall economic health of Honolulu	4% N=18	32% N=135	38% N=163	24% N=102	2% N=8	100% N=426
Sense of community	8% N=36	42% N=182	33% N=144	15% N=65	1% N=4	100% N=431
Overall image or reputation of Honolulu	7% N=32	41% N=175	41% N=176	8% N=36	3% N=12	100% N=430

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Honolulu to someone who asks	11% N=46	40% N=174	25% N=106	23% N=100	1% N=4	100% N=430
Remain in Honolulu for the next five years	48% N=207	27% N=117	11% N=46	11% N=49	3% N=12	100% N=431

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	50% N=214	37% N=159	8% N=33	5% N=21	1% N=3	0% N=0	100% N=430
In Honolulu's downtown/commercial area during the day	16% N=69	42% N=181	19% N=83	17% N=74	3% N=15	2% N=8	100% N=430

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Table 39: Question 5

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	0% N=0	12% N=53	36% N=156	51% N=221	0% N=0	100% N=429
Ease of public parking	1% N=3	8% N=33	38% N=162	53% N=229	1% N=4	100% N=431
Ease of travel by car in Honolulu	1% N=6	19% N=83	48% N=204	32% N=136	0% N=0	100% N=429
Ease of travel by public transportation in Honolulu	4% N=17	23% N=99	40% N=169	15% N=62	19% N=80	100% N=427
Ease of travel by bicycle in Honolulu	3% N=11	17% N=73	27% N=114	24% N=103	29% N=124	100% N=425
Ease of walking in Honolulu	8% N=34	35% N=149	38% N=162	12% N=51	8% N=33	100% N=429
Availability of paths and walking trails	6% N=28	26% N=110	30% N=129	24% N=101	14% N=60	100% N=428
Air quality	26% N=111	44% N=186	25% N=106	5% N=20	1% N=5	100% N=428
Cleanliness of Honolulu	4% N=18	28% N=122	38% N=164	29% N=127	0% N=0	100% N=431
Overall appearance of Honolulu	4% N=17	32% N=138	45% N=192	19% N=80	1% N=4	100% N=430
Public places where people want to spend time	6% N=26	26% N=110	46% N=196	20% N=86	2% N=9	100% N=426
Variety of housing options	2% N=10	11% N=47	29% N=127	53% N=226	5% N=21	100% N=431
Availability of affordable quality housing	2% N=9	6% N=26	14% N=58	74% N=318	4% N=19	100% N=430
Fitness opportunities (including exercise classes and paths or trails, etc.)	15% N=65	32% N=135	37% N=159	9% N=37	7% N=31	100% N=428
Recreational opportunities	18% N=75	36% N=155	32% N=137	8% N=35	6% N=25	100% N=428
Availability of affordable quality food	7% N=32	33% N=142	33% N=140	27% N=114	0% N=2	100% N=430
Availability of affordable quality health care	9% N=38	32% N=140	35% N=152	20% N=86	4% N=16	100% N=432
Availability of preventive health services	9% N=38	31% N=133	38% N=162	16% N=67	7% N=31	100% N=431
Availability of affordable quality mental health care	6% N=24	18% N=79	28% N=120	24% N=101	24% N=105	100% N=429

Table 40: Question 6

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Availability of affordable quality child care/preschool	2% N=9	9% N=39	25% N=108	36% N=154	28% N=120	100% N=430
Opportunities to attend cultural/arts/music activities	11% N=49	37% N=160	39% N=168	7% N=29	6% N=24	100% N=429
Opportunities to participate in religious or spiritual events and activities	14% N=61	36% N=155	30% N=129	3% N=14	16% N=70	100% N=429
Employment opportunities	5% N=22	26% N=113	41% N=177	21% N=90	6% N=25	100% N=427
Shopping opportunities	18% N=79	50% N=215	28% N=120	3% N=11	1% N=4	100% N=429
Cost of living in Honolulu	1% N=5	2% N=7	20% N=84	75% N=320	3% N=11	100% N=428
Overall quality of business and service establishments in Honolulu	3% N=12	33% N=137	50% N=210	11% N=47	3% N=14	100% N=420
Vibrant downtown/commercial area	3% N=13	26% N=113	47% N=201	18% N=75	6% N=25	100% N=428
Overall quality of new development in Honolulu	5% N=21	26% N=111	41% N=174	18% N=77	11% N=45	100% N=428
Opportunities to participate in social events and activities	12% N=52	37% N=160	40% N=170	5% N=22	6% N=24	100% N=428
Opportunities to volunteer	13% N=55	45% N=194	31% N=131	4% N=16	8% N=34	100% N=429
Opportunities to participate in community matters	10% N=41	39% N=165	33% N=140	8% N=34	10% N=43	100% N=423
Openness and acceptance of the community toward people of diverse backgrounds	15% N=65	43% N=182	34% N=143	6% N=25	2% N=10	100% N=424
Neighborhoodness of residents in Honolulu	10% N=44	35% N=151	40% N=172	9% N=38	5% N=21	100% N=427

Table 41: Question 7

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Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Made efforts to conserve water		11% N=49	89% N=382	100% N=431
Made efforts to make your home more energy efficient		17% N=72	83% N=360	100% N=432
Observed a code violation or other hazard in Honolulu (weeds, abandoned buildings, etc.)		40% N=171	60% N=254	100% N=425
Household member was a victim of a crime in Honolulu		84% N=362	16% N=69	100% N=431
Reported a crime to the police in Honolulu		70% N=298	30% N=131	100% N=429
Stocked supplies in preparation for an emergency		15% N=67	85% N=364	100% N=431
Campaigned or advocated for an issue, cause or candidate		71% N=304	29% N=125	100% N=428
Contacted the City (in-person, phone, email or web) for help or information		59% N=252	41% N=179	100% N=431
Contacted City elected officials (in-person, phone, email or web) to express your opinion		73% N=316	27% N=114	100% N=430

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	Once a month or less				Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	
Used City recreation centers or their services	11% N=47	19% N=81	33% N=142	37% N=158	100% N=428
Visited a neighborhood park or City and County park	22% N=93	24% N=103	36% N=156	18% N=76	100% N=429
Participated in religious or spiritual activities in Honolulu	8% N=36	15% N=65	23% N=100	53% N=227	100% N=428
Attended a City and County-sponsored event	2% N=9	6% N=26	37% N=158	54% N=231	100% N=424
Used TheBus, TheHandi-Van or other public transportation instead of driving	13% N=56	5% N=20	17% N=73	65% N=275	100% N=424
Carpooled with other adults or children instead of driving alone	15% N=64	18% N=76	21% N=89	46% N=198	100% N=426
Walked or biked instead of driving	21% N=91	14% N=61	25% N=109	39% N=167	100% N=428
Volunteered your time to some group/activity in Honolulu	9% N=37	17% N=74	27% N=117	47% N=203	100% N=431
Participated in a club	7% N=28	13% N=54	23% N=100	58% N=247	100% N=429
Talked to or visited with your immediate neighbors	28% N=119	33% N=141	21% N=90	19% N=82	100% N=431
Done a favor for a neighbor	17% N=75	21% N=89	36% N=156	26% N=110	100% N=429
Traveled by Biki-bike, Honolulu's bike-share program	4% N=15	2% N=8	7% N=30	88% N=378	100% N=431

Table 43: Question 9

Thinking about local public meetings (of local elected officials like City and County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	Once a month or less				Total
	2 times a week or more	2-4 times a month	Once a month or less	Not at all	
Attended a local public meeting	1% N=3	3% N=15	17% N=74	79% N=337	100% N=429
Watched (online or on television) a local public meeting	4% N=17	9% N=38	32% N=138	55% N=238	100% N=431

Table 44: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Fair				Total
	Excellent	Good	Poor	Don't know	
Police services	15% N=66	39% N=168	7% N=28	6% N=24	100% N=426
Fire services	31% N=134	43% N=185	1% N=3	15% N=65	100% N=428
Ambulance or emergency medical services	30% N=128	45% N=189	1% N=3	15% N=62	100% N=423
Crime prevention	8% N=33	26% N=111	19% N=82	12% N=51	100% N=424
Fire prevention and education	13% N=55	38% N=160	3% N=14	19% N=80	100% N=424
Traffic enforcement	7% N=29	21% N=91	24% N=103	8% N=33	100% N=425

