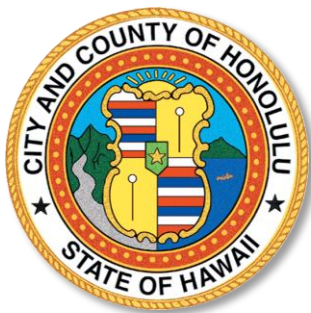


THE NCSTM
The National Citizen SurveyTM

Honolulu, HI
2014



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2014

City and County of Honolulu

Office of the City Auditor

March 2015

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2014)

This is the sixth National Citizen Survey of Honolulu residents conducted for the City and the fifth 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 four reports: Community Livability, Dashboard Summary of Findings, Trends Over Time, and Technical Appendices. The results from this year's NCS indicate:

- Honolulu residents continue to enjoy a high quality of life
- Over the past year, ratings increased for ease of walking, new development and cultural/arts/music opportunities
- Ratings also increased for overall direction the City is taking, emergency preparedness, storm drainage, street cleaning and recreation programs
- The Economy is important to residents
- This year, residents rated expediting road repaving, reducing property crime and drug activity in neighborhoods, followed closely by addressing homelessness and affordable housing as priorities for the City to address.

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

We solicit inputs and any suggestions for improving this report. The 2014 National Citizen Survey and the Service Efforts and Accomplishments (FY 2014) reports are posted on our website at <http://www1.honolulu.gov/council/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

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

Respectfully submitted,


Edwin S. W. Young
City Auditor

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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

2014



NRC
National Research Center Inc

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

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Leaders at the Core of Better Communities

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

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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).

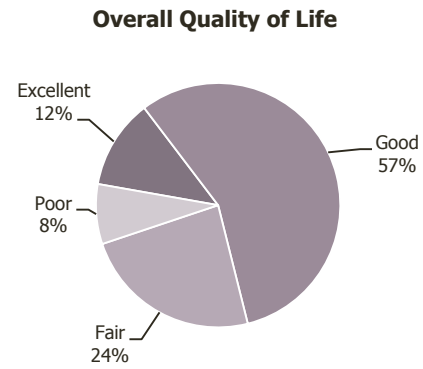
The Community Livability Report provides the opinions of a representative sample of 348 residents of the City and County of Honolulu. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



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Quality of Life in Honolulu

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



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

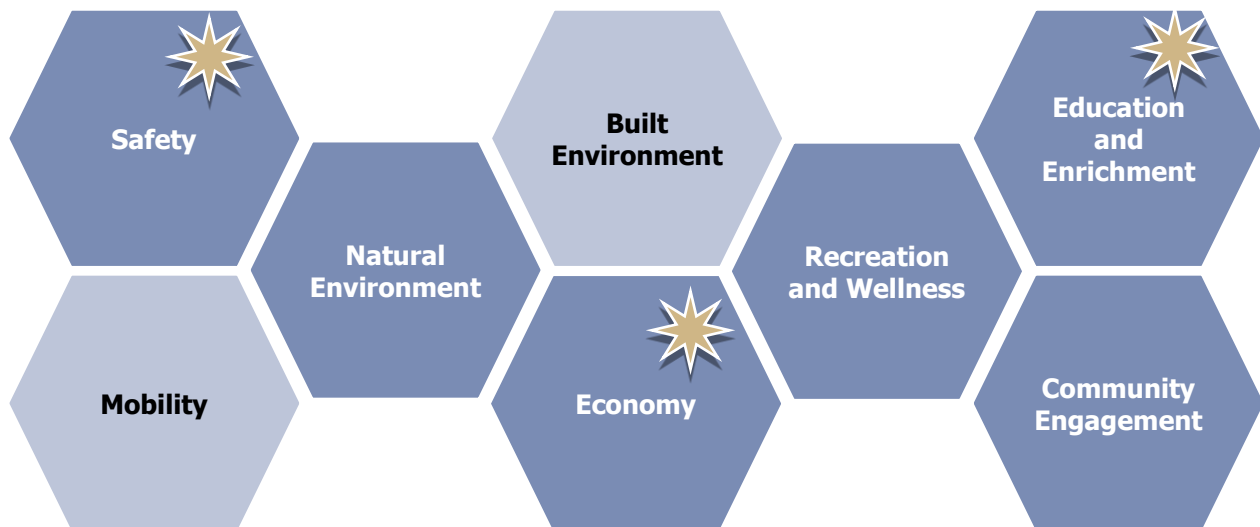
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Economy and Education and Enrichment as priorities for the City and County of Honolulu community in the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

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

Legend

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

★ Most important



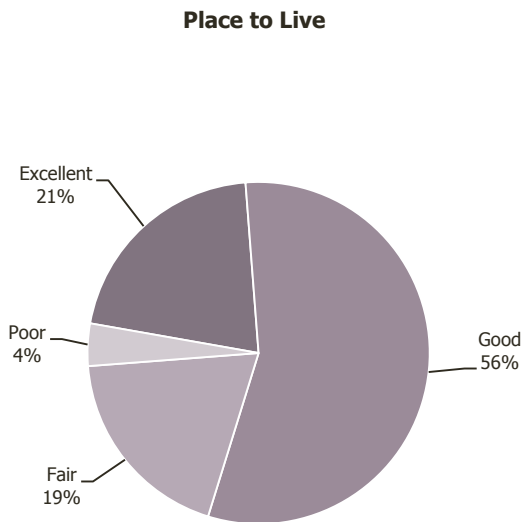
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Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of the City and County of Honolulu, 77% rated Honolulu as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were similar to ratings in other communities across the nation.

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



Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. The three aspects of Safety were rated as excellent or good by 6 in 10 respondents or more, although comparisons to the benchmark were mixed; ratings for overall feeling of safety and safe downtown/commercial area were lower than in comparison communities, while ratings of safety in neighborhoods were similar. Aspects within Mobility were rated less positively; less than a majority of residents rated most aspects as excellent or good, and 6 out of 8 aspects were lower than the benchmark comparisons (two were similar to the benchmark). About half gave positive ratings to ease of walking in Honolulu, and this rating increased from 2013 to 2014 (see *Trends over Time* report under separate cover). Natural Environment ratings tended to be positive; and at least 6 in 10 residents gave positive ratings to the overall natural environment and air quality. Built Environment

aspects were lower than the benchmark and were rated positively by less than a majority of residents (ratings ranged from 8% excellent or good to 48%). One of highest rated aspects across all facets of Community Characteristics was Honolulu as a place to visit with 85% of respondents rating it excellent or good; this rating was higher than ratings in comparison communities. All aspects of Community Engagement were rated as excellent or good by a majority of respondents and were similar to the benchmark.

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

Comparison to national benchmark
 ■ Higher ■ Similar ■ Lower

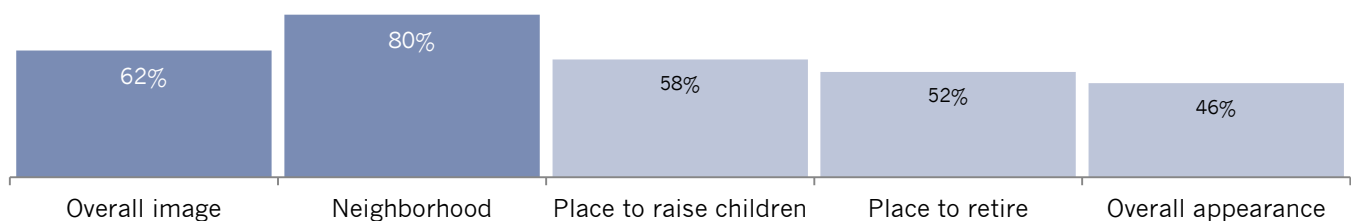
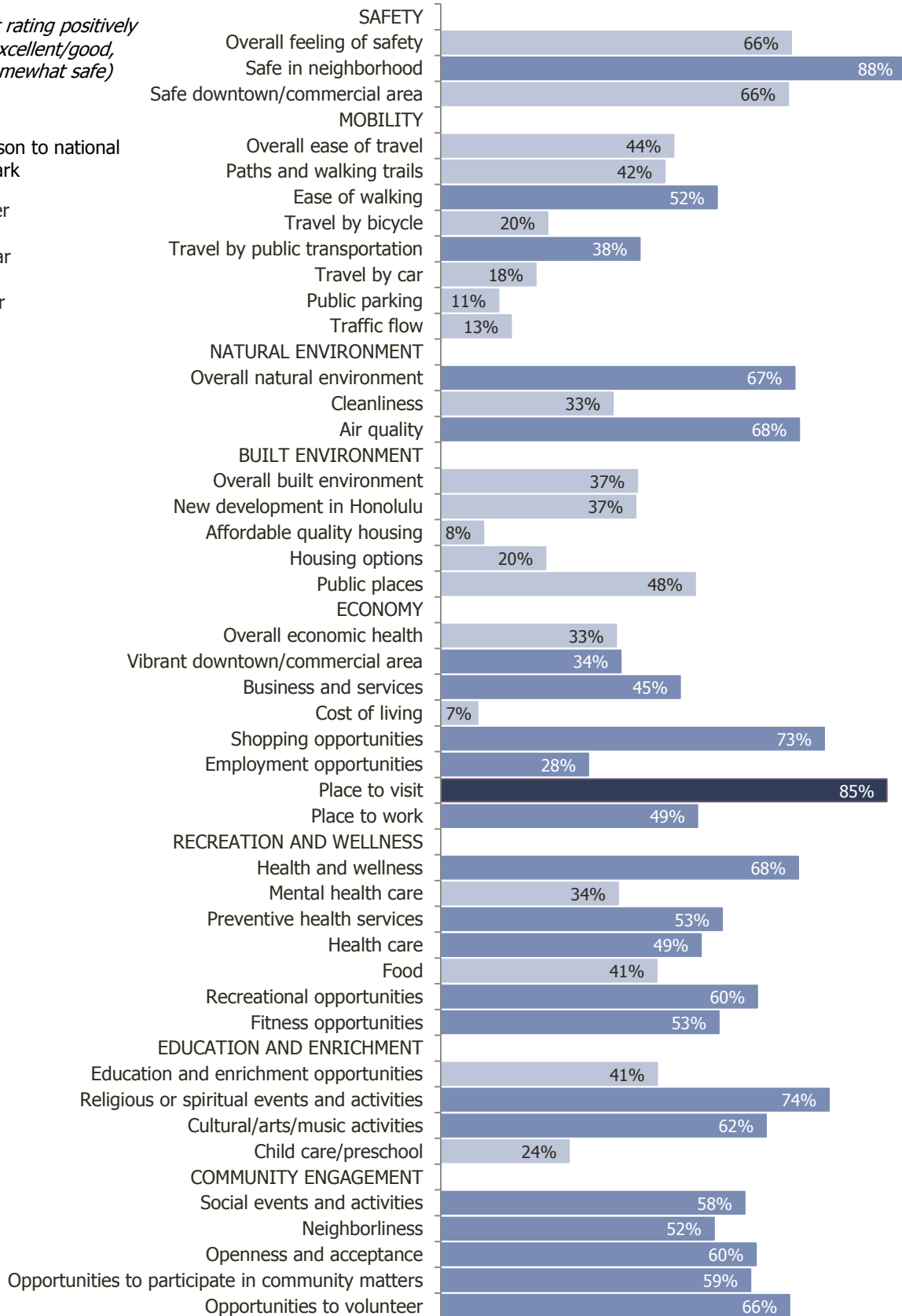


Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

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

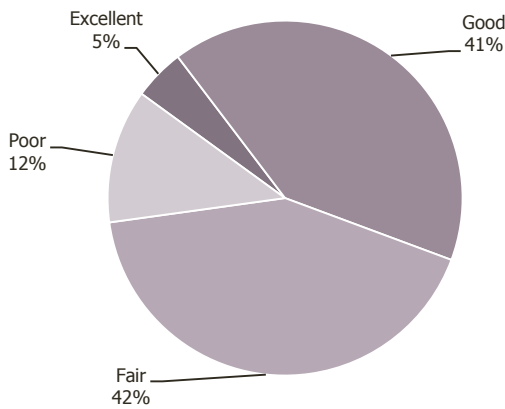
The overall quality of the services provided by the City and County of Honolulu as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City and County of Honolulu was rated as excellent or good by 46% of respondents; this rating was lower than ratings in comparison communities. A similar percentage gave excellent or good ratings to the Federal Government.