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Please rate the quality of each of the following services in the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Street repair	4%	N=15	8%	N=35	26%	N=111	60%	N=255	2%	N=10	100%	N=427
Street cleaning	4%	N=15	18%	N=76	40%	N=173	32%	N=137	6%	N=26	100%	N=427
Street lighting	8%	N=32	24%	N=102	45%	N=192	21%	N=88	3%	N=12	100%	N=426
Sidewalk maintenance	4%	N=17	14%	N=60	39%	N=164	38%	N=163	5%	N=21	100%	N=424
Traffic signal timing	5%	N=20	21%	N=91	46%	N=195	24%	N=104	4%	N=16	100%	N=427
Bus or transit services	18%	N=76	30%	N=129	24%	N=101	6%	N=24	22%	N=94	100%	N=423
Garbage collection	25%	N=106	40%	N=172	25%	N=105	5%	N=21	5%	N=20	100%	N=424
Recycling	17%	N=74	36%	N=154	30%	N=128	12%	N=53	4%	N=17	100%	N=426
Yard waste pick-up	21%	N=88	34%	N=144	21%	N=90	6%	N=27	18%	N=76	100%	N=426
Storm drainage	12%	N=51	21%	N=87	33%	N=137	19%	N=82	16%	N=66	100%	N=423
Drinking water	30%	N=126	44%	N=185	21%	N=90	3%	N=14	2%	N=10	100%	N=425
Sewer services	16%	N=66	34%	N=144	28%	N=118	10%	N=42	12%	N=51	100%	N=422
Power (electric and/or gas) utility	18%	N=77	41%	N=174	30%	N=127	9%	N=38	2%	N=10	100%	N=427
Utility billing	13%	N=56	30%	N=128	38%	N=161	14%	N=59	5%	N=20	100%	N=424
City and County parks	10%	N=41	29%	N=124	35%	N=148	18%	N=77	8%	N=32	100%	N=422
Recreation programs or classes	7%	N=32	23%	N=98	30%	N=127	10%	N=41	30%	N=127	100%	N=424
Recreation centers or facilities	6%	N=27	19%	N=79	38%	N=162	11%	N=46	25%	N=107	100%	N=421
Land use, planning and zoning	3%	N=11	9%	N=38	35%	N=147	30%	N=125	24%	N=99	100%	N=420
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=12	7%	N=31	34%	N=142	33%	N=138	23%	N=94	100%	N=417
Animal control	5%	N=21	19%	N=80	35%	N=146	20%	N=83	22%	N=91	100%	N=421
Economic development	3%	N=14	20%	N=85	35%	N=147	21%	N=86	20%	N=84	100%	N=416
Health services	10%	N=41	31%	N=128	39%	N=161	10%	N=41	11%	N=46	100%	N=419
Public information services	8%	N=35	30%	N=127	41%	N=169	8%	N=34	12%	N=52	100%	N=418
Cable television	7%	N=28	33%	N=141	32%	N=135	19%	N=79	9%	N=39	100%	N=421
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=48	37%	N=153	36%	N=150	10%	N=43	6%	N=26	100%	N=420
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=26	22%	N=94	38%	N=158	17%	N=73	16%	N=66	100%	N=417
Honolulu open space	5%	N=19	22%	N=93	37%	N=155	21%	N=86	15%	N=61	100%	N=414
Overall customer service by City and County employees (police, receptionists, planners, etc.)	7%	N=31	28%	N=120	41%	N=172	12%	N=50	11%	N=47	100%	N=420
Satellite City Halls	9%	N=38	27%	N=113	40%	N=169	12%	N=51	12%	N=49	100%	N=419
Neighborhood Boards	3%	N=13	19%	N=79	33%	N=139	6%	N=27	39%	N=163	100%	N=421

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City and County of Honolulu	4%	N=16	33%	N=136	42%	N=176	15%	N=63	5%	N=23	100%	N=414
The Federal Government	5%	N=21	32%	N=132	41%	N=170	13%	N=55	9%	N=36	100%	N=415

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Table 46: Question 12

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

	Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to the City and County of Honolulu	2% N=9	22% N=92	33% N=138	35% N=145	8% N=33	100% N=418
The overall direction that the City and County of Honolulu is taking	3% N=10	18% N=74	35% N=145	33% N=138	12% N=49	100% N=417
The job the City and County of Honolulu government does at welcoming citizen involvement	5% N=21	16% N=65	41% N=170	20% N=85	18% N=73	100% N=415
Overall confidence in the City and County of Honolulu government	2% N=8	21% N=87	39% N=161	32% N=134	7% N=27	100% N=418
Generally acting in the best interest of the community	2% N=10	23% N=94	37% N=153	28% N=115	10% N=44	100% N=416
Being honest	3% N=14	19% N=78	31% N=130	35% N=143	12% N=50	100% N=416
Treating all residents fairly	4% N=16	19% N=80	36% N=151	26% N=107	15% N=62	100% N=417

Table 47: Question 13

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

	Essential	Very important	Somewhat important	Not at all important	Total
Overall feeling of safety in Honolulu	55% N=235	40% N=170	5% N=22	0% N=2	100% N=428
Overall ease of getting to the places you usually have to visit	37% N=157	50% N=214	12% N=51	2% N=7	100% N=428
Quality of overall natural environment in Honolulu	41% N=175	44% N=185	14% N=60	1% N=5	100% N=426
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	42% N=181	41% N=176	16% N=67	1% N=5	100% N=429
Health and wellness opportunities in Honolulu	43% N=185	37% N=159	17% N=74	2% N=8	100% N=426
Overall opportunities for education and enrichment	44% N=190	39% N=165	15% N=64	2% N=9	100% N=427
Overall economic health of Honolulu	50% N=215	40% N=171	9% N=39	1% N=3	100% N=427
Sense of community	36% N=153	42% N=180	19% N=82	3% N=13	100% N=428

Table 48: Question 14

How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Securing City parks to enforce park hours and deter vandalism	45% N=191	36% N=155	13% N=55	3% N=14	2% N=10	100% N=425
Increasing efforts to reduce pedestrian fatalities	58% N=246	27% N=113	9% N=39	2% N=9	4% N=19	100% N=425
Providing mental health services for the homeless	47% N=201	32% N=137	11% N=48	6% N=25	3% N=13	100% N=425
Protecting and preparing infrastructure for climate change threats	41% N=174	35% N=148	15% N=65	6% N=28	3% N=11	100% N=426
Expanding the Complete Streets programs and infrastructure, such as bike lanes, median islands, or special bus lanes	34% N=143	34% N=143	21% N=87	9% N=37	3% N=13	100% N=423
Addressing the impacts of tourism across Oahu	35% N=150	39% N=167	15% N=64	6% N=24	5% N=19	100% N=424
Adding fluoride to Honolulu's drinking water supply	21% N=88	21% N=88	18% N=77	25% N=105	15% N=63	100% N=422
Redeveloping the Blaisdell Complex	15% N=65	35% N=148	21% N=89	15% N=66	14% N=58	100% N=425

Table 49: Question 15

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

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Ease of renewing my driver's license/state ID card	13% N=56	20% N=86	26% N=113	36% N=152	5% N=20	100% N=428
The impact of tourism on City services and infrastructure	13% N=54	24% N=104	35% N=149	19% N=80	9% N=36	100% N=423
Lack of disaster drills and evacuation maps for communities near high-hazard reservoir dams	8% N=36	20% N=84	31% N=132	24% N=102	16% N=70	100% N=423

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Please indicate the extent to which you think the following are a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Unpermitted and unregulated short-term rentals (i.e., Airbnb, VRBO, etc.)	10%	N=41	19%	N=79	19%	N=82	41%	N=173	12%	N=50	100%	N=424
Shoreline erosion and loss of beaches	3%	N=14	8%	N=34	22%	N=92	59%	N=250	8%	N=32	100%	N=422
Inspection and enforcement of building permits and zoning restrictions in residential neighborhoods (monster houses)	3%	N=13	13%	N=57	16%	N=69	58%	N=245	10%	N=41	100%	N=426
Building permit processing times	1%	N=6	6%	N=24	23%	N=96	43%	N=185	27%	N=115	100%	N=426
Damaged and uplifted sidewalks	2%	N=10	9%	N=40	34%	N=144	47%	N=198	8%	N=33	100%	N=426

Table 50: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks	52%	N=221	32%	N=137	11%	N=49	1%	N=3	4%	N=19	100%	N=428
Establishing a marine debris collection program to keep all beaches clear of debris	31%	N=131	39%	N=166	25%	N=106	2%	N=8	4%	N=15	100%	N=426
Providing additional meetings for residents impacted by Complete Streets	10%	N=42	23%	N=96	35%	N=146	9%	N=39	24%	N=101	100%	N=423
Providing additional online City services	21%	N=87	28%	N=116	36%	N=150	7%	N=28	10%	N=41	100%	N=422
Increasing fines and security around unmarked and unsafe hikes to prohibit trespassing	16%	N=69	23%	N=99	33%	N=140	22%	N=95	5%	N=21	100%	N=423
Addressing overcrowded beaches, parks and trails for residents and visitors	16%	N=67	31%	N=130	34%	N=143	15%	N=63	5%	N=20	100%	N=423
The impact of the homeless population on the community	61%	N=263	29%	N=124	8%	N=36	1%	N=3	0%	N=2	100%	N=428