Survey respondents also rated various aspects of the City and County of Honolulu’s leadership and governance. These ratings were lower than ratings in comparison communities, and were rated as excellent or good by 29% to 43% of respondents. Ratings for the overall direction of Honolulu and treating all residents fairly increased from 2013 to 2014.

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

several aspects of Governance were trending up from 2013 to 2014. Ratings increased for emergency preparedness, street cleaning, traffic signal timing, open space, natural areas preservation, storm drainage, economic development and public information services.

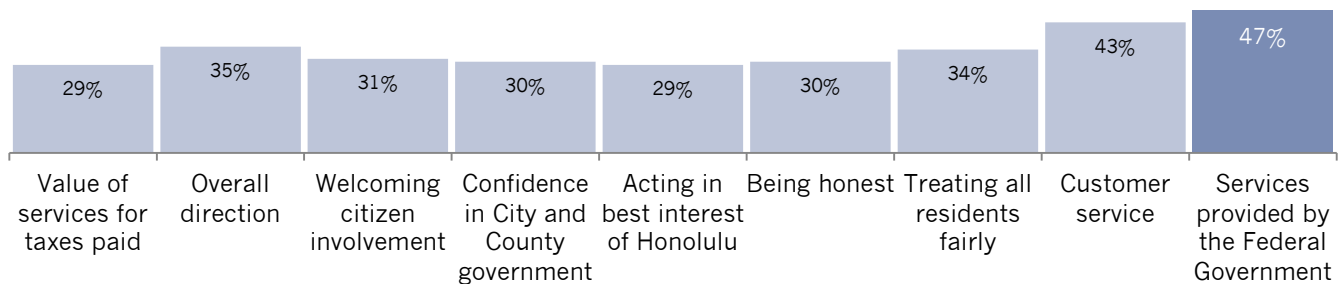
Overall Quality of City Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



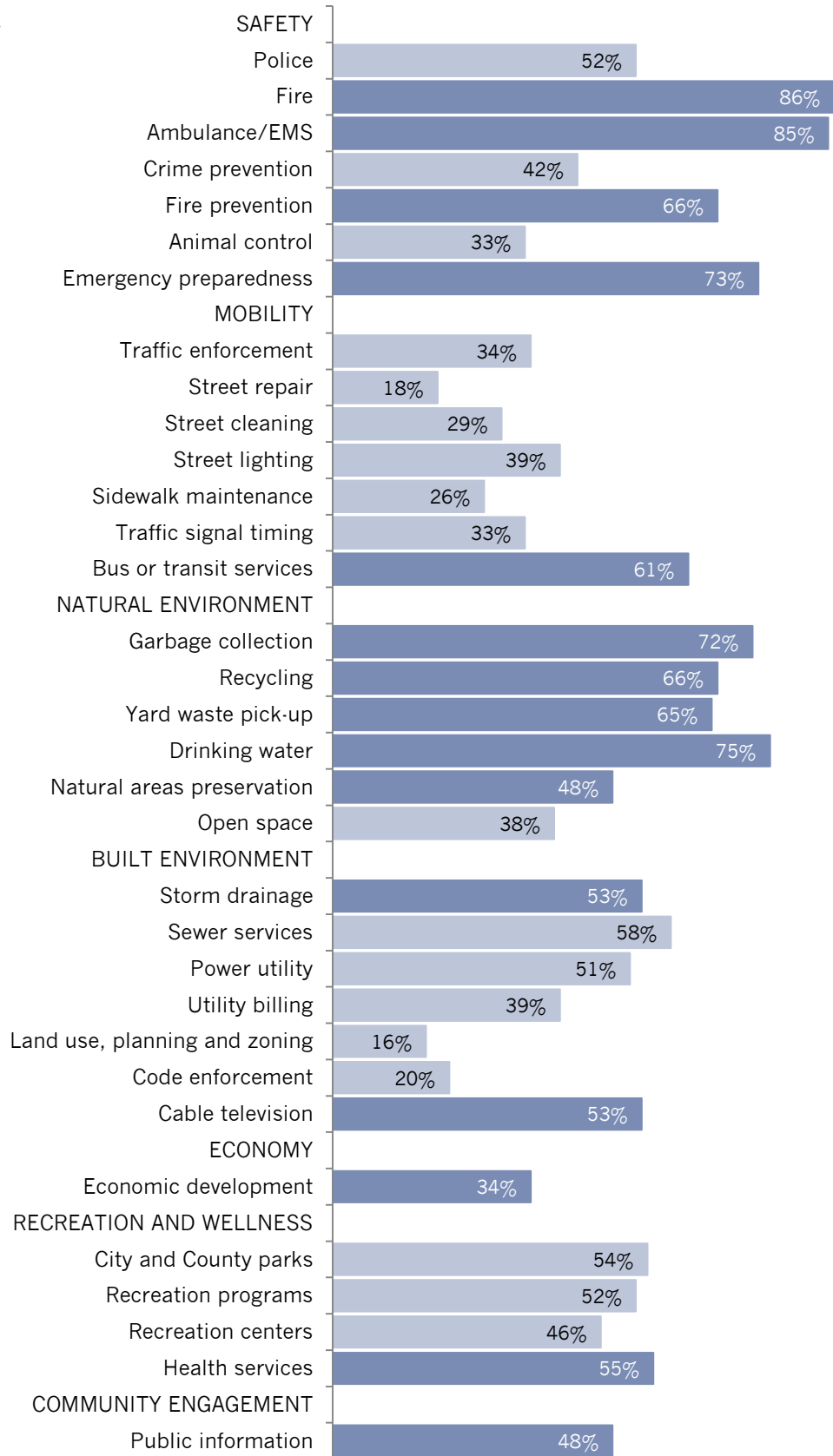
The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

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

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About half of the survey respondents rated the sense of community as excellent or good; this rating was similar to other communities across the nation. About two-thirds of respondents would recommend living in Honolulu to someone who asked and about 4 in 5 were likely to remain in Honolulu.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Most aspects of Participation were similar to the benchmarks; five were higher than the benchmarks and three were lower. The aspects of Participation that were higher than reported in comparisons communities were stocking supplies for an emergency, using public transportation instead of driving, recycling at home, working in Honolulu and watching a local public meeting. The aspects of Participation that had lower rates of participation than reported in other communities were those that had not observed a code violation, those that were not under housing cost stress, and those who attended a City and County-sponsored event.

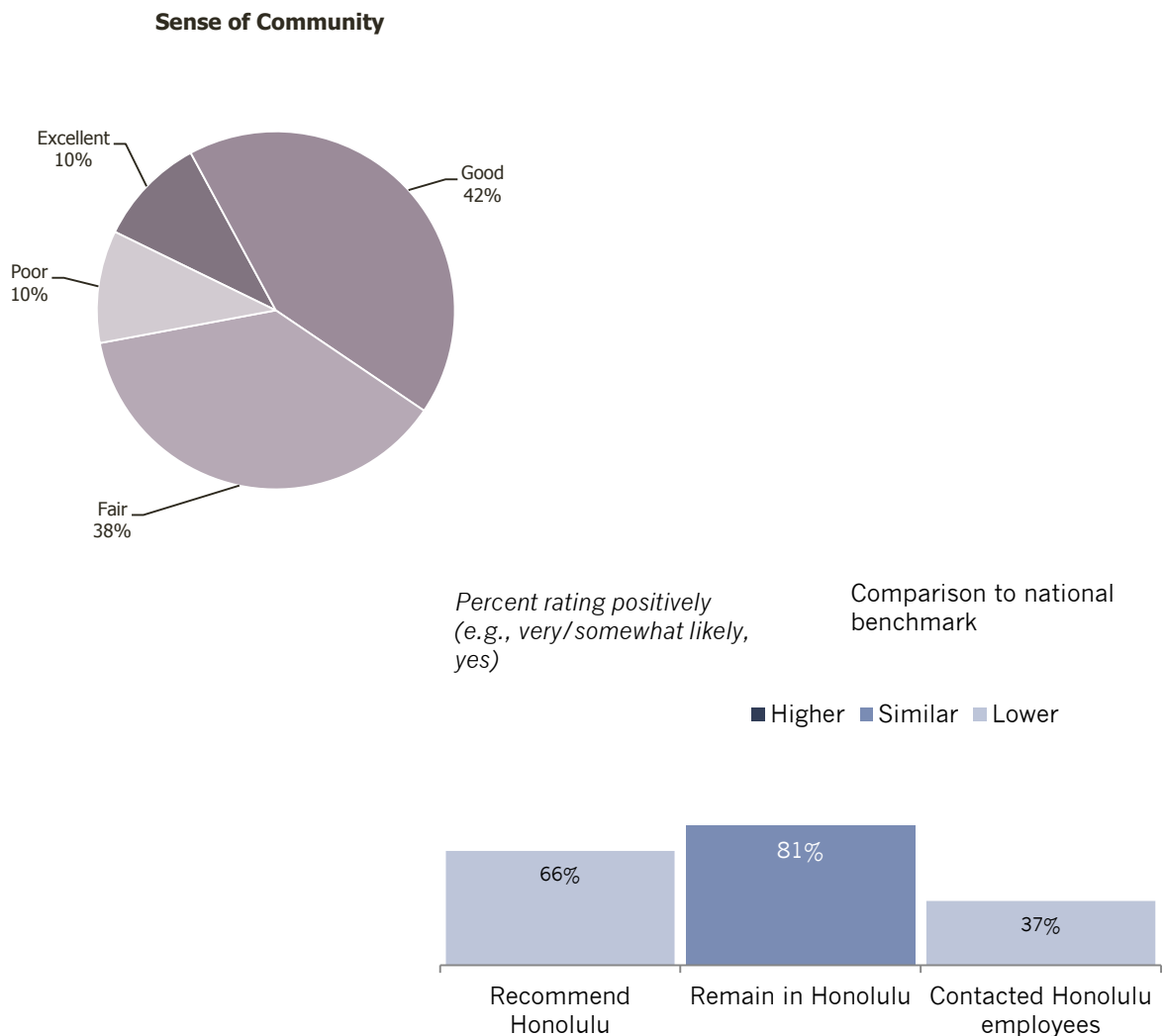
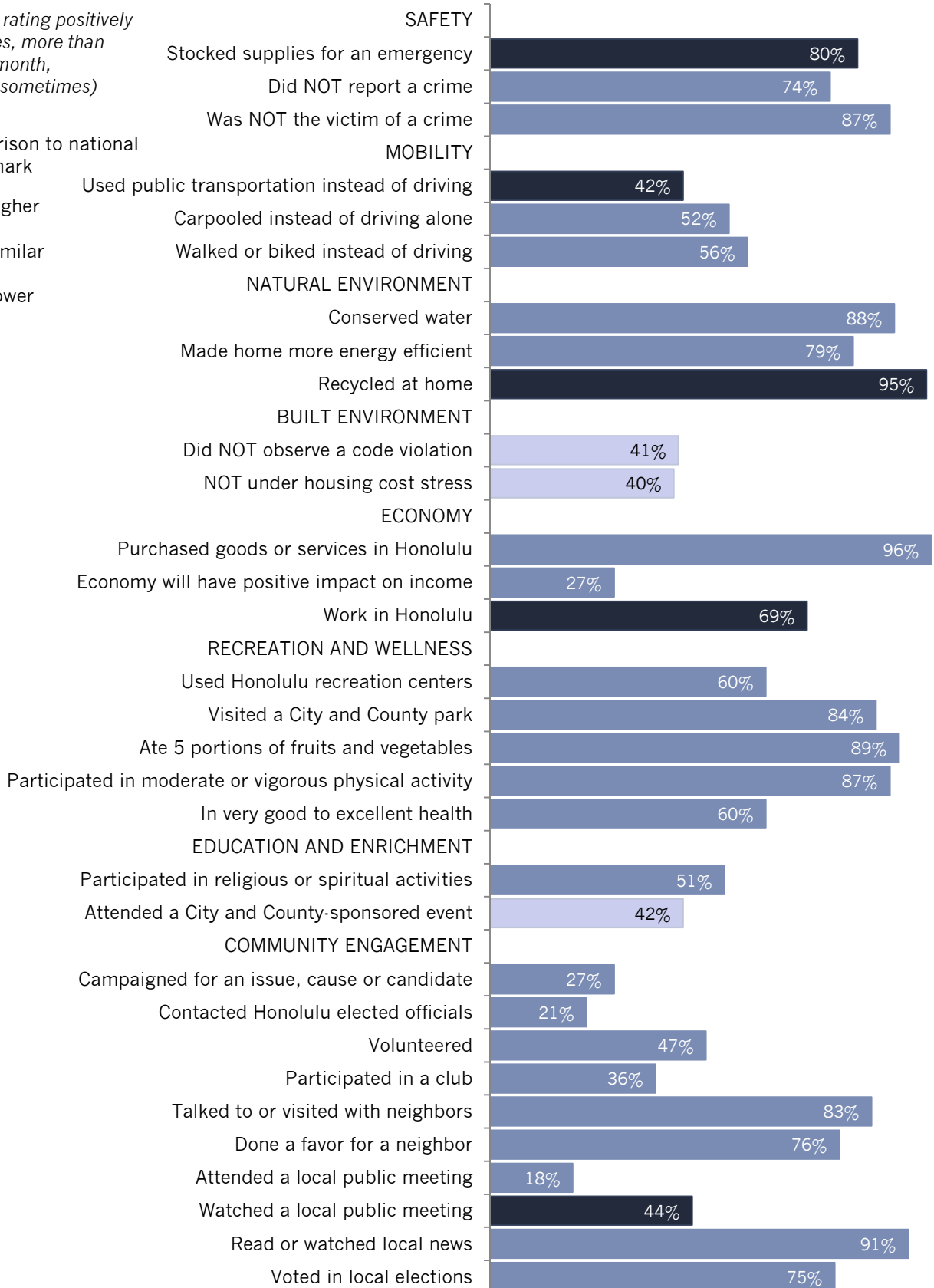


Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

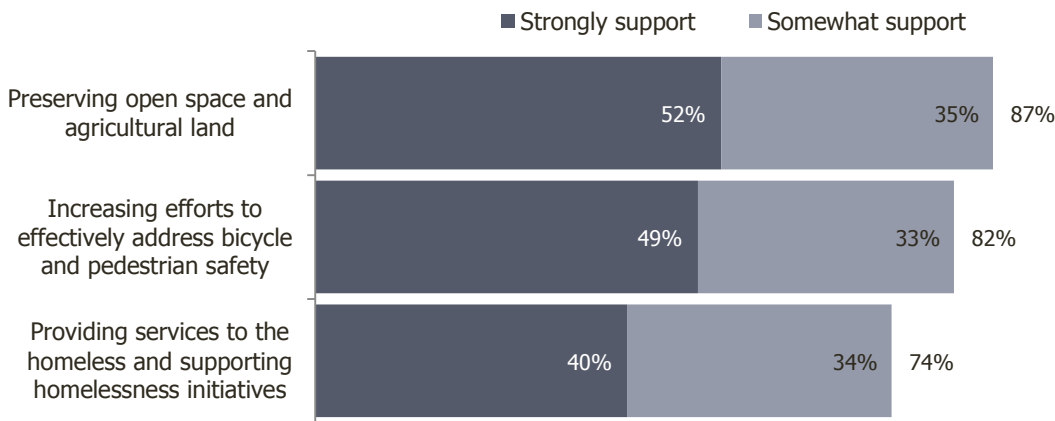


Special Topics

The City and County of Honolulu included several questions of special interest on The NCS. The first custom question asked residents to rate their support or opposition for the City and County to continue funding some items even if it meant raising taxes or fees. A majority of respondents supported funding each of the items; preserving open space, increasing efforts to address bicycle and pedestrian safety and providing services to the homeless.

Figure 4: Support or Opposition for Funding

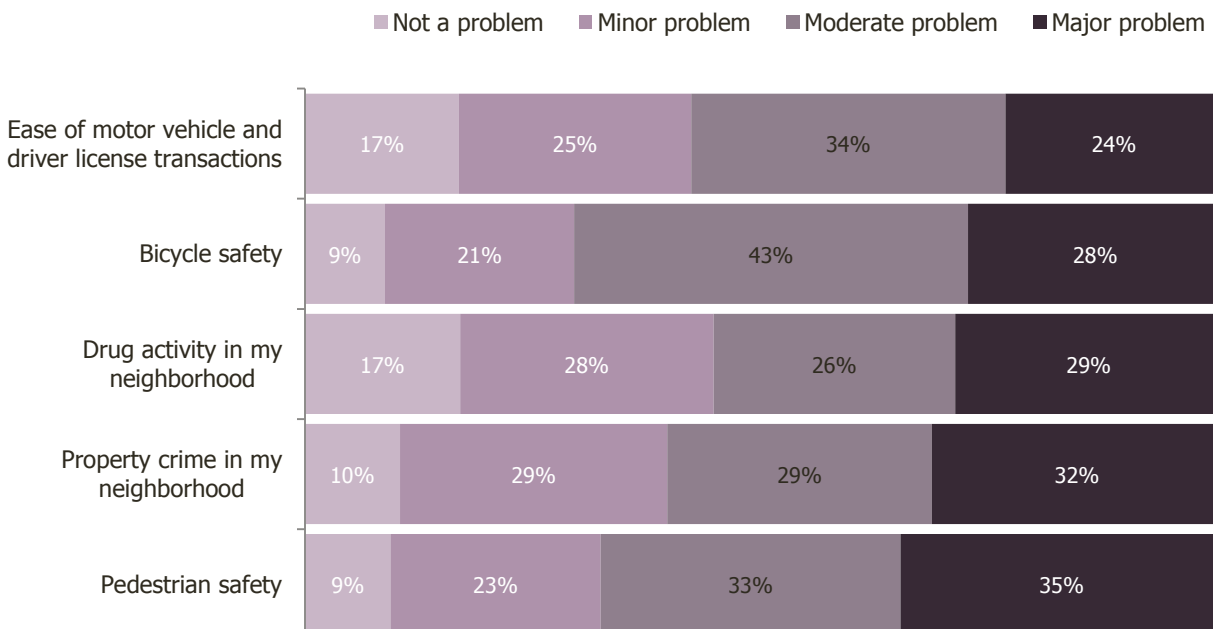
Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes or fees.



The second question asked residents to rate several issues in the City and County of Honolulu on a scale of not a problem, minor problem, moderate problem or major problem. At least half of the respondents rated each of the items as a moderate or major problem. Pedestrian safety was rated a major problem by the highest number of respondents (35%).

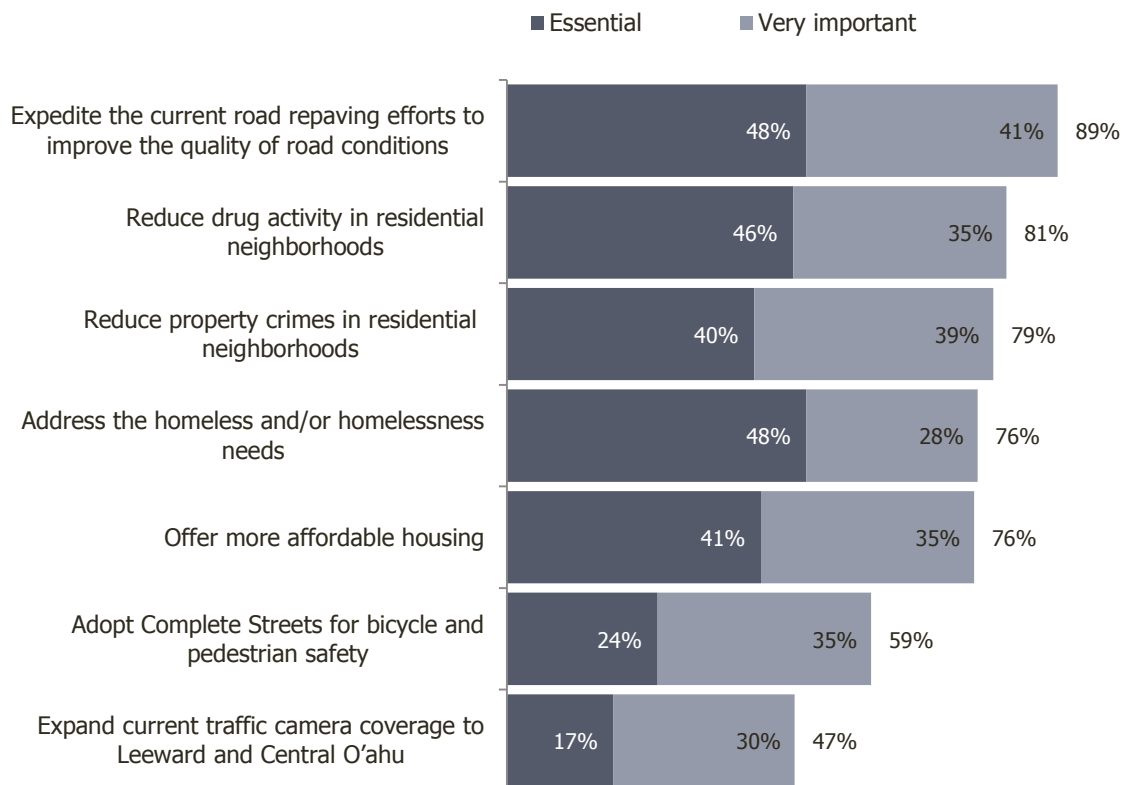
Figure 5: Rating of Problems

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



The third question asked respondents to rate the importance of several City and County issues to be addressed. A majority of residents rated almost all of them as essential or very important. About 8 in 10 respondents gave essential or very important ratings to reducing property crimes in residential neighborhoods, reducing drug activity in residential neighborhoods and expediting the current road repaving efforts.

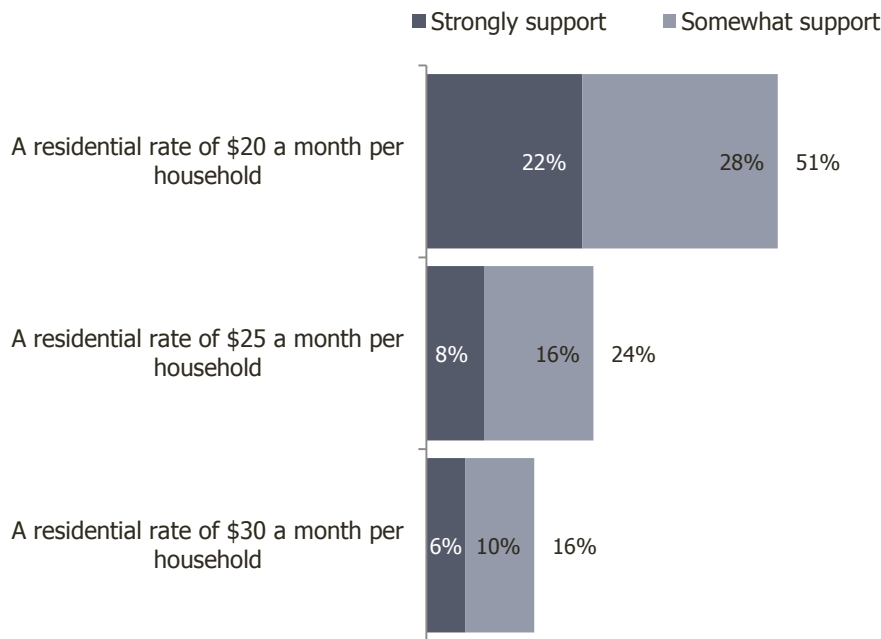
Figure 6: Important Issues for the City to Address
How important, if at all, are the following issues for the City to address in the next two years?