Table 51: Question 17

How much would you support or oppose collection of bulky items for disposal by appointment only?	Percent		Number	
	%	N	%	N
Strongly support	28%	N=115		
Somewhat support	22%	N=92		
Somewhat oppose	15%	N=63		
Strongly oppose	22%	N=90		
Don't know	14%	N=58		
Total	100%	N=418		

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	3%	N=12	5%	N=20	11%	N=46	30%	N=127	52%	N=222	100%	N=427
Purchase goods or services from a business located in Honolulu	0%	N=2	3%	N=12	18%	N=77	50%	N=211	29%	N=122	100%	N=424
Eat at least 5 portions of fruits and vegetables a day	2%	N=10	15%	N=65	38%	N=164	29%	N=123	15%	N=65	100%	N=427
Participate in moderate or vigorous physical activity	1%	N=5	14%	N=59	33%	N=140	31%	N=132	21%	N=92	100%	N=427
Read or watch local news (via television, paper, computer, etc.)	1%	N=6	12%	N=51	18%	N=76	22%	N=93	47%	N=200	100%	N=427
Vote in local elections	14%	N=60	4%	N=16	10%	N=43	12%	N=49	61%	N=258	100%	N=426

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=68
Very good	37%	N=160
Good	37%	N=157
Fair	10%	N=42
Poor	0%	N=2
Total	100%	N=429

Table 54: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=26
Somewhat positive	15%	N=66
Neutral	51%	N=218
Somewhat negative	21%	N=91
Very negative	6%	N=26
Total	100%	N=427

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=259
Working part time for pay	8%	N=34
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	5%	N=20
Fully retired	24%	N=103
Total	100%	N=427

Table 56: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	63%	N=252
Yes, from home	5%	N=21
No	32%	N=128
Total	100%	N=401

Table 57: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	6%	N=26
2 to 5 years	7%	N=30
6 to 10 years	7%	N=31
11 to 20 years	14%	N=59
More than 20 years	66%	N=283
Total	100%	N=429

Table 58: Question D7

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Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	50%	N=215
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=198
Other	3%	N=14
Total	100%	N=427

Table 59: Question D8

Is this house or apartment...	Percent	Number
Rented	39%	N=165
Owned	61%	N=261
Total	100%	N=426

Table 60: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	5%	N=21
\$600 to \$999 per month	7%	N=30
\$1,000 to \$1,499 per month	17%	N=70
\$1,500 to \$2,499 per month	30%	N=126
\$2,500 or more per month	39%	N=162
Total	100%	N=415

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=272
Yes	36%	N=152
Total	100%	N=424

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	64%	N=273
Yes	36%	N=155
Total	100%	N=428

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Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	8%	N=33
\$25,000 to \$49,999	20%	N=83
\$50,000 to \$99,999	31%	N=131
\$100,000 to \$149,999	19%	N=81
\$150,000 or more	22%	N=90
Total	100%	N=418

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=396
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=29
Total	100%	N=425

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=15
Black or African American	1%	N=6
White	36%	N=156
Other	6%	N=25
Native Hawaiian or other Pacific Islander	18%	N=76
Asian	58%	N=251

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=22
25 to 34 years	18%	N=75
35 to 44 years	18%	N=78
45 to 54 years	19%	N=82
55 to 64 years	15%	N=65
65 to 74 years	15%	N=64
75 years or older	10%	N=42
Total	100%	N=427

Table 67: Question D16

What is your sex?	Percent	Number
Female	52%	N=216
Male	48%	N=196
Total	100%	N=412

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Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=292
Land line	13%	N=54
Both	17%	N=73
Total	100%	N=418

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Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City and County of Honolulu chose to have comparisons made to the entire database, as well as to a subset of jurisdictions from the database with populations over 300,000.

Interpreting the Results

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

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

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

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National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	59%	406	452	10%	Lower
Overall image or reputation of Honolulu	49%	284	347	18%	Lower
Honolulu as a place to live	68%	359	389	8%	Lower
Your neighborhood as a place to live	71%	269	311	14%	Similar
Honolulu as a place to raise children	52%	341	378	10%	Lower
Honolulu as a place to retire	39%	332	352	6%	Lower
Overall appearance of Honolulu	36%	343	355	3%	Much lower

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	52%	317	346	8%	Lower
	In your neighborhood during the day	87%	302	354	15%	Similar
	In Honolulu's downtown/commercial area during the day	59%	307	314	2%	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	47%	256	263	3%	Lower
	Availability of paths and walking trails	37%	296	316	6%	Lower
	Ease of walking in Honolulu	46%	247	304	19%	Lower
	Ease of travel by bicycle in Honolulu	28%	282	304	7%	Lower
	Ease of travel by public transportation in Honolulu	33%	108	224	52%	Similar
	Ease of travel by car in Honolulu	21%	301	303	1%	Much lower
	Ease of public parking	8%	220	222	1%	Much lower
	Traffic flow on major streets	12%	334	339	1%	Much lower
	Natural Environment	Quality of overall natural environment in Honolulu	62%	245	276	11%
Cleanliness of Honolulu		33%	279	283	1%	Much lower
Air quality		70%	159	245	35%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	31%	250	253	1%	Much lower
	Overall quality of new development in Honolulu	34%	252	291	13%	Lower
	Availability of affordable quality housing	8%	294	301	2%	Much lower
	Variety of housing options	14%	270	278	3%	Much lower
	Public places where people want to spend time	33%	236	246	4%	Lower
	Economy	Overall economic health of Honolulu	37%	233	259	10%
Vibrant downtown/commercial area		31%	166	236	30%	Similar
Overall quality of business and service establishments in Honolulu		37%	251	272	8%	Lower
Cost of living in Honolulu		3%	255	256	0%	Much lower
Shopping opportunities		69%	93	295	69%	Similar
Employment opportunities		33%	184	308	40%	Similar
Honolulu as a place to visit		75%	87	273	68%	Similar
Honolulu as a place to work		46%	295	359	18%	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	62%	163	254	36%	Similar
	Availability of affordable quality mental health care	32%	177	223	21%	Similar
	Availability of preventive health services	43%	203	237	14%	Lower
	Availability of affordable quality health care	43%	224	258	13%	Lower
	Availability of affordable quality food	41%	232	243	5%	Lower
	Recreational opportunities	57%	199	295	33%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	51%	206	244	16%	Similar
Education and Enrichment	Overall opportunities for education and enrichment	45%	220	256	14%	Lower
	Opportunities to participate in religious or spiritual events and activities	60%	188	205	8%	Lower
	Opportunities to attend cultural/arts/music activities	51%	177	294	40%	Similar
	Availability of affordable quality child care/preschool	16%	251	254	1%	Much lower
Community Engagement	Opportunities to participate in social events and activities	52%	176	263	33%	Similar
	Neighborliness of Honolulu	48%	206	248	17%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	60%	149	292	49%	Similar
	Opportunities to participate in community matters	54%	214	274	22%	Similar
	Opportunities to volunteer	63%	190	264	28%	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	39%	418	426	2%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	40%	368	378	3%	Lower
Value of services for the taxes paid to Honolulu	26%	395	402	2%	Lower
Overall direction that Honolulu is taking	23%	312	315	1%	Much lower
Job Honolulu government does at welcoming citizen involvement	25%	302	322	6%	Lower
Overall confidence in Honolulu government	25%	251	259	3%	Lower
Generally acting in the best interest of the community	28%	246	259	5%	Lower
Being honest	25%	246	251	2%	Much lower
Treating all residents fairly	27%	242	257	6%	Lower
Services provided by the Federal Government	40%	88	250	65%	Similar

The National Citizen Survey™

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark	
Safety	Police/Sheriff services	58%	417	459	9%	Lower	
	Fire services	88%	264	386	32%	Similar	
	Ambulance or emergency medical services	88%	227	346	34%	Similar	
	Crime prevention	39%	334	361	7%	Lower	
	Fire prevention and education	63%	238	283	16%	Similar	
	Animal control	31%	332	340	2%	Lower	
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	219	277	21%	Similar	
Mobility	Traffic enforcement	31%	365	369	1%	Lower	
	Street repair	12%	375	386	3%	Much lower	
	Street cleaning	23%	314	321	2%	Much lower	
	Street lighting	32%	306	325	6%	Lower	
	Sidewalk maintenance	19%	312	320	3%	Much lower	
	Traffic signal timing	27%	253	263	4%	Lower	
	Bus or transit services	62%	49	229	79%	Higher	
Natural Environment	Garbage collection	69%	309	354	13%	Similar	
	Recycling	56%	323	358	10%	Lower	
	Yard waste pick-up	66%	190	268	29%	Similar	
	Drinking water	75%	102	313	68%	Similar	
	Preservation of natural areas such as open space, farmlands and greenbelts	34%	246	256	4%	Lower	
Built Environment	Honolulu open space	32%	228	233	2%	Lower	
	Storm drainage	39%	310	350	11%	Lower	
	Sewer services	57%	288	319	10%	Lower	
	Power (electric and/or gas) utility	60%	166	180	8%	Similar	
	Utility billing	46%	215	226	5%	Lower	
	Land use, planning and zoning	15%	294	300	2%	Lower	
	Code enforcement (weeds, abandoned buildings, etc.)	13%	377	387	3%	Much lower	
	Cable television	44%	149	201	26%	Similar	
	Economy	Economic development	30%	247	284	13%	Lower
		City and County parks	42%	318	324	2%	Much lower
Recreation and Wellness	Recreation programs or classes	44%	300	324	7%	Lower	
	Recreation centers or facilities	34%	264	277	5%	Lower	
	Health services	45%	186	220	16%	Lower	
Community Engagement	Public information services	44%	261	286	9%	Lower	