In the final custom question, residents were asked their level of support or opposition for different potential monthly fees for single-family homes for garbage, recycling and bulky collection. About 1/2 of respondents said they would support a residential rate of \$20 per household. Only about 1/4 of respondents supported a rate of \$25 per household and even fewer supported a \$30 rate.

Figure 7: Garbage Collection Fees

The City and County of Honolulu currently covers all costs of collecting garbage, recycling and bulky items for single-family residences. More than 50% of the costs come from the City and County's General Fund. In order to reduce the financial demands on the General Fund, the City and County is considering charging a monthly fee to residents of single-family homes for garbage, recycling and bulky collection. Please indicate how much you would support or oppose each of the following potential garbage collection fees for single-family homes:



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Conclusions

A majority of residents continue to experience a positive quality of life in Honolulu.

The overall quality of life in Honolulu was generally seen as excellent or good by a majority of the survey respondents. More than three-quarters of respondents rated Honolulu as a place to live and their neighborhood as a place to live as excellent or good. These ratings remained stable over time. Most residents indicated that they would recommend living in Honolulu and planned to remain in Honolulu for the next five years.

Several aspects of Community Characteristics and Governance improved from 2013 to 2014.

Honolulu residents rated several aspects within the pillars of Community Characteristics and Governance higher in 2013 than in 2014. Within Community Characteristics ratings increased for: ease of walking, new development, shopping opportunities, fitness opportunities, preventive health services, cultural/arts/music activities and social events and activities. Among the ratings that increased within Governance from 2013 to 2014 were: emergency preparedness, street cleaning, traffic signal timing, open space, natural areas preservation, storm drainage, economic development, recreation programs, public information, overall direction and treating all residents fairly. However, there is still room for improvement in many of these ratings, especially for those items that are rated lower than the benchmark.

The Economy is important to residents.

Survey participants indicated that the Economy is an important facet to focus on over the next two years. Economy ratings tended to be similar to ratings seen in other communities. However, ratings for cost of living, overall economic health were lower than in comparison communities. The percent of respondents that reported working in Honolulu was higher than in comparison communities. Compared to 2013, nearly all Economy ratings remained stable; however ratings for shopping opportunities and economic development increased from 2013 to 2014.

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2. Dashboard Summary of Findings

THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Dashboard Summary of Findings

2014



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National Research Center Inc

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

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

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Summary

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

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

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

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	25	24	0	16	27	5	25	5
General	0	3	4	0	1	2	0	1	2
Safety	0	1	2	0	4	3	1	2	0
Mobility	0	2	6	0	1	6	1	2	0
Natural Environment	0	2	1	0	5	1	1	2	0
Built Environment	0	0	5	0	2	5	0	0	2
Economy	1	5	2	0	1	0	1	2	0
Recreation and Wellness	0	5	2	0	1	3	0	5	0
Education and Enrichment	0	2	2	0	0	0	0	1	1
Community Engagement	0	5	0	0	1	7	1	10	0

Legend	
	Higher
	Similar
	Lower
	Not Applicable

The National Citizen Survey™

Figure 2: Detailed Dashboard

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	46%	Customer service	↔	↔	43%	Recommend Honolulu	↔	↔	66%
	Overall quality of life	↔	68%	Services provided by Honolulu	↔	↔	46%	Remain in Honolulu	↔	↔	81%
	Place to retire	↔	52%	Services provided by the Federal Government	↑	↔	47%	Contacted Honolulu employees	↔	↔	37%
	Place to raise children	↔	58%								
	Place to live	↔	77%								
	Neighborhood	↔	80%								
	Overall image	↔	62%								
	Overall feeling of safety	↔	66%	Police	↔	↔	52%	Was NOT the victim of a crime	↔	↔	87%
	Safe in neighborhood	↔	88%	Crime prevention	↔	↔	42%	Did NOT report a crime	↔	↔	74%
	Safe downtown/commercial area	↔	66%	Fire	↔	↔	86%	Stocked supplies for an emergency	↑	↑	80%
Safety				Fire prevention	↔	↔	66%				
				Ambulance/EMS	↔	↔	85%				
				Emergency preparedness	↑	↔	73%				
				Animal control	↔	↔	33%				
	Traffic flow	↔	13%	Traffic enforcement	↔	↔	34%	Carpooled instead of driving alone	↔	↔	52%
	Travel by car	↔	18%	Street repair	↔	↔	18%	Walked or biked instead of driving	↔	↔	56%
	Travel by bicycle	↔	20%	Street cleaning	↑	↔	29%	Used public transportation instead of driving	↔	↑	42%
	Ease of walking	↑	52%	Street lighting	↔	↔	39%				
	Travel by public transportation	↔	38%	Sidewalk maintenance	↔	↔	26%				
	Overall ease travel	↔	44%	Traffic signal timing	↑	↔	33%				
Mobility	Public parking	↔	11%	Bus or transit services	↔	↔	61%				
	Paths and walking trails	↔	42%								
	Overall natural environment	↔	67%	Garbage collection	↔	↔	72%	Recycled at home	↔	↑	95%
	Air quality	↔	68%	Recycling	↔	↔	66%	Conserved water	↔	↔	88%
	Cleanliness	↓	33%	Yard waste pick-up	↔	↔	65%	Made home more energy efficient	↔	↔	79%
				Drinking water	↔	↔	75%				
				Open space	↑	↔	38%				
				Natural areas preservation	↑	↔	48%				
	New development in Honolulu	↑	37%	Sewer services	↔	↔	58%	NOT experiencing housing cost stress	↓	↓	40%
	Affordable quality housing	↔	8%	Storm drainage	↑	↔	53%	Did NOT observe a code violation	↔	↓	41%
Natural Environment	Housing options	↔	20%	Power utility	↔	↔	51%				
	Overall built environment	↔	37%	Utility billing	↔	↔	39%				
	Public places	↔	48%	Land use, planning and zoning	↔	↔	16%				
				Code enforcement	↔	↔	20%				
				Cable television	↔	↔	53%				
Built Environment											

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	↔	↓	33%	Economic development	↑	↔	34%	Economy will have positive impact on income	↔	↔	27%
Shopping opportunities	↑	↔	73%					Purchased goods or services in Honolulu	↔	↔	96%
Employment opportunities	↔	↔	28%					Work in Honolulu	↔	↑ ↑	69%
Place to visit	↔	↑	85%								
Cost of living	↔	↓ ↓	7%								
Vibrant downtown/commercial area	↔	↔	34%								
Place to work	↔	↔	49%								
Business and services	↔	↔	45%								
Fitness opportunities	↑	↔	53%	City and County parks	↔	↓ ↓	54%	In very good to excellent health	↔	↔	60%
Recreational opportunities	↔	↔	60%	Recreation centers	↔	↓	46%	Used Honolulu recreation centers	↔	↔	60%
Health care	↔	↔	49%	Recreation programs	↑	↓	52%	Visited a City and County park	↔	↔	84%
Food	↔	↓	41%	Health services	↔	↔	55%	Ate 5 portions of fruits and vegetables	↔	↔	89%
Mental health care	↔	↓	34%					Participated in moderate or vigorous physical activity	↔	↔	87%
Health and wellness	↔	↔	68%								
Preventive health services	↑	↔	53%								
Cultural/arts/music activities	↑	↔	62%					Participated in religious or spiritual activities	↔	↔	51%
Child care/preschool	↔	↓	24%					Attended a City and County-sponsored event	↔	↓	42%
Religious or spiritual events and activities	↔	↔	74%								
Overall education and enrichment	↔	↓	41%								
Opportunities to participate in community matters	↔	↔	59%	Public information	↑	↔	48%	Sense of community	↔	↔	52%
Opportunities to volunteer	↔	↔	66%	Overall direction	↑	↓	35%	Voted in local elections	↔	↔	75%
Openness and acceptance	↔	↔	60%	Value of services for taxes paid	↔	↓	29%	Talked to or visited with neighbors	↔	↔	83%
Social events and activities	↑	↔	58%	Welcoming citizen involvement	↔	↓	31%	Attended a local public meeting	↔	↔	18%
Neighborhoodliness	↔	↔	52%	Confidence in City and County government	↔	↓	30%	Watched a local public meeting	↔	↑	44%
				Acting in the best interest of Honolulu	↔	↓	29%	Volunteered	↔	↔	47%
				Being honest	↔	↓	30%	Participated in a club	↔	↔	36%
				Treating all residents fairly	↑	↓	34%	Campaigned for an issue, cause or candidate	↔	↔	27%
								Contacted Honolulu elected officials	↔	↔	21%
								Read or watched local news	↔	↔	91%
								Done a favor for a neighbor	↔	↔	76%

Legend

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

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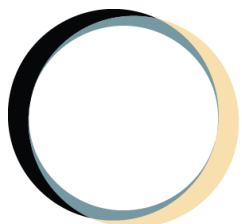
3. Trends Over Time

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Honolulu, HI

Trends Over Time

2014



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National Research Center Inc

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

ICMA

Leaders at the Core of Better Communities

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

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Summary

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

Trend data for the City and County of 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 2013 and 2014 surveys, otherwise the comparison between 2013 and 2014 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 the City and County of Honolulu for 2014 generally remained stable. Of the 128 items for which comparisons were available, 106 items were rated similarly in 2013 and 2014, two items showed a decrease in ratings and 20 showed an increase in ratings. Notable trends over time included the following:

- Within Community Characteristics, only one rating decreased from 2013 to 2014: the cleanliness of Honolulu. There were increases for seven Community Characteristics from 2013 to 2014. Those that increased were: ease of walking, overall quality of new development in Honolulu, shopping opportunities, fitness opportunities, preventive health services, cultural/arts/music activities and social events and activities.
- There were no decreases in ratings within the pillar of Governance, and many increases in ratings from 2013 to 2014. Ratings increased for: emergency preparedness, street cleaning, traffic signal timing, open space, natural areas preservation, storm drainage, economic development, recreation programs, public information, the overall direction the City and County of Honolulu is taking, treating all residents fairly and services provided by the Federal Government.
- The only item that decreased within the pillar of Participation was the number of residents who were not under housing cost stress – more residents were under housing cost stress in 2014 than in 2013. More residents reported that they had stocked supplies for an emergency in 2014.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)							2014 rating compared to 2013							Comparison to benchmark						
	2006	2010	2011	2012	2013	2014	2014	2006	2010	2011	2012	2013	2014	2006	2010	2011	2012	2013	2014		
Overall quality of life	77%	75%	70%	74%	71%	69%	Similar	Similar	Lower	Lower	Lower	Lower	Lower	Similar	Lower	Lower	Lower	Lower	Lower		
Overall image	NA	65%	66%	65%	59%	62%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	NA	Similar	Similar	Similar	Similar	Similar		
Place to live	77%	84%	80%	81%	76%	77%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Similar	Lower	Lower	Similar		
Neighborhood	82%	78%	70%	76%	74%	80%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Much lower	Lower	Similar	Similar		
Place to raise children	71%	66%	60%	63%	63%	58%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Much lower	Much lower	Much lower	Lower	Lower		
Place to retire	68%	63%	53%	63%	52%	52%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	NA	Similar	Much lower	Similar	Similar	Lower		
Overall appearance	NA	52%	53%	54%	50%	46%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower		

Table 2: Community Characteristics by Facet

	Percent rating positively (e.g., excellent/good)							2014 rating compared to 2013	Comparison to benchmark						
	2006	2010	2011	2012	2013	2014	2006		2010	2011	2012	2013	2014		
	Safety	NA	NA	NA	NA	64%	66%		Similar	NA	NA	NA	NA	NA	Lower
Overall feeling of safety	NA	NA	NA	NA	87%	92%	Similar	NA	Lower	Lower	Lower	Lower	Similar		
Safe in neighborhood	NA	89%	80%	81%	76%	77%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower		
Safe downtown/commercial area	NA	71%	66%	68%	71%	66%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower		
Overall ease of travel	NA	NA	NA	NA	42%	44%	Similar	NA	NA	NA	NA	NA	Much lower		
Paths and walking trails	NA	31%	37%	36%	37%	42%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower		
Ease of walking	NA	47%	51%	52%	45%	52%	Higher	NA	Much lower	Lower	Much lower	Similar	Similar		
Travel by bicycle	NA	22%	21%	21%	18%	20%	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower		
Travel by public transportation	NA	NA	NA	NA	42%	38%	Similar	NA	NA	NA	NA	NA	Similar		
Travel by car	NA	25%	23%	20%	15%	18%	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower		
Public parking	NA	NA	NA	NA	7%	11%	Similar	NA	NA	NA	NA	NA	Much lower		
Traffic flow	13%	10%	12%	11%	10%	13%	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower		
Overall natural environment	NA	67%	67%	71%	65%	67%	Similar	NA	Similar	Similar	Similar	Similar	Similar		
Cleanliness	NA	40%	41%	40%	43%	33%	Lower	NA	Much lower	Much lower	Much lower	Lower	Much lower		
Air quality	NA	75%	70%	72%	69%	68%	Similar	NA	Much higher	Higher	Higher	Similar	Similar		
Overall built environment	NA	NA	NA	NA	34%	37%	Similar	NA	NA	NA	NA	NA	Lower		

	Percent rating positively (e.g., excellent/good)								2014 rating compared to 2013	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2006	2010		2011	2012	2013	2014	
Economy	New development in Honolulu	NA	39%	39%	40%	29%	37%	Higher	NA	Much lower	Much lower	Much lower	Lower	Lower
	Affordable quality housing	NA	6%	9%	9%	9%	8%	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower
	Housing options	NA	24%	25%	24%	19%	20%	Similar	NA	Much lower	Much lower	Much lower	Much lower	Much lower
	Public places	NA	NA	NA	NA	44%	48%	Similar	NA	NA	NA	NA	Lower	Lower
	Overall economic health	NA	NA	NA	NA	32%	33%	Similar	NA	NA	NA	NA	Lower	Lower
	Vibrant downtown/commercial area	NA	NA	NA	NA	32%	34%	Similar	NA	NA	NA	NA	Similar	Similar
	Business and services	NA	43%	51%	57%	42%	45%	Similar	NA	Much lower	Lower	Lower	Lower	Similar
	Cost of living	NA	NA	NA	NA	6%	7%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Shopping opportunities	NA	70%	72%	74%	64%	73%	Higher	NA	Much higher	Much higher	Much higher	Similar	Similar
	Employment opportunities	NA	22%	26%	34%	24%	28%	Similar	NA	Lower	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	84%	85%	Similar	NA	NA	NA	NA	Higher	Higher
	Place to work	NA	53%	53%	57%	51%	49%	Similar	NA	Similar	Similar	Similar	Similar	Similar
	Health and wellness	NA	NA	NA	NA	66%	68%	Similar	NA	NA	NA	NA	Similar	Similar
	Mental health care	NA	NA	NA	NA	30%	34%	Similar	NA	NA	NA	NA	Lower	Lower
Recreation and Wellness	Preventive health services	NA	40%	41%	47%	46%	53%	Higher	NA	Much lower	Much lower	Much lower	Similar	Similar
	Health care	NA	33%	34%	37%	44%	49%	Similar	NA	Much lower	Much lower	Much lower	Similar	Similar
	Food	NA	48%	40%	43%	40%	41%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower
	Recreational opportunities	NA	71%	69%	73%	57%	60%	Similar	NA	Much higher	Much higher	Much higher	Similar	Similar
	Fitness opportunities	NA	NA	NA	NA	45%	53%	Higher	NA	NA	NA	NA	Lower	Lower
	Religious or spiritual events and activities	NA	71%	68%	67%	68%	74%	Similar	NA	Lower	Lower	Much lower	Similar	Similar
	Cultural/arts/music activities	NA	70%	71%	69%	51%	62%	Higher	NA	Much higher	Much higher	Much higher	Similar	Similar
	Child care/preschool	NA	14%	15%	14%	23%	24%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower
	Social events and activities	NA	59%	60%	65%	50%	58%	Higher	NA	Similar	Similar	Similar	Similar	Similar
	Neighborhood	NA	NA	NA	NA	53%	52%	Similar	NA	NA	NA	NA	Similar	Similar
Community Engagement	Openness and acceptance	NA	62%	63%	67%	57%	60%	Similar	NA	Similar	Similar	Higher	Similar	Similar

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	Percent rating positively (e.g., excellent/good)						2014 rating compared to 2013	Comparison to benchmark					
	2006		2010		2011			2012		2013		2014	
	2006	2010	2011	2012	2013	2014		2006	2010	2011	2012	2013	2014
Opportunities to participate in community matters	NA	56%	58%	58%	56%	59%	Similar	NA	Lower	Similar	Lower	Similar	Similar
Opportunities to volunteer	NA	73%	70%	75%	66%	66%	Similar	NA	Similar	Similar	Similar	Similar	Similar
Table 3: Governance General													
	Percent rating positively (e.g., excellent/good)						2014 rating compared to 2013	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014		2006	2010	2011	2012	2013	2014
Services provided by the City and County of Honolulu	71%	45%	53%	53%	40%	46%	Similar	Similar	Much lower	Much lower	Much lower	Lower	Lower
Customer service	67%	65%	60%	63%	37%	43%	Similar	Similar	Much lower	Much lower	Much lower	Much lower	Much lower
Value of services for taxes paid	68%	33%	35%	33%	24%	29%	Similar	Similar	Much lower	Much lower	Much lower	Much lower	Lower
Overall direction	76%	29%	32%	30%	25%	35%	Higher	Higher	Much lower	Much lower	Much lower	Much lower	Lower
Welcoming citizen involvement	81%	33%	37%	35%	30%	31%	Similar	Similar	Much lower	Much lower	Much lower	Much lower	Lower
Confidence in City and County government	NA	NA	NA	NA	23%	30%	Similar	NA	NA	NA	NA	NA	Lower
Acting in the best interest of Honolulu	NA	NA	NA	NA	25%	29%	Similar	NA	NA	NA	NA	NA	Lower
Being honest	NA	NA	NA	NA	24%	30%	Similar	NA	NA	NA	NA	NA	Lower
Treating all residents fairly	NA	NA	NA	NA	22%	34%	Higher	NA	NA	NA	NA	NA	Lower
Services provided by the Federal Government	NA	48%	48%	54%	36%	47%	Higher	NA	Much higher	Much higher	Much higher	Much higher	Similar

Table 4: Governance by Facet

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

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

Table 5: Participation General

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

Table 6: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)										2014 rating compared to 2013	Comparison to benchmark				
	2006	2010	2011	2012	2013	2014	2006	2010	2011	2012		2013	2014			
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	80%	Higher	NA	NA	NA	NA	Much higher			
	Did NOT report a crime	NA	NA	NA	NA	73%	74%	Similar	NA	NA	NA	NA	Similar			
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	87%	Similar	NA	Similar	Lower	Similar	Similar			
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	42%	42%	Similar	NA	NA	NA	NA	Higher			
	Carpooled instead of driving alone	NA	NA	NA	NA	52%	52%	Similar	NA	NA	NA	NA	Similar			
	Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	Similar	NA	NA	NA	NA	Similar			
Natural Environment	Conserved water	NA	NA	NA	NA	87%	88%	Similar	NA	NA	NA	NA	Similar			
	Made home more energy efficient	NA	NA	NA	NA	78%	79%	Similar	NA	NA	NA	NA	Similar			
	Recycled at home	NA	90%	89%	90%	89%	95%	Similar	NA	Much higher	Much higher	Much higher	Higher			
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	41%	Similar	NA	NA	NA	NA	Lower			
	NOT under housing cost stress	NA	46%	39%	41%	48%	40%	Lower	NA	Much lower	Much lower	Lower	Much lower			
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	96%	Similar	NA	NA	NA	NA	Similar			
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	Similar	NA	Higher	Similar	Similar	Similar			
	Work in Honolulu	NA	NA	NA	NA	67%	69%	Similar	NA	NA	NA	NA	Much higher			
	Used Honolulu recreation centers	NA	57%	52%	57%	56%	60%	Similar	NA	Similar	Lower	Similar	Similar			
Recreation and Wellness	Visited a City and County park	NA	87%	86%	87%	86%	84%	Similar	NA	Similar	Similar	Similar	Similar			
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	89%	Similar	NA	NA	NA	NA	Similar			
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	87%	Similar	NA	NA	NA	NA	Similar			
Education and Enrichment	In very good to excellent health	NA	NA	NA	NA	59%	60%	Similar	NA	NA	NA	NA	Similar			
	Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	Similar	NA	Lower	Similar	Much lower	Similar			

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

4. Technical Appendices

THE NCSTM
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Technical Appendices
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NRC
National Research Center Inc

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

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

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Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Honolulu:	Excellent	Good	Fair	Poor	Total
Honolulu as a place to live	21% N=74	56% N=192	19% N=64	4% N=14	100% N=344
Your neighborhood as a place to live	27% N=92	53% N=181	17% N=59	3% N=10	100% N=342
Honolulu as a place to raise children	12% N=38	46% N=149	33% N=107	9% N=30	100% N=324
Honolulu as a place to work	8% N=25	41% N=132	40% N=128	12% N=38	100% N=324
Honolulu as a place to visit	40% N=135	45% N=150	13% N=42	3% N=10	100% N=337
Honolulu as a place to retire	15% N=48	37% N=116	30% N=94	19% N=59	100% N=317
The overall quality of life in Honolulu	12% N=40	57% N=194	24% N=83	8% N=26	100% N=342

Table 2: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	10% N=35	56% N=194	28% N=97	5% N=19	100% N=344
Overall ease of getting to the places you usually have to visit	6% N=20	38% N=129	33% N=111	23% N=78	100% N=339
Quality of overall natural environment in Honolulu	19% N=64	48% N=166	28% N=96	5% N=17	100% N=343
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=19	32% N=108	40% N=138	22% N=76	100% N=341
Health and wellness opportunities in Honolulu	13% N=42	55% N=184	27% N=90	5% N=18	100% N=333
Overall opportunities for education and enrichment	4% N=14	37% N=123	47% N=156	12% N=40	100% N=333
Overall economic health of Honolulu	5% N=15	29% N=94	50% N=166	16% N=53	100% N=328
Sense of community	10% N=33	42% N=140	38% N=124	10% N=33	100% N=330
Overall image or reputation of Honolulu	5% N=18	57% N=191	32% N=107	6% N=20	100% N=337

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	17% N=56	50% N=166	22% N=74	12% N=39	100% N=334
Remain in Honolulu for the next five years	50% N=165	31% N=101	13% N=43	6% N=21	100% N=331