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	258	310	17%	Similar
Recommend living in Honolulu to someone who asks	52%	282	286	1%	Much lower
Remain in Honolulu for the next five years	77%	233	279	17%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	41%	208	321	35%	Similar

The National Citizen Survey™

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	85%	5	224	98%	Much higher
	Did NOT report a crime to the police	70%	217	250	13%	Similar
	Household member was NOT a victim of a crime	84%	220	271	19%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	35%	54	204	74%	Similar
	Carpooled with other adults or children instead of driving alone	54%	33	238	86%	Similar
	Walked or biked instead of driving	61%	95	247	62%	Similar
Natural Environment	Made efforts to conserve water	89%	50	232	79%	Similar
	Made efforts to make your home more energy efficient	83%	19	234	92%	Similar
	Recycle at home	92%	114	258	56%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	40%	203	240	15%	Lower
	NOT experiencing housing costs stress	43%	254	257	1%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	97%	139	244	43%	Similar
	Economy will have positive impact on income	21%	246	258	5%	Lower
	Work inside boundaries of Honolulu	68%	23	245	91%	Much higher
Recreation and Wellness	Used Honolulu recreation centers or their services	63%	62	238	74%	Similar
	Visited a neighborhood park or City and County park	82%	173	268	36%	Similar
	Eat at least 5 portions of fruits and vegetables a day	82%	134	236	43%	Similar
	Participate in moderate or vigorous physical activity	85%	125	240	48%	Similar
	In very good to excellent health	53%	189	240	21%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	47%	90	203	56%	Similar
	Attended City and County-sponsored event	46%	192	246	22%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	29%	56	228	76%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	27%	25	242	90%	Similar
	Volunteered your time to some group/activity in Honolulu	53%	46	264	83%	Higher
	Participated in a club	42%	11	243	96%	Higher
	Talked to or visited with your immediate neighbors	81%	232	242	4%	Similar
	Done a favor for a neighbor	74%	202	237	15%	Similar
	Attended a local public meeting	21%	124	262	53%	Similar
	Watched (online or on television) a local public meeting	45%	7	229	97%	Much higher
	Read or watch local news (via television, paper, computer, etc.)	86%	95	245	61%	Similar
	Vote in local elections	82%	173	258	33%	Similar

The National Citizen Survey™

Communities included in national comparisons

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

Adams County, CO	441,603	Broken Arrow city, OK	98,850
Airway Heights city, WA	6,114	Brookline CDP, MA	58,732
Albany city, OR	50,158	Brooklyn Center city, MN	30,104
Albemarle County, VA.....	98,970	Brooklyn city, OH.....	11,169
Albert Lea city, MN.....	18,016	Broomfield city, CO	55,889
Alexandria city, VA.....	139,966	Brownsburg town, IN	21,285
Algonquin village, IL.....	30,046	Buffalo Grove village, IL	41,496
Aliso Viejo city, CA	47,823	Burlingame city, CA.....	28,806
American Canyon city, CA.....	19,454	Cabarrus County, NC.....	178,011
Ames city, IA	58,965	Cambridge city, MA	105,162
Ankeny city, IA	45,582	Canandaigua city, NY	10,545
Ann Arbor city, MI.....	113,934	Cannon Beach city, OR.....	1,690
Apache Junction city, AZ.....	35,840	Cañon City city, CO	16,400
Arapahoe County, CO.....	572,003	Canton city, SD.....	3,057
Arkansas City city, AR.....	366	Cape Coral city, FL.....	154,305
Arlington city, TX	365,438	Carlisle borough, PA	18,682
Arvada city, CO.....	106,433	Carlsbad city, CA.....	105,328
Asheville city, NC	83,393	Carroll city, IA.....	10,103
Ashland city, OR	20,078	Cartersville city, GA	19,731
Ashland town, MA	16,593	Cary town, NC	135,234
Ashland town, VA.....	7,225	Castine town, ME	1,366
Aspen city, CO.....	6,658	Castle Rock town, CO.....	48,231
Athens-Clarke County, GA.....	115,452	Cedar Hill city, TX	45,028
Auburn city, AL	53,380	Cedar Rapids city, IA.....	126,326
Augusta CCD, GA	134,777	Celina city, TX.....	6,028
Aurora city, CO	325,078	Centennial city, CO.....	100,377
Austin city, TX	790,390	Chandler city, AZ	236,123
Avon town, CO.....	6,447	Chandler city, TX	2,734
Avon town, IN	12,446	Chanhausen city, MN	22,952
Avondale city, AZ	76,238	Chapel Hill town, NC	57,233
Azusa city, CA.....	46,361	Chardon city, OH	5,148
Bainbridge Island city, WA.....	23,025	Charles County, MD.....	146,551
Baltimore city, MD.....	620,961	Charlotte city, NC.....	731,424
Baltimore County, MD	805,029	Charlotte County, FL	159,978
Bartonville town, TX.....	1,469	Charlottesville city, VA.....	43,475
Battle Creek city, MI.....	52,347	Chattanooga city, TN.....	167,674
Bay City city, MI.....	34,932	Chautauqua town, NY	4,464
Bay Village city, OH.....	15,651	Chesterfield County, VA	316,236
Baytown city, TX.....	71,802	Clackamas County, OR	375,992
Bedford city, TX	46,979	Clarendon Hills village, IL	8,427
Bedford town, MA	13,320	Clayton city, MO.....	15,939
Bellevue city, WA	122,363	Clearwater city, FL	107,685
Bellingham city, WA	80,885	Cleveland Heights city, OH.....	46,121
Benbrook city, TX.....	21,234	Clinton city, SC	8,490
Bend city, OR.....	76,639	Clive city, IA	15,447
Bethlehem township, PA.....	23,730	Clovis city, CA	95,631
Bettendorf city, IA.....	33,217	College Park city, MD	30,413
Billings city, MT.....	104,170	College Station city, TX.....	93,857
Bloomington city, IN.....	80,405	Colleyville city, TX	22,807
Bloomington city, MN	82,893	Columbia city, MO.....	108,500
Blue Springs city, MO	52,575	Columbia city, SC.....	129,272
Boise City city, ID.....	205,671	Columbia Falls city, MT.....	4,688
Bonner Springs city, KS	7,314	Commerce City city, CO.....	45,913
Boone County, KY	118,811	Concord city, CA	122,067
Boulder city, CO.....	97,385	Concord town, MA.....	17,668
Bowling Green city, KY	58,067	Conshohocken borough, PA	7,833
Bozeman city, MT	37,280	Coolidge city, AZ	11,825
Brentwood city, MO.....	8,055	Coon Rapids city, MN	61,476
Brentwood city, TN	37,060	Copperas Cove city, TX.....	32,032
Brighton city, CO.....	33,352	Coral Springs city, FL.....	121,096
Brighton city, MI	7,444	Coronado city, CA	18,912
Bristol city, TN	26,702	Corvallis city, OR.....	54,462

The National Citizen Survey™

Cottonwood Heights city, UT	33,433	Gahanna city, OH.....	33,248
Creve Coeur city, MO	17,833	Gaithersburg city, MD.....	59,933
Cupertino city, CA	58,302	Galveston city, TX	47,743
Dacono city, CO	4,152	Gardner city, KS.....	19,123
Dakota County, MN	398,552	Georgetown city, TX.....	47,400
Dallas city, OR	14,583	Germantown city, TN	38,844
Dallas city, TX.....	1,197,816	Gilbert town, AZ.....	208,453
Danville city, KY	16,218	Gillette city, WY	29,087
Dardenne Prairie city, MO.....	11,494	Glen Ellyn village, IL.....	27,450
Darien city, IL.....	22,086	Glendora city, CA	50,073
Davenport city, FL.....	2,888	Glenview village, IL	44,692
Davidson town, NC.....	10,944	Golden city, CO.....	18,867
Dayton city, OH	141,527	Golden Valley city, MN.....	20,371
Dayton town, WY	757	Goodyear city, AZ	65,275
Dearborn city, MI.....	98,153	Grafton village, WI.....	11,459
Decatur city, GA	19,335	Grand Blanc city, MI.....	8,276
Del Mar city, CA	4,161	Grants Pass city, OR.....	34,533
DeLand city, FL.....	27,031	Grass Valley city, CA.....	12,860
Delaware city, OH	34,753	Greeley city, CO	92,889
Denison city, TX.....	22,682	Greenville city, NC.....	84,554
Denton city, TX.....	113,383	Greenwich town, CT.....	61,171
Denver city, CO.....	600,158	Greenwood Village city, CO.....	13,925
Des Moines city, IA	203,433	Greer city, SC	25,515
Des Peres city, MO.....	8,373	Gunnison County, CO	15,324
Destin city, FL.....	12,305	Haltom City city, TX	42,409
Dover city, NH	29,987	Hamilton city, OH.....	62,477
Dublin city, CA	46,036	Hamilton town, MA.....	7,764
Dublin city, OH	41,751	Hampton city, VA	137,436
Duluth city, MN.....	86,265	Hanover County, VA.....	99,863
Durham city, NC	228,330	Harrisburg city, SD.....	4,089
Durham County, NC	267,587	Harrisonburg city, VA	48,914
Dyer town, IN	16,390	Harrisonville city, MO	10,019
Eagan city, MN.....	64,206	Hastings city, MN	22,172
Eagle Mountain city, UT.....	21,415	Hayward city, CA	144,186
Eagle town, CO.....	6,508	Henderson city, NV	257,729
Eau Claire city, WI	65,883	Herndon town, VA.....	23,292
Eden Prairie city, MN	60,797	High Point city, NC	104,371
Eden town, VT.....	1,323	Highland Park city, IL	29,763
Edgerton city, KS	1,671	Highlands Ranch CDP, CO	96,713
Edgewater city, CO	5,170	Homer Glen village, IL.....	24,220
Edina city, MN.....	47,941	Honolulu County, HI.....	953,207
Edmond city, OK.....	81,405	Hooksett town, NH.....	13,451
Edmonds city, WA.....	39,709	Hopkins city, MN	17,591
El Cerrito city, CA.....	23,549	Hopkinton town, MA.....	14,925
El Dorado County, CA.....	181,058	Hoquiam city, WA	8,726
El Paso de Robles (Paso Robles) city, CA	29,793	Horry County, SC	269,291
Elk Grove city, CA	153,015	Howard village, WI.....	17,399
Elko New Market city, MN.....	4,110	Hudson town, CO.....	2,356
Elmhurst city, IL.....	44,121	Huntley village, IL	24,291
Englewood city, CO	30,255	Huntsville city, TX	38,548
Erie town, CO	18,135	Hurst city, TX.....	37,337
Escambia County, FL	297,619	Hutchinson city, MN	14,178
Estes Park town, CO.....	5,858	Hutto city, TX	14,698
Euclid city, OH	48,920	Independence city, MO.....	116,830
Fairview town, TX	7,248	Indianola city, IA.....	14,782
Farmers Branch city, TX	28,616	Indio city, CA.....	76,036
Farmersville city, TX.....	3,301	Iowa City city, IA	67,862
Farmington Hills city, MI.....	79,740	Irving city, TX.....	216,290
Farmington town, CT.....	25,340	Issaquah city, WA	30,434
Fayetteville city, NC.....	200,564	Jackson city, MO.....	13,758
Fernandina Beach city, FL.....	11,487	Jackson County, MI.....	160,248
Flagstaff city, AZ.....	65,870	James City County, VA	67,009
Flower Mound town, TX.....	64,669	Jefferson County, NY.....	116,229
Forest Grove city, OR	21,083	Jefferson Parish, LA.....	432,552
Fort Collins city, CO.....	143,986	Johnson City city, TN.....	63,152
Franklin city, TN.....	62,487	Johnston city, IA.....	17,278
Frederick town, CO	8,679	Jupiter town, FL.....	55,156
Fremont city, CA	214,089	Kalamazoo city, MI.....	74,262
Friendswood city, TX.....	35,805	Kansas City city, KS.....	145,786
Fruita city, CO.....	12,646	Kansas City city, MO.....	459,787

The National Citizen Survey™

Keizer city, OR	36,478	Maui County, HI	154,834
Kenmore city, WA	20,460	McAllen city, TX	129,877
Kennedale city, TX	6,763	McKinney city, TX	131,117
Kent city, WA	92,411	McMinnville city, OR	32,187
Kerrville city, TX	22,347	Mecklenburg County, NC	919,628
Kettering city, OH	56,163	Menlo Park city, CA	32,026
Key West city, FL	24,649	Menomonee Falls village, WI	35,626
King City city, CA	12,874	Mercer Island city, WA	22,699
Kingman city, AZ	28,068	Meridian charter township, MI	39,688
Kirkland city, WA	48,787	Meridian city, ID	75,092
Kirkwood city, MO	27,540	Merriam city, KS	11,003
Knoxville city, IA	7,313	Mesa city, AZ	439,041
La Plata town, MD	8,753	Mesa County, CO	146,723
La Vista city, NE	15,758	Miami Beach city, FL	87,779
Laguna Niguel city, CA	62,979	Miami city, FL	399,457
Lake Forest city, IL	19,375	Middleton city, WI	17,442
Lake in the Hills village, IL	28,965	Midland city, MI	41,863
Lake Stevens city, WA	28,069	Milford city, DE	9,559
Lake Worth city, FL	34,910	Milton city, GA	32,661
Lake Zurich village, IL	19,631	Minneapolis city, MN	382,578
Lakeville city, MN	55,954	Minnetrista city, MN	6,384
Lakewood city, CO	142,980	Missouri City city, TX	67,358
Lakewood city, WA	58,163	Modesto city, CA	201,165
Lancaster County, SC	76,652	Moline city, IL	43,483
Lane County, OR	351,715	Monroe city, MI	20,733
Lansing city, MI	114,297	Monterey city, CA	27,810
Laramie city, WY	30,816	Montgomery city, MN	2,956
Larimer County, CO	299,630	Montgomery County, MD	971,777
Las Cruces city, NM	97,618	Monticello city, UT	1,972
Las Vegas city, NM	13,753	Montrose city, CO	19,132
Lawrence city, KS	87,643	Monument town, CO	5,530
Lawrenceville city, GA	28,546	Moraga town, CA	16,016
Lee's Summit city, MO	91,364	Morristown city, TN	29,137
Lehi city, UT	47,407	Morrisville town, NC	18,576
Lenexa city, KS	48,190	Morro Bay city, CA	10,234
Lewisville city, TX	95,290	Mountain Village town, CO	1,320
Lewisville town, NC	12,639	Mountlake Terrace city, WA	19,909
Libertyville village, IL	20,315	Murphy city, TX	17,708
Lincolnwood village, IL	12,590	Naperville city, IL	141,853
Lindsborg city, KS	3,458	Napoleon city, OH	8,749
Little Chute village, WI	10,449	Nederland city, TX	17,547
Littleton city, CO	41,737	Needham CDP, MA	28,886
Livermore city, CA	80,968	Nevada City city, CA	3,068
Lombard village, IL	43,165	Nevada County, CA	98,764
Lone Tree city, CO	10,218	New Braunfels city, TX	57,740
Long Grove village, IL	8,043	New Brighton city, MN	21,456
Longmont city, CO	86,270	New Hope city, MN	20,339
Longview city, TX	80,455	New Orleans city, LA	343,829
Lonsdale city, MN	3,674	New Smyrna Beach city, FL	22,464
Los Alamos County, NM	17,950	New Ulm city, MN	13,522
Los Altos Hills town, CA	7,922	Newberg city, OR	22,068
Loudoun County, VA	312,311	Newport city, RI	24,672
Louisville city, CO	18,376	Newport News city, VA	180,719
Lower Merion township, PA	57,825	Newton city, IA	15,254
Lynchburg city, VA	75,568	Noblesville city, IN	51,969
Lynnwood city, WA	35,836	Norcross city, GA	9,116
Macomb County, MI	840,978	Norfolk city, NE	24,210
Manassas city, VA	37,821	Norfolk city, VA	242,803
Manhattan Beach city, CA	35,135	North Mankato city, MN	13,394
Manhattan city, KS	52,281	North Port city, FL	57,357
Mankato city, MN	39,309	North Richland Hills city, TX	63,343
Maple Grove city, MN	61,567	North Yarmouth town, ME	3,565
Maplewood city, MN	38,018	Novato city, CA	51,904
Maricopa County, AZ	3,817,117	Novi city, MI	55,224
Marion city, IA	34,768	O'Fallon city, IL	28,281
Mariposa County, CA	18,251	O'Fallon city, MO	79,329
Marshfield city, WI	19,118	Oak Park village, IL	51,878
Martinez city, CA	35,824	Oakland city, CA	390,724
Marysville city, WA	60,020	Oakley city, CA	35,432
Matthews town, NC	27,198	Oklahoma City city, OK	579,999