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=171	38% N=130	8% N=27	2% N=7	2% N=7	100% N=341
In Honolulu's downtown/commercial area during the day	19% N=63	47% N=157	22% N=72	9% N=31	3% N=11	100% N=335

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Table 5: Question 5

	Excellent		Good		Fair		Poor		Total	
	1%	N=2	13%	N=43	37%	N=125	50%	N=171	100%	N=341
Traffic flow on major streets	1%	N=3	10%	N=35	35%	N=120	54%	N=183	100%	N=340
Ease of travel by car in Honolulu	2%	N=6	16%	N=55	41%	N=138	41%	N=141	100%	N=341
Ease of travel by public transportation in Honolulu	13%	N=35	25%	N=65	42%	N=111	20%	N=54	100%	N=266
Ease of travel by bicycle in Honolulu	1%	N=3	19%	N=44	44%	N=102	35%	N=81	100%	N=229
Ease of walking in Honolulu	9%	N=29	43%	N=137	38%	N=120	9%	N=30	100%	N=315
Availability of paths and walking trails	8%	N=24	34%	N=103	43%	N=128	15%	N=44	100%	N=299
Air quality	22%	N=73	46%	N=156	27%	N=90	5%	N=18	100%	N=337
Cleanliness of Honolulu	5%	N=17	28%	N=95	50%	N=171	17%	N=60	100%	N=343
Overall appearance of Honolulu	4%	N=13	42%	N=145	48%	N=165	6%	N=19	100%	N=342
Public places where people want to spend time	10%	N=32	39%	N=130	37%	N=126	14%	N=48	100%	N=335
Variety of housing options	6%	N=20	14%	N=44	42%	N=134	38%	N=122	100%	N=320
Availability of affordable quality housing	2%	N=6	6%	N=20	33%	N=104	59%	N=188	100%	N=318
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=59	34%	N=110	38%	N=121	10%	N=31	100%	N=321
Recreational opportunities	23%	N=75	37%	N=122	32%	N=105	8%	N=27	100%	N=329
Availability of affordable quality food	9%	N=30	32%	N=109	38%	N=131	21%	N=70	100%	N=341
Availability of affordable quality health care	9%	N=30	40%	N=133	38%	N=126	13%	N=42	100%	N=331
Availability of preventive health services	9%	N=29	44%	N=143	35%	N=112	12%	N=38	100%	N=323
Availability of affordable quality mental health care	5%	N=13	28%	N=66	38%	N=88	29%	N=66	100%	N=233

Table 6: Question 6

	Excellent		Good		Fair		Poor		Total	
	1%	N=2	23%	N=52	44%	N=98	32%	N=71	100%	N=223
Availability of affordable quality child care/preschool	12%	N=38	50%	N=157	34%	N=108	4%	N=13	100%	N=315
Opportunities to attend cultural/arts/music activities	18%	N=53	55%	N=160	24%	N=71	2%	N=6	100%	N=290
Opportunities to participate in religious or spiritual events and activities	1%	N=4	27%	N=82	52%	N=158	20%	N=63	100%	N=308
Employment opportunities	21%	N=70	52%	N=175	21%	N=71	6%	N=21	100%	N=337
Shopping opportunities	1%	N=2	6%	N=21	24%	N=82	68%	N=228	100%	N=334
Cost of living in Honolulu	3%	N=11	42%	N=135	48%	N=154	7%	N=22	100%	N=322
Overall quality of business and service establishments in Honolulu	5%	N=17	29%	N=90	49%	N=153	17%	N=53	100%	N=312
Vibrant downtown/commercial area	5%	N=15	32%	N=94	44%	N=129	19%	N=56	100%	N=294
Overall quality of new development in Honolulu	13%	N=39	45%	N=137	39%	N=118	3%	N=11	100%	N=304
Opportunities to participate in social events and activities	20%	N=58	46%	N=131	31%	N=89	3%	N=8	100%	N=287
Opportunities to volunteer	14%	N=40	45%	N=132	37%	N=109	4%	N=13	100%	N=293
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=56	41%	N=127	30%	N=92	10%	N=31	100%	N=307
Neighborhoodness of residents in Honolulu	8%	N=25	44%	N=140	44%	N=139	5%	N=15	100%	N=319

Table 7: Question 7

	No		Yes		Total	
	12%	N=41	88%	N=299	100%	N=340
Please indicate whether or not you have done each of the following in the last 12 months.						
Made efforts to conserve water						

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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 make your home more energy efficient		21% N=70	79% N=269	100% N=339
Observed a code violation or other hazard in Honolulu		41% N=136	59% N=198	100% N=334
Household member was a victim of a crime in Honolulu		87% N=294	13% N=43	100% N=338
Reported a crime to the police in Honolulu		74% N=250	26% N=88	100% N=338
Stocked supplies in preparation for an emergency		20% N=67	80% N=272	100% N=339
Campaigned or advocated for an issue, cause or candidate		73% N=245	27% N=92	100% N=337
Contacted the City (in-person, phone, email or web) for help or information		63% N=213	37% N=125	100% N=338
Contacted City elected officials (in-person, phone, email or web) to express your opinion		79% N=268	21% N=70	100% N=338

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Used City recreation centers or their services	14%	N=46	18%	N=60	28%	N=94	40%	N=134	N=335
Visited a neighborhood park or City and County park	22%	N=76	28%	N=95	33%	N=113	16%	N=56	N=340
Participated in religious or spiritual activities in Honolulu	13%	N=45	17%	N=57	21%	N=70	49%	N=167	N=339
Attended a City and County-sponsored event	2%	N=7	5%	N=17	34%	N=116	58%	N=196	N=337
Used TheBus, TheHandi-Yan or other public transportation instead of driving	18%	N=60	7%	N=24	17%	N=57	58%	N=199	N=340
Carooled with other adults or children instead of driving alone	16%	N=55	13%	N=45	22%	N=75	48%	N=163	N=339
Walked or biked instead of driving	21%	N=72	17%	N=56	18%	N=63	44%	N=149	N=340
Volunteered your time to some group/activity in Honolulu	12%	N=42	10%	N=34	24%	N=82	53%	N=181	N=338
Participated in a club	12%	N=39	8%	N=26	16%	N=55	64%	N=218	N=338
Talked to or visited with your immediate neighbors	27%	N=92	34%	N=116	21%	N=72	17%	N=57	N=337
Done a favor for a neighbor	15%	N=50	21%	N=72	40%	N=136	24%	N=83	N=341

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Attended a local public meeting	0%	N=1	4%	N=12	14%	N=49	82%	N=278	N=340
Watched (online or on television) a local public meeting	6%	N=20	7%	N=24	31%	N=105	56%	N=188	N=337

Table 10: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu:	Excellent		Good		Fair		Poor		Total
	%	N	%	N	%	N	%	N	
Police services	10%	N=29	43%	N=130	36%	N=109	12%	N=37	N=305
Fire services	28%	N=78	58%	N=163	13%	N=35	1%	N=3	N=280
Ambulance or emergency medical services	26%	N=72	59%	N=164	13%	N=38	2%	N=5	N=279
Crime prevention	4%	N=11	38%	N=106	43%	N=120	15%	N=41	N=278
Fire prevention and education	16%	N=42	50%	N=131	28%	N=72	7%	N=17	N=262
Traffic enforcement	7%	N=21	27%	N=83	43%	N=132	23%	N=71	N=306
Street repair	3%	N=10	15%	N=50	29%	N=97	53%	N=175	N=331
Street cleaning	4%	N=13	25%	N=79	40%	N=128	30%	N=97	N=317
Street lighting	7%	N=24	32%	N=105	46%	N=150	15%	N=50	N=328

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Please rate the quality of each of the following services in the City and County of Honolulu:		Excellent	Good	Fair	Poor	Total
Sidewalk maintenance		7% N=21	19% N=63	43% N=139	32% N=103	100% N=326
Traffic signal timing		7% N=23	26% N=86	40% N=134	27% N=89	100% N=332
Bus or transit services		22% N=56	39% N=98	33% N=84	6% N=15	100% N=253
Garbage collection		21% N=65	51% N=157	26% N=81	2% N=7	100% N=311
Recycling		19% N=59	47% N=148	24% N=76	10% N=32	100% N=315
Yard waste pick-up		19% N=52	46% N=123	24% N=64	11% N=29	100% N=268
Storm drainage		9% N=25	45% N=127	35% N=100	11% N=32	100% N=284
Drinking water		21% N=69	54% N=179	19% N=63	5% N=17	100% N=328
Sewer services		12% N=34	46% N=133	33% N=96	9% N=27	100% N=289
Power (electric and/or gas) utility		9% N=31	41% N=134	37% N=120	12% N=38	100% N=323
Utility billing		7% N=21	33% N=101	33% N=102	28% N=87	100% N=311
City and County parks		10% N=33	44% N=139	32% N=102	14% N=44	100% N=318
Recreation programs or classes		7% N=15	46% N=99	38% N=83	10% N=21	100% N=218
Recreation centers or facilities		7% N=19	39% N=100	42% N=107	12% N=30	100% N=256
Land use, planning and zoning		4% N=8	13% N=29	50% N=116	33% N=77	100% N=230
Code enforcement (weeds, abandoned buildings, etc.)		4% N=9	16% N=38	42% N=101	38% N=91	100% N=239
Animal control		6% N=16	27% N=71	47% N=124	20% N=53	100% N=264
Economic development		6% N=16	28% N=73	42% N=112	24% N=64	100% N=265
Health services		9% N=25	47% N=138	36% N=107	8% N=24	100% N=294
Public information services		12% N=33	36% N=103	42% N=119	10% N=28	100% N=284
Cable television		12% N=36	42% N=129	33% N=102	14% N=42	100% N=310
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		26% N=83	47% N=150	25% N=81	2% N=5	100% N=319
Preservation of natural areas such as open space, farmlands and greenbelts		12% N=33	36% N=102	38% N=106	15% N=41	100% N=282
Honolulu open space		9% N=25	29% N=86	37% N=109	25% N=73	100% N=293
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)		6% N=17	37% N=113	40% N=123	17% N=52	100% N=305
Satellite City Halls		11% N=33	44% N=131	32% N=96	13% N=38	100% N=297
Neighborhood Boards		7% N=13	38% N=71	43% N=82	12% N=22	100% N=188

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?		Excellent	Good	Fair	Poor	Total
The City and County of Honolulu		5% N=14	41% N=125	42% N=129	12% N=37	100% N=306
The Federal Government		5% N=14	42% N=120	40% N=113	13% N=38	100% N=285

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		6% N=17	23% N=65	50% N=142	21% N=59	100% N=282
The overall direction that the City and County of Honolulu is taking		5% N=15	30% N=86	47% N=136	17% N=49	100% N=286
The job the City and County of Honolulu government does at welcoming citizen involvement		5% N=13	26% N=68	51% N=134	18% N=47	100% N=262
Overall confidence in the City and County of Honolulu government		4% N=11	26% N=79	49% N=147	21% N=63	100% N=300
Generally acting in the best interest of the community		5% N=14	24% N=71	51% N=151	20% N=59	100% N=294
Being honest		4% N=11	26% N=71	42% N=113	28% N=76	100% N=271

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Please rate the following categories of the City and County of Honolulu government performance:		Excellent	Good	Fair	Poor	Total
Treating all residents fairly		4% N=11	30% N=85	39% N=111	27% N=75	100% N=282