The National Citizen Survey™

Olathe city, KS	125,872	Rogers city, MN	8,597
Old Town city, ME	7,840	Rohnert Park city, CA	40,971
Olmsted County, MN	144,248	Rolla city, MO	19,559
Olympia city, WA	46,478	Roselle village, IL	22,763
Orange village, OH	3,323	Rosemount city, MN	21,874
Orland Park village, IL	56,767	Rosenberg city, TX	30,618
Orleans Parish, LA	343,829	Roseville city, MN	33,660
Oshkosh city, WI	66,083	Round Rock city, TX	99,887
Oshtemo charter township, MI	21,705	Royal Oak city, MI	57,236
Oswego village, IL	30,355	Royal Palm Beach village, FL	34,140
Ottawa County, MI	263,801	Sacramento city, CA	466,488
Overland Park city, KS	173,372	Sahuarita town, AZ	25,259
Paducah city, KY	25,024	Sammamish city, WA	45,780
Palm Beach Gardens city, FL	48,452	San Anselmo town, CA	12,336
Palm Coast city, FL	75,180	San Diego city, CA	1,307,402
Palo Alto city, CA	64,403	San Francisco city, CA	805,235
Palos Verdes Estates city, CA	13,438	San Jose city, CA	945,942
Papillion city, NE	18,894	San Marcos city, CA	83,781
Paradise Valley town, AZ	12,820	San Marcos city, TX	44,894
Park City city, UT	7,558	San Rafael city, CA	57,713
Parker town, CO	45,297	Sangamon County, IL	197,465
Parkland city, FL	23,962	Santa Fe city, NM	67,947
Pasco city, WA	59,781	Santa Fe County, NM	144,170
Pasco County, FL	464,697	Santa Monica city, CA	89,736
Payette city, ID	7,433	Sarasota County, FL	379,448
Pearland city, TX	91,252	Savage city, MN	26,911
Peoria city, AZ	154,065	Schaumburg village, IL	74,227
Peoria city, IL	115,007	Schertz city, TX	31,465
Pflugerville city, TX	46,936	Scott County, MN	129,928
Pinehurst village, NC	13,124	Scottsdale city, AZ	217,385
Piqua city, OH	20,522	Sedona city, AZ	10,031
Pitkin County, CO	17,148	Sevierville city, TN	14,807
Plano city, TX	259,841	Shakopee city, MN	37,076
Platte City city, MO	4,691	Sharonville city, OH	13,560
Pleasant Hill city, IA	8,785	Shawnee city, KS	62,209
Pleasanton city, CA	70,285	Shawnee city, OK	29,857
Polk County, IA	430,640	Sherborn town, MA	4,119
Pompano Beach city, FL	99,845	Shoreline city, WA	53,007
Port Orange city, FL	56,048	Shoreview city, MN	25,043
Port St. Lucie city, FL	164,603	Shorewood village, IL	15,615
Portland city, OR	583,776	Shorewood village, WI	13,162
Powell city, OH	11,500	Sierra Vista city, AZ	43,888
Powhatan County, VA	28,046	Silverton city, OR	9,222
Prince William County, VA	402,002	Sioux Center city, IA	7,048
Prior Lake city, MN	22,796	Sioux Falls city, SD	153,888
Pueblo city, CO	106,595	Skokie village, IL	64,784
Purcellville town, VA	7,727	Snoqualmie city, WA	10,670
Queen Creek town, AZ	26,361	Snowmass Village town, CO	2,826
Raleigh city, NC	403,892	Somerset town, MA	18,165
Ramsey city, MN	23,668	South Jordan city, UT	50,418
Raymond town, ME	4,436	South Lake Tahoe city, CA	21,403
Raymore city, MO	19,206	Southlake city, TX	26,575
Redmond city, OR	26,215	Spearfish city, SD	10,494
Redmond city, WA	54,144	Spring Hill city, KS	5,437
Redwood City city, CA	76,815	Springfield city, MO	159,498
Reno city, NV	225,221	Springville city, UT	29,466
Reston CDP, VA	58,404	St. Augustine city, FL	12,975
Richland city, WA	48,058	St. Charles city, IL	32,974
Richmond city, CA	103,701	St. Cloud city, FL	35,183
Richmond Heights city, MO	8,603	St. Joseph city, MO	76,780
Rio Rancho city, NM	87,521	St. Joseph town, WI	3,842
River Falls city, WI	15,000	St. Louis County, MN	200,226
Riverside city, CA	303,871	State College borough, PA	42,034
Roanoke city, VA	97,032	Steamboat Springs city, CO	12,088
Roanoke County, VA	92,376	Sugar Grove village, IL	8,997
Rochester city, NY	210,565	Sugar Land city, TX	78,817
Rochester Hills city, MI	70,995	Suisun City city, CA	28,111
Rock Hill city, SC	66,154	Summit County, UT	36,324
Rockville city, MD	61,209	Summit village, IL	11,054
Roeland Park city, KS	6,731	Sunnyvale city, CA	140,081

The National Citizen Survey™

Surprise city, AZ.....	117,517	Washington town, NH	1,123
Suwanee city, GA.....	15,355	Washoe County, NV	421,407
Tacoma city, WA.....	198,397	Washougal city, WA	14,095
Takoma Park city, MD	16,715	Wauwatosa city, WI	46,396
Tamarac city, FL	60,427	Waverly city, IA	9,874
Temecula city, CA	100,097	Wentzville city, MO.....	29,070
Tempe city, AZ	161,719	West Carrollton city, OH.....	13,143
Temple city, TX.....	66,102	Western Springs village, IL	12,975
Texarkana city, TX.....	36,411	Westerville city, OH.....	36,120
The Woodlands CDP, TX.....	93,847	Westlake town, TX.....	992
Thousand Oaks city, CA.....	126,683	Westminster city, CO.....	106,114
Tigard city, OR.....	48,035	Weston town, MA.....	11,261
Tracy city, CA	82,922	Wheat Ridge city, CO	30,166
Trinidad CCD, CO.....	12,017	White House city, TN.....	10,255
Tualatin city, OR	26,054	Wichita city, KS.....	382,368
Tulsa city, OK	391,906	Williamsburg city, VA.....	14,068
Tustin city, CA	75,540	Willowbrook village, IL	8,540
Twin Falls city, ID	44,125	Wilmington city, NC.....	106,476
Unalaska city, AK	4,376	Wilsonville city, OR.....	19,509
University Heights city, OH	13,539	Windsor town, CO.....	18,644
University Park city, TX.....	23,068	Windsor town, CT	29,044
Upper Arlington city, OH.....	33,771	Winnetka village, IL.....	12,187
Urbandale city, IA	39,463	Winter Garden city, FL.....	34,568
Vail town, CO.....	5,305	Woodbury city, MN.....	61,961
Ventura CCD, CA.....	111,889	Woodinville city, WA.....	10,938
Vernon Hills village, IL.....	25,113	Woodland city, CA.....	55,468
Vestavia Hills city, AL	34,033	Wyandotte County, KS	157,505
Victoria city, MN.....	7,345	Yakima city, WA.....	91,067
Vienna town, VA	15,687	York County, VA.....	65,464
Virginia Beach city, VA.....	437,994	Yorktown town, IN.....	9,405
Walnut Creek city, CA.....	64,173	Yorkville city, IL	16,921
Warrensburg city, MO	18,838	Yountville city, CA	2,933
Washington County, MN	238,136		

Populations over 300,000 Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	59%	27	32	16%	Similar
Overall image or reputation of Honolulu	49%	17	24	30%	Similar
Honolulu as a place to live	68%	30	32	6%	Similar
Your neighborhood as a place to live	71%	19	24	22%	Similar
Honolulu as a place to raise children	52%	27	29	7%	Lower
Honolulu as a place to retire	39%	25	27	8%	Lower
Overall appearance of Honolulu	36%	22	23	5%	Lower

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	52%	19	25	25%	Similar
	In your neighborhood during the day	87%	16	26	40%	Similar
	In Honolulu's downtown/commercial area during the day	59%	22	23	5%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	47%	16	18	12%	Lower
	Availability of paths and walking trails	37%	19	21	10%	Lower
	Ease of walking in Honolulu	46%	9	21	60%	Similar
	Ease of travel by bicycle in Honolulu	28%	19	21	10%	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
	Ease of travel by public transportation in Honolulu	33%	7	17	63%	Similar
	Ease of travel by car in Honolulu	21%	21	22	5%	Much lower
	Ease of public parking	8%	13	13	0%	Much lower
	Traffic flow on major streets	12%	20	22	10%	Lower
Natural Environment	Quality of overall natural environment in Honolulu	62%	13	17	25%	Similar
	Cleanliness of Honolulu	33%	17	18	6%	Lower
	Air quality	70%	3	18	88%	Higher
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	31%	16	17	6%	Lower
	Overall quality of new development in Honolulu	34%	20	21	5%	Lower
	Availability of affordable quality housing	8%	19	20	5%	Much lower
	Variety of housing options	14%	19	19	0%	Much lower
	Public places where people want to spend time	33%	14	15	7%	Lower
Economy	Overall economic health of Honolulu	37%	16	17	6%	Lower
	Vibrant downtown/commercial area	31%	14	15	7%	Lower
	Overall quality of business and service establishments in Honolulu	37%	17	17	0%	Lower
	Cost of living in Honolulu	3%	17	17	0%	Much lower
	Shopping opportunities	69%	12	19	39%	Similar
	Employment opportunities	33%	18	21	15%	Lower
	Honolulu as a place to visit	75%	5	19	78%	Similar
	Honolulu as a place to work	46%	26	29	11%	Lower
Recreation and Wellness	Health and wellness opportunities in Honolulu	62%	8	17	56%	Similar
	Availability of affordable quality mental health care	32%	10	16	40%	Similar
	Availability of preventive health services	43%	15	16	7%	Similar
	Availability of affordable quality health care	43%	15	18	18%	Similar
	Availability of affordable quality food	41%	17	17	0%	Lower
	Recreational opportunities	57%	11	21	50%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	51%	13	15	14%	Similar
	Overall opportunities for education and enrichment	45%	15	18	18%	Similar
	Opportunities to participate in religious or spiritual events and activities	60%	11	13	17%	Similar
	Opportunities to attend cultural/arts/music activities	51%	15	20	26%	Similar
Community Engagement	Availability of affordable quality child care/preschool	16%	16	16	0%	Lower
	Opportunities to participate in social events and activities	52%	11	15	29%	Similar
	Neighborliness of Honolulu	48%	8	15	50%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	60%	8	22	67%	Similar
	Opportunities to participate in community matters	54%	12	18	35%	Similar
	Opportunities to volunteer	63%	13	16	20%	Similar

The National Citizen Survey™

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	39%	33	35	6%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	40%	25	27	8%	Lower
Value of services for the taxes paid to Honolulu	26%	26	27	4%	Lower
Overall direction that Honolulu is taking	23%	23	23	0%	Lower
Job Honolulu government does at welcoming citizen involvement	25%	18	22	19%	Similar
Overall confidence in Honolulu government	25%	16	17	6%	Lower
Generally acting in the best interest of the community	28%	17	19	11%	Lower
Being honest	25%	17	18	6%	Lower
Treating all residents fairly	27%	16	18	12%	Similar
Services provided by the Federal Government	40%	3	16	87%	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	58%	18	33	47%	Similar
	Fire services	88%	12	25	54%	Similar
	Ambulance or emergency medical services	88%	7	22	71%	Similar
	Crime prevention	39%	15	22	33%	Similar
	Fire prevention and education	63%	8	17	56%	Similar
	Animal control	31%	21	22	5%	Lower
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	13	18	29%	Similar
	Traffic enforcement	31%	20	22	10%	Similar
	Street repair	12%	20	22	10%	Lower
	Street cleaning	23%	14	16	13%	Lower
	Street lighting	32%	17	18	6%	Similar
	Sidewalk maintenance	19%	16	17	6%	Lower
	Traffic signal timing	27%	13	15	14%	Similar
Natural Environment	Bus or transit services	62%	1	18	100%	Higher
	Garbage collection	69%	17	22	24%	Similar
	Recycling	56%	22	26	16%	Similar
	Yard waste pick-up	66%	7	14	54%	Similar
Built Environment	Drinking water	75%	2	18	94%	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	34%	16	16	0%	Similar
	Honolulu open space	32%	14	15	7%	Lower
	Storm drainage	39%	18	23	23%	Similar
	Sewer services	57%	15	16	7%	Similar
	Power (electric and/or gas) utility	60%	6	7	17%	Similar
	Utility billing	46%	11	12	9%	Similar
	Land use, planning and zoning	15%	18	19	6%	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
	Code enforcement (weeds, abandoned buildings, etc.)	13%	24	25	4%	Lower
	Cable television	44%	6	7	17%	Similar
Economy	Economic development	30%	21	22	5%	Lower
Recreation and Wellness	City and County parks	42%	23	24	4%	Lower
	Recreation programs or classes	44%	18	19	6%	Lower
	Recreation centers or facilities	34%	19	20	5%	Lower
	Health services	45%	12	14	15%	Similar
Community Engagement	Public information services	44%	17	20	16%	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	51%	12	20	42%	Similar
Recommend living in Honolulu to someone who asks	52%	19	20	5%	Much lower
Remain in Honolulu for the next five years	77%	15	19	22%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	41%	13	20	37%	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	85%	1	15	100%	Much higher
	Did NOT report a crime to the police	70%	12	15	21%	Similar
	Household member was NOT a victim of a crime	84%	7	17	63%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	35%	8	16	53%	Similar
	Carpooled with other adults or children instead of driving alone	54%	5	16	73%	Similar
	Walked or biked instead of driving	61%	4	18	82%	Similar
Natural Environment	Made efforts to conserve water	89%	4	15	79%	Similar
	Made efforts to make your home more energy efficient	83%	3	14	85%	Similar
	Recycle at home	92%	7	16	60%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	40%	12	15	21%	Similar
	NOT experiencing housing costs stress	43%	16	16	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	97%	11	15	29%	Similar
	Economy will have positive impact on income	21%	16	17	6%	Lower
	Work inside boundaries of Honolulu	68%	6	15	64%	Similar
Recreation and Wellness	Used Honolulu recreation centers or their services	63%	2	17	94%	Similar
	Visited a neighborhood park or City and County park	82%	14	19	28%	Similar
	Eat at least 5 portions of fruits and vegetables a day	82%	10	15	36%	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
	Participate in moderate or vigorous physical activity	85%	9	15	43%	Similar
	In very good to excellent health	53%	13	15	14%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	47%	8	13	42%	Similar
	Attended City and County-sponsored event	46%	9	16	47%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	29%	3	13	83%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	27%	4	15	79%	Similar
	Volunteered your time to some group/activity in Honolulu	53%	4	16	80%	Similar
	Participated in a club	42%	1	13	100%	Higher
	Talked to or visited with your immediate neighbors	81%	13	14	8%	Similar
	Done a favor for a neighbor	74%	12	14	15%	Similar
	Attended a local public meeting	21%	12	17	31%	Similar
	Watched (online or on television) a local public meeting	45%	1	16	100%	Higher
	Read or watch local news (via television, paper, computer, etc.)	86%	11	15	29%	Similar
	Vote in local elections	82%	10	16	40%	Similar

Communities included in populations over 300,000 comparisons

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

Adams County, CO	441,603	Minneapolis city, MN	382,578
Arapahoe County, CO	572,003	Montgomery County, MD	971,777
Arlington city, TX	365,438	New Orleans city, LA	343,829
Aurora city, CO	325,078	Oakland city, CA	390,724
Austin city, TX	790,390	Oklahoma City city, OK	579,999
Baltimore city, MD	620,961	Orleans Parish, LA	343,829
Baltimore County, MD	805,029	Pasco County, FL	464,697
Charlotte city, NC	731,424	Polk County, IA	430,640
Chesterfield County, VA	316,236	Portland city, OR	583,776
Clackamas County, OR	375,992	Prince William County, VA	402,002
Dakota County, MN	398,552	Raleigh city, NC	403,892
Dallas city, TX	1,197,816	Riverside city, CA	303,871
Denver city, CO	600,158	Sacramento city, CA	466,488
Honolulu County, HI	953,207	San Diego city, CA	1,307,402
Jefferson Parish, LA	432,552	San Francisco city, CA	805,235
Kansas City city, MO	459,787	San Jose city, CA	945,942
Lane County, OR	351,715	Sarasota County, FL	379,448
Loudoun County, VA	312,311	Tulsa city, OK	391,906
Macomb County, MI	840,978	Virginia Beach city, VA	437,994
Maricopa County, AZ	3,817,117	Washoe County, NV	421,407
Mecklenburg County, NC	919,628	Wichita city, KS	382,368
Mesa city, AZ	439,041		
Miami city, FL	399,457		