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		48% N=162	40% N=138	11% N=39	1% N=3	100% N=341
Overall ease of getting to the places you usually have to visit		39% N=130	51% N=171	10% N=35	1% N=2	100% N=337
Quality of overall natural environment in Honolulu		40% N=136	48% N=162	11% N=36	1% N=3	100% N=337
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)		32% N=109	48% N=162	19% N=65	1% N=4	100% N=340
Health and wellness opportunities in Honolulu		41% N=136	40% N=134	17% N=56	2% N=8	100% N=333
Overall opportunities for education and enrichment		48% N=161	40% N=137	11% N=38	1% N=3	100% N=339
Overall economic health of Honolulu		53% N=180	38% N=128	7% N=25	2% N=5	100% N=338
Sense of community		30% N=103	43% N=145	24% N=82	2% N=8	100% N=339

Table 14: Question 14

Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes and fees:		Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Preserving open space and agricultural land		52% N=171	35% N=114	7% N=22	6% N=19	100% N=327
Increasing efforts to effectively address bicycle and pedestrian safety		49% N=164	33% N=109	11% N=37	7% N=23	100% N=333
Providing services to the homeless and supporting homelessness initiatives		40% N=133	34% N=111	11% N=37	15% N=50	100% N=330

Table 15: Question 15

To what degree, if at all are the following problems in the City and County of Honolulu?		Not a problem	Minor problem	Moderate problem	Major problem	Total
Pedestrian safety		9% N=31	23% N=76	33% N=109	35% N=117	100% N=332
Bicycle safety		9% N=28	21% N=66	43% N=137	28% N=89	100% N=320
Property crime in my neighborhood		10% N=32	29% N=91	29% N=90	32% N=99	100% N=312
Drug activity in my neighborhood		17% N=49	28% N=80	26% N=76	29% N=84	100% N=289
Ease of motor vehicle and driver license transactions		17% N=50	25% N=76	34% N=102	24% N=71	100% N=299

Table 16: Question 16

How important, if at all, are the following issues for the City and County to address in the next two years?		Essential	Very important	Somewhat important	Not at all important	Total
Expedite the current road repaving efforts to improve the quality of road conditions		48% N=162	41% N=137	10% N=33	1% N=4	100% N=335
Offer more affordable housing		41% N=137	35% N=116	21% N=70	3% N=12	100% N=335
Address the homeless and/or homelessness needs		48% N=162	28% N=94	18% N=62	6% N=18	100% N=336
Reduce property crimes in residential neighborhoods		40% N=135	39% N=131	19% N=63	3% N=10	100% N=339
Reduce drug activity in residential neighborhoods		46% N=156	35% N=117	16% N=54	3% N=11	100% N=337
Adopt Complete Streets for bicycle and pedestrian safety		24% N=81	35% N=116	28% N=92	13% N=45	100% N=333
Expand current traffic camera coverage to Leeward and Central O'ahu		17% N=57	30% N=99	31% N=105	22% N=73	100% N=334

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Table 17: Question 17

The City and County of Honolulu currently covers all costs of collecting garbage, recycling and bulky items for single-family residences. More than 50% of the costs come from the City and County's General Fund. In order to reduce the financial demands on the General Fund, the City and County is considering charging a monthly fee to residents of single-family homes for garbage, recycling and bulky collection. Please indicate how much you would support or oppose each of the following potential garbage collection fees for single-family homes:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
	N=74	N=94	N=42	N=122	N=333
	22%	28%	13%	37%	100%
A residential rate of \$20 a month per household	N=27	N=51	N=56	N=188	N=322
A residential rate of \$25 a month per household	N=18	N=33	N=49	N=220	N=318
A residential rate of \$30 a month per household					

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
	N=14	N=5	N=58	N=94	N=169	N=340
	4%	1%	17%	28%	50%	100%
Recycle at home	N=1	N=14	N=51	N=172	N=101	N=339
Purchase goods or services from a business located in Honolulu	N=3	N=35	N=131	N=117	N=53	N=340
Eat at least 5 portions of fruits and vegetables a day	N=6	N=40	N=97	N=128	N=70	N=340
Participate in moderate or vigorous physical activity	N=2	N=28	N=42	N=104	N=164	N=340
Read or watch local news (via television, paper, computer, etc.)	N=61	N=24	N=23	N=48	N=182	N=338
Vote in local elections						

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=50
Very good	45%	N=154
Good	29%	N=101
Fair	9%	N=29
Poor	2%	N=7
Total	100%	N=341

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	4%	N=14
Somewhat positive	23%	N=79
Neutral	53%	N=182
Somewhat negative	16%	N=56
Very negative	3%	N=11
Total	100%	N=341

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=202
Working part time for pay	14%	N=47
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	3%	N=12
Fully retired	23%	N=78
Total	100%	N=342

Table 22: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	64%	N=209
Yes, from home	5%	N=15
No	31%	N=101
Total	100%	N=325

Table 23: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=33
2 to 5 years	12%	N=42
6 to 10 years	9%	N=32
11 to 20 years	12%	N=39
More than 20 years	57%	N=194
Total	100%	N=340

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=151
Building with two or more homes (duplex, townhome, apartment or condominium)	50%	N=171
Other	6%	N=19
Total	100%	N=341

Table 25: Question D8

Is this house or apartment...	Percent	Number
Rented	42%	N=143
Owned	58%	N=197
Total	100%	N=340

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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	4%	N=14
\$300 to \$599 per month	8%	N=27
\$600 to \$999 per month	7%	N=24
\$1,000 to \$1,499 per month	19%	N=65
\$1,500 to \$2,499 per month	30%	N=98
\$2,500 or more per month	31%	N=104
Total	100%	N=333

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=212
Yes	38%	N=130
Total	100%	N=342

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	70%	N=239
Yes	30%	N=103
Total	100%	N=342

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	15%	N=49
\$25,000 to \$49,999	20%	N=67
\$50,000 to \$99,999	32%	N=105
\$100,000 to \$149,999	22%	N=73
\$150,000 or more	11%	N=36
Total	100%	N=329

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=310
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=22
Total	100%	N=331

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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	0%	N=1
Black or African American	9%	N=31
White	29%	N=98
Other	9%	N=31
Native Hawaiian or other Pacific Islander	13%	N=44
Asian	52%	N=175

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	1%	N=4
25 to 34 years	29%	N=98
35 to 44 years	14%	N=49
45 to 54 years	20%	N=66
55 to 64 years	12%	N=41
65 to 74 years	14%	N=48
75 years or older	10%	N=33
Total	100%	N=339



Table 33: Question D16

What is your sex?	Percent	Number
Female	50%	N=166
Male	50%	N=168
Total	100%	N=335

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	64%	N=216
Land line	16%	N=55
Both	20%	N=69
Total	100%	N=339

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 Honolulu:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	21% N=74	56% N=192	18% N=64	4% N=14	0% N=1	100% N=345
Your neighborhood as a place to live	27% N=92	53% N=181	17% N=59	3% N=10	1% N=2	100% N=343
Honolulu as a place to raise children	11% N=38	44% N=149	31% N=107	9% N=30	5% N=17	100% N=341
Honolulu as a place to work	7% N=25	39% N=132	38% N=128	11% N=38	4% N=15	100% N=339
Honolulu as a place to visit	40% N=135	44% N=150	12% N=42	3% N=10	0% N=1	100% N=339
Honolulu as a place to retire	14% N=48	34% N=116	28% N=94	17% N=59	6% N=21	100% N=338
The overall quality of life in Honolulu	12% N=40	57% N=194	24% N=83	8% N=26	0% N=0	100% N=342

Table 36: Question 2

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	10% N=35	56% N=194	28% N=97	5% N=19	0% N=2	100% N=346
Overall ease of getting to the places you usually have to visit	6% N=20	38% N=129	32% N=111	23% N=78	1% N=5	100% N=344
Quality of overall natural environment in Honolulu	19% N=64	48% N=166	28% N=96	5% N=17	1% N=2	100% N=345
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=19	31% N=108	40% N=138	22% N=76	1% N=3	100% N=345
Health and wellness opportunities in Honolulu	12% N=42	54% N=184	26% N=90	5% N=18	3% N=10	100% N=342
Overall opportunities for education and enrichment	4% N=14	36% N=123	46% N=156	12% N=40	3% N=9	100% N=341
Overall economic health of Honolulu	4% N=15	27% N=94	48% N=166	16% N=53	4% N=15	100% N=343
Sense of community	10% N=33	41% N=140	36% N=124	10% N=33	3% N=11	100% N=341
Overall image or reputation of Honolulu	5% N=18	56% N=191	31% N=107	6% N=20	2% N=7	100% N=344

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	16% N=56	48% N=166	22% N=74	11% N=39	2% N=7	100% N=342
Remain in Honolulu for the next five years	48% N=165	30% N=101	13% N=43	6% N=21	4% N=12	100% N=343

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=171	38% N=130	8% N=27	2% N=7	2% N=7	1% N=2	100% N=343
In Honolulu's downtown/commercial area during the day	18% N=63	46% N=157	21% N=72	9% N=31	3% N=11	2% N=7	100% N=342

Table 39: Question 5

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	1% N=2	13% N=43	36% N=125	50% N=171	1% N=3	100% N=343
Ease of public parking	1% N=3	10% N=35	35% N=120	53% N=183	1% N=4	100% N=344

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by car in Honolulu	2%	N=6	16%	N=55	40%	N=138	41%	N=141	0%	N=1	100%	N=343
Ease of travel by public transportation in Honolulu	10%	N=35	19%	N=65	32%	N=111	16%	N=54	23%	N=79	100%	N=345
Ease of travel by bicycle in Honolulu	1%	N=3	13%	N=44	30%	N=102	24%	N=81	33%	N=112	100%	N=342
Ease of walking in Honolulu	8%	N=29	40%	N=137	35%	N=120	9%	N=30	8%	N=26	100%	N=341
Availability of paths and walking trails	7%	N=24	30%	N=103	37%	N=128	13%	N=44	13%	N=44	100%	N=344
Air quality	21%	N=73	45%	N=156	26%	N=90	5%	N=18	2%	N=8	100%	N=345
Cleanliness of Honolulu	5%	N=17	28%	N=95	50%	N=171	17%	N=60	1%	N=2	100%	N=345
Overall appearance of Honolulu	4%	N=13	42%	N=145	48%	N=165	5%	N=19	0%	N=1	100%	N=344
Public places where people want to spend time	9%	N=32	38%	N=130	37%	N=126	14%	N=48	2%	N=7	100%	N=342
Variety of housing options	6%	N=20	13%	N=44	39%	N=134	36%	N=122	7%	N=23	100%	N=344
Availability of affordable quality housing	2%	N=6	6%	N=20	30%	N=104	55%	N=188	7%	N=26	100%	N=344
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=59	32%	N=110	35%	N=121	9%	N=31	6%	N=22	100%	N=343
Recreational opportunities	22%	N=75	35%	N=122	30%	N=105	8%	N=27	5%	N=16	100%	N=345
Availability of affordable quality food	9%	N=30	32%	N=109	38%	N=131	21%	N=70	1%	N=2	100%	N=343
Availability of affordable quality health care	9%	N=30	39%	N=133	37%	N=126	12%	N=42	4%	N=13	100%	N=344
Availability of preventive health services	9%	N=29	41%	N=143	33%	N=112	11%	N=38	6%	N=22	100%	N=344
Availability of affordable quality mental health care	4%	N=13	19%	N=66	26%	N=88	19%	N=66	32%	N=110	100%	N=342