The National Citizen Survey™

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

The National Citizen Survey™

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

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

Selecting Survey Recipients

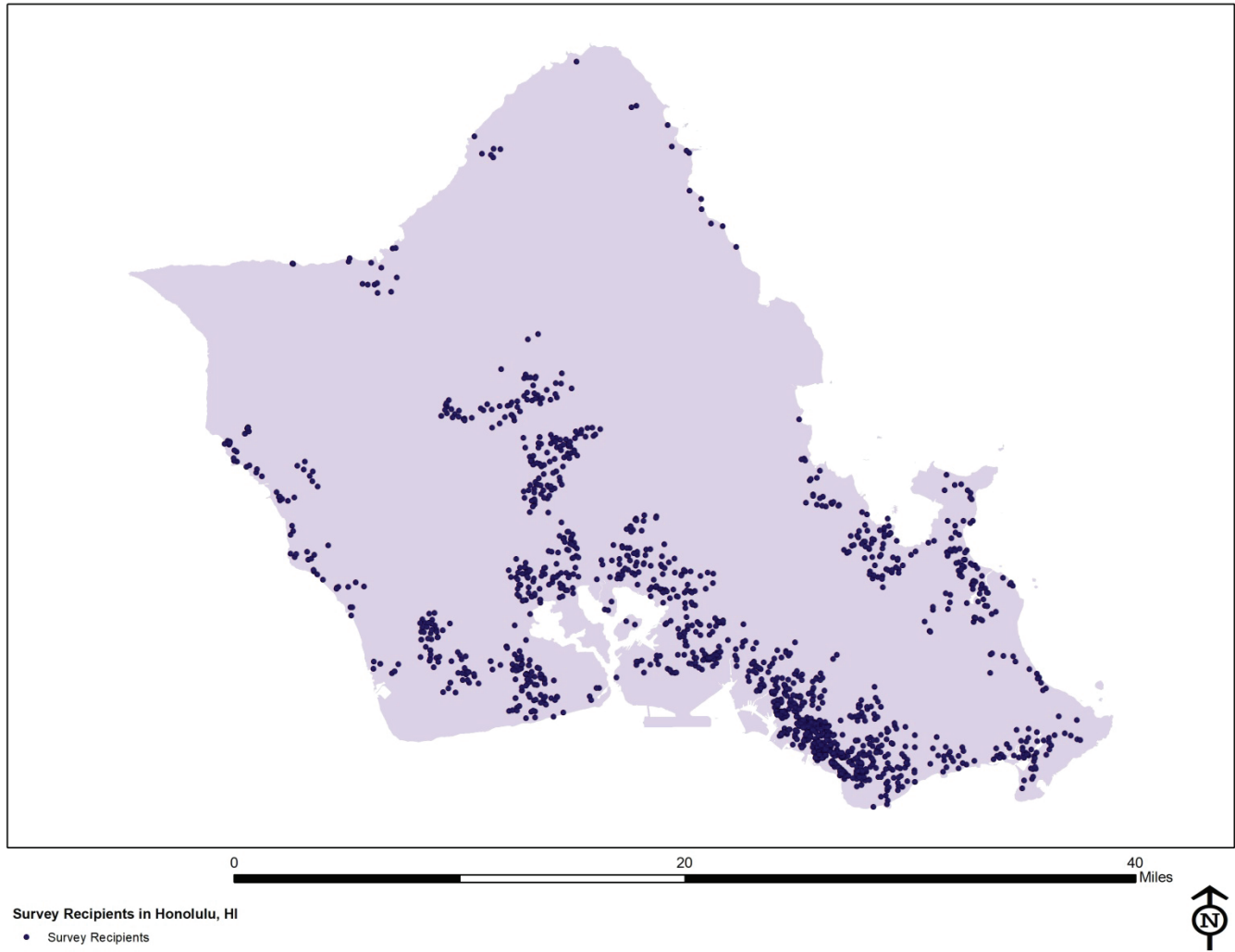
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased from Go-Dog Direct based on updated listings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

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

The National Citizen Survey™

Figure 1: Location of Survey Recipients



The National Citizen Survey™

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 26, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following nine weeks.

About 3% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,552 households that received the survey, 432 completed the survey, providing an overall response rate of 28%. Of the 432 completed surveys, 41 were completed online.

Table 81: Survey Response Rate

	Overall
Total sample used	1,600
I=Complete Interviews	430
P=Partial Interviews	2
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,120
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	28%

Confidence Intervals

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

The margin of error for the City and County of Honolulu survey is no greater than plus or minus five² percentage points around any given percent reported for all respondents (432 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

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

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

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

² Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

The National Citizen Survey™

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

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

Survey Data Weighting

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

Table 82: Honolulu, HI 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	44%	22%	39%
Own home	56%	78%	61%
Detached unit*	48%	57%	50%
Attached unit*	52%	43%	50%
Race and Ethnicity			
Asian	48%	50%	48%
Native Hawaiian or other PI	9%	7%	9%
Not Asian/PI	43%	43%	43%
White	22%	25%	23%
Not white	78%	75%	77%
Not Hispanic	94%	95%	93%
Hispanic	6%	5%	7%
Sex and Age			
Female	51%	51%	52%
Male	49%	49%	48%
18-34 years of age	30%	5%	23%
35-54 years of age	35%	27%	37%
55+ years of age	35%	68%	40%
Females 18-34	15%	3%	13%
Females 35-54	18%	16%	19%
Females 55+	19%	32%	21%
Males 18-34	15%	2%	10%
Males 35-54	18%	10%	19%
Males 55+	16%	37%	19%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

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

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

The National Citizen Survey™

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

The National Citizen Survey™

Appendix D: Survey Materials

Dear Honolulu Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City and County!

Sincerely,



Edwin S. W. Young
City Auditor

Dear Honolulu Resident,

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Sincerely,



Edwin S. W. Young
City Auditor

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

OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216, KAPOLEI, HAWAII 96707 / PHONE: (808) 768-3134 / FAX: (808) 768-3135

November 2018

Dear City and County of Honolulu Resident:

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2018 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

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

<http://bit.ly/honolulu2018>

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

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

Sincerely,

A handwritten signature in cursive script that reads "Edwin S.W. Young".

Edwin S. W. Young
City Auditor



EDWIN S.W. YOUNG
CITY AUDITOR

OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
1001 KAMOKILA BOULEVARD, SUITE 216, KAPOLEI, HAWAII 96707 / PHONE: (808) 768-3134 / FAX: (808) 768-3135

November 2018

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2018 Honolulu Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

The City and County of Honolulu wants to know what you think about our community and municipal government. You have been randomly selected to participate in Honolulu's 2018 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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<http://bit.ly/honolulu2018>

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

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

Sincerely,

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

Edwin S. W. Young
City Auditor

The City and County of Honolulu 2018 Citizen Survey

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

1. Please rate each of the following aspects of quality of life in the City and County of Honolulu as a whole:

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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



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

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

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

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

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

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

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

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

The City and County of Honolulu 2018 Citizen Survey

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

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

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

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

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

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

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

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

14. How much would you support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Securing City parks to enforce park hours and deter vandalism	1	2	3	4	5
Increasing efforts to reduce pedestrian fatalities	1	2	3	4	5
Providing mental health services for the homeless.....	1	2	3	4	5
Protecting and preparing infrastructure for climate change threats	1	2	3	4	5
Expanding the Complete Streets programs and infrastructure, such as bike lanes, median islands, or special bus lanes	1	2	3	4	5
Addressing the impacts of tourism across Oahu	1	2	3	4	5
Adding fluoride to Honolulu’s drinking water supply.....	1	2	3	4	5
Redeveloping the Blaisdell Complex	1	2	3	4	5

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

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Ease of renewing my driver’s license/state ID card.....	1	2	3	4	5
The impact of tourism on City services and infrastructure	1	2	3	4	5
Lack of disaster drills and evacuation maps for communities near high-hazard reservoir dams	1	2	3	4	5
Unpermitted and unregulated short-term rentals (i.e., Airbnb, VRBO, etc.).....	1	2	3	4	5
Shoreline erosion and loss of beaches	1	2	3	4	5
Inspection and enforcement of building permits and zoning restrictions in residential neighborhoods (monster houses).....	1	2	3	4	5
Building permit processing times	1	2	3	4	5
Damaged and uplifted sidewalks.....	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage leaks	1	2	3	4	5
Establishing a marine debris collection program to keep all beaches clear of debris	1	2	3	4	5
Providing additional meetings for residents impacted by Complete Streets	1	2	3	4	5
Providing additional online City services.....	1	2	3	4	5
Increasing fines and security around unmarked and unsafe hikes to prohibit trespassing	1	2	3	4	5
Addressing overcrowded beaches, parks and trails for residents and visitors.....	1	2	3	4	5
The impact of the homeless population on the community.....	1	2	3	4	5

17. How much would you support or oppose collection of bulky items for disposal by appointment only?

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

The City and County of Honolulu 2018 Citizen Survey

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

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

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

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

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

D5. Do you work inside the boundaries of Honolulu?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Honolulu?

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

D7. Which best describes the building you live in?

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

D8. Is this house or apartment...

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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



OFFICE OF THE CITY AUDITOR
CITY AND COUNTY OF HONOLULU
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