Table 40: Question 6

Please rate each of the following characteristics as they relate to the City and County of Honolulu as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	1%	N=2	15%	N=52	29%	N=98	21%	N=71	34%	N=116	100%	N=340
Opportunities to attend cultural/arts/music activities	11%	N=38	46%	N=157	32%	N=108	4%	N=13	7%	N=23	100%	N=339
Opportunities to participate in religious or spiritual events and activities	16%	N=53	47%	N=160	21%	N=71	2%	N=6	15%	N=50	100%	N=340
Employment opportunities	1%	N=4	24%	N=82	47%	N=158	19%	N=63	9%	N=30	100%	N=337
Shopping opportunities	21%	N=70	51%	N=175	21%	N=71	6%	N=21	1%	N=4	100%	N=341
Cost of living in Honolulu	1%	N=2	6%	N=21	24%	N=82	67%	N=228	2%	N=6	100%	N=339
Overall quality of business and service establishments in Honolulu	3%	N=11	40%	N=135	46%	N=154	6%	N=22	5%	N=16	100%	N=338
Vibrant downtown/commercial area	5%	N=17	27%	N=90	45%	N=153	16%	N=53	7%	N=25	100%	N=337
Overall quality of new development in Honolulu	4%	N=15	28%	N=94	38%	N=129	17%	N=56	13%	N=45	100%	N=339
Opportunities to participate in social events and activities	12%	N=39	41%	N=137	35%	N=118	3%	N=11	9%	N=31	100%	N=335
Opportunities to volunteer	17%	N=58	39%	N=131	26%	N=89	2%	N=8	16%	N=53	100%	N=340
Opportunities to participate in community matters	12%	N=40	40%	N=132	33%	N=109	4%	N=13	12%	N=39	100%	N=332
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=56	38%	N=127	28%	N=92	9%	N=31	8%	N=27	100%	N=334
Neighborhoodness of residents in Honolulu	8%	N=25	42%	N=140	42%	N=139	4%	N=15	4%	N=13	100%	N=332

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	12%	N=41	88%	N=299	100%	N=340
Made efforts to make your home more energy efficient	21%	N=70	79%	N=269	100%	N=339
Observed a code violation or other hazard in Honolulu	41%	N=136	59%	N=198	100%	N=334
Household member was a victim of a crime in Honolulu	87%	N=294	13%	N=43	100%	N=338

The National Citizen Survey™

Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Reported a crime to the police in Honolulu		74% N=250	26% N=88	100% N=338
Stocked supplies in preparation for an emergency		20% N=67	80% N=272	100% N=339
Campaigned or advocated for an issue, cause or candidate		73% N=245	27% N=92	100% N=337
Contacted the City (in-person, phone, email or web) for help or information		63% N=213	37% N=125	100% N=338
Contacted City elected officials (in-person, phone, email or web) to express your opinion		79% N=268	21% N=70	100% N=338

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?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Used City recreation centers or their services	14%	N=46	18%	N=60	28%	N=94	40%	N=134	N=335
Visited a neighborhood park or City and County park	22%	N=76	28%	N=95	33%	N=113	16%	N=56	N=340
Participated in religious or spiritual activities in Honolulu	13%	N=45	17%	N=57	21%	N=70	49%	N=167	N=339
Attended a City and County-sponsored event	2%	N=7	5%	N=17	34%	N=116	58%	N=196	N=337
Used TheBus, TheHandi-Van or other public transportation instead of driving	18%	N=60	7%	N=24	17%	N=57	58%	N=199	N=340
Carpooled with other adults or children instead of driving alone	16%	N=55	13%	N=45	22%	N=75	48%	N=163	N=339
Walked or biked instead of driving	21%	N=72	17%	N=56	18%	N=63	44%	N=149	N=340
Volunteered your time to some group/activity in Honolulu	12%	N=42	10%	N=34	24%	N=82	53%	N=181	N=338
Participated in a club	12%	N=39	8%	N=26	16%	N=55	64%	N=218	N=338
Talked to or visited with your immediate neighbors	27%	N=92	34%	N=116	21%	N=72	17%	N=57	N=337
Done a favor for a neighbor	15%	N=50	21%	N=72	40%	N=136	24%	N=83	N=341

Table 43: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Attended a local public meeting	0%	N=1	4%	N=12	14%	N=49	82%	N=278	N=340
Watched (online or on television) a local public meeting	6%	N=20	7%	N=24	31%	N=105	56%	N=188	N=337

Table 44: Question 10

Please rate the quality of each of the following services in the City and County of Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
Police services	9%	N=29	39%	N=130	32%	N=109	11%	N=37	10%	N=32	N=337
Fire services	23%	N=78	49%	N=163	10%	N=35	1%	N=3	17%	N=57	N=337
Ambulance or emergency medical services	21%	N=72	49%	N=164	11%	N=38	2%	N=5	17%	N=58	N=337
Crime prevention	3%	N=11	32%	N=106	36%	N=120	12%	N=41	16%	N=52	N=329
Fire prevention and education	13%	N=42	39%	N=131	22%	N=72	5%	N=17	22%	N=72	N=335
Traffic enforcement	6%	N=21	25%	N=83	39%	N=132	21%	N=71	9%	N=29	N=335
Street repair	3%	N=10	15%	N=50	29%	N=97	52%	N=175	2%	N=5	N=337
Street cleaning	4%	N=13	24%	N=79	38%	N=128	29%	N=97	6%	N=20	N=337
Street lighting	7%	N=24	31%	N=105	45%	N=150	15%	N=50	1%	N=4	N=332
Sidewalk maintenance	6%	N=21	19%	N=63	41%	N=139	31%	N=103	3%	N=9	N=335
Traffic signal timing	7%	N=23	25%	N=86	40%	N=134	27%	N=89	1%	N=5	N=337

The National Citizen Survey™

Please rate the quality of each of the following services in the City and County of Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total	
	17%	N=56	29%	N=98	25%	N=84	5%	N=15	25%	N=83	100%	N=335
Bus or transit services	19%	N=65	47%	N=157	24%	N=81	2%	N=7	8%	N=26	100%	N=337
Garbage collection	18%	N=59	44%	N=148	23%	N=76	10%	N=32	6%	N=20	100%	N=334
Recycling	16%	N=52	37%	N=123	19%	N=64	9%	N=29	19%	N=65	100%	N=332
Yard waste pick-up	8%	N=25	38%	N=127	30%	N=100	10%	N=32	14%	N=48	100%	N=332
Storm drainage	21%	N=69	53%	N=179	19%	N=63	5%	N=17	3%	N=8	100%	N=337
Drinking water	10%	N=34	40%	N=133	29%	N=96	8%	N=27	13%	N=44	100%	N=333
Sewer services	9%	N=31	40%	N=134	36%	N=120	11%	N=38	4%	N=12	100%	N=334
Power (electric and/or gas) utility	6%	N=21	30%	N=101	30%	N=102	26%	N=87	7%	N=23	100%	N=334
Utility billing	10%	N=33	42%	N=139	31%	N=102	13%	N=44	5%	N=16	100%	N=334
City and County parks	4%	N=15	30%	N=99	25%	N=83	6%	N=21	34%	N=114	100%	N=332
Recreation programs or classes	6%	N=19	30%	N=100	32%	N=107	9%	N=30	23%	N=76	100%	N=332
Recreation centers or facilities	3%	N=8	9%	N=29	35%	N=116	23%	N=77	31%	N=101	100%	N=331
Land use, planning and zoning	3%	N=9	11%	N=38	30%	N=101	27%	N=91	28%	N=95	100%	N=334
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=16	21%	N=71	37%	N=124	16%	N=53	20%	N=68	100%	N=332
Animal control	5%	N=16	22%	N=73	34%	N=112	19%	N=64	20%	N=68	100%	N=333
Economic development	7%	N=25	41%	N=138	32%	N=107	7%	N=24	12%	N=41	100%	N=336
Health services	10%	N=33	31%	N=103	36%	N=119	8%	N=28	15%	N=51	100%	N=335
Public information services	11%	N=36	39%	N=129	31%	N=102	13%	N=42	7%	N=23	100%	N=333
Cable television												
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	25%	N=83	46%	N=150	24%	N=81	2%	N=5	3%	N=11	100%	N=330
Preservation of natural areas such as open space, farmlands and greenbelts	10%	N=33	31%	N=102	32%	N=106	12%	N=41	14%	N=47	100%	N=329
Honolulu open space	8%	N=25	26%	N=86	33%	N=109	22%	N=73	12%	N=40	100%	N=332
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	5%	N=17	34%	N=113	37%	N=123	16%	N=52	9%	N=29	100%	N=334
Satellite City Halls	10%	N=33	39%	N=131	29%	N=96	11%	N=38	10%	N=34	100%	N=332
Neighborhood Boards	4%	N=13	21%	N=71	24%	N=82	7%	N=22	44%	N=146	100%	N=335

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	
	4%	N=14	38%	N=125	39%	N=129	11%	N=37	7%	N=25	100%	N=331
The City and County of Honolulu	4%	N=14 <td>37%</td> <td>N=120 <td>34%</td> <td>N=113 <td>12%</td> <td>N=38 <td>13%</td> <td>N=43</td> <td>100%</td> <td>N=328</td> </td></td></td>	37%	N=120 <td>34%</td> <td>N=113 <td>12%</td> <td>N=38 <td>13%</td> <td>N=43</td> <td>100%</td> <td>N=328</td> </td></td>	34%	N=113 <td>12%</td> <td>N=38 <td>13%</td> <td>N=43</td> <td>100%</td> <td>N=328</td> </td>	12%	N=38 <td>13%</td> <td>N=43</td> <td>100%</td> <td>N=328</td>	13%	N=43	100%	N=328
The Federal Government												

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	
	5%	N=17	20%	N=65	44%	N=142	18%	N=59	13%	N=42	100%	N=324
The value of services for the taxes paid to the City and County of Honolulu	5%	N=15	26%	N=86	41%	N=136	15%	N=49	13%	N=44	100%	N=330
The overall direction that the City and County of Honolulu is taking												
The job the City and County of Honolulu government does at welcoming citizen involvement	4%	N=13	21%	N=68	41%	N=134	14%	N=47	20%	N=67	100%	N=329
Overall confidence in the City and County of Honolulu government	3%	N=11	24%	N=79	45%	N=147	19%	N=63	8%	N=26	100%	N=326

The National Citizen Survey™

Please rate the following categories of the City and County of Honolulu government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Generally acting in the best interest of the community	4%	N=14	21%	N=71	46%	N=151	18%	N=59	11%	N=35	100%	N=329
Being honest	3%	N=11	21%	N=71	34%	N=113	23%	N=76	18%	N=59	100%	N=330
Treating all residents fairly	3%	N=11	26%	N=85	34%	N=111	23%	N=75	15%	N=48	100%	N=330

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	
	N	%	N	%	N	%	N	%	N	%
Overall feeling of safety in Honolulu	48%	N=162	40%	N=138	11%	N=39	1%	N=3	100%	N=341
Overall ease of getting to the places you usually have to visit	39%	N=130	51%	N=171	10%	N=35	1%	N=2	100%	N=337
Quality of overall natural environment in Honolulu	40%	N=136	48%	N=162	11%	N=36	1%	N=3	100%	N=337
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	32%	N=109	48%	N=162	19%	N=65	1%	N=4	100%	N=340
Health and wellness opportunities in Honolulu	41%	N=136	40%	N=134	17%	N=56	2%	N=8	100%	N=333
Overall opportunities for education and enrichment	48%	N=161	40%	N=137	11%	N=38	1%	N=3	100%	N=339
Overall economic health of Honolulu	53%	N=180	38%	N=128	7%	N=25	2%	N=5	100%	N=338
Sense of community	30%	N=103	43%	N=145	24%	N=82	2%	N=8	100%	N=339

Table 48: Question 14

Please indicate to what degree you would support or oppose the City and County continuing to fund each of the following items even if it involves raising taxes and fees:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Preserving open space and agricultural land	50%	N=171	34%	N=114	6%	N=22	6%	N=19	4%	N=13	100%	N=340
Increasing efforts to effectively address bicycle and pedestrian safety	48%	N=164	32%	N=109	11%	N=37	7%	N=23	3%	N=9	100%	N=342
Providing services to the homeless and supporting homelessness initiatives	39%	N=133	33%	N=111	11%	N=37	15%	N=50	2%	N=8	100%	N=338

Table 49: Question 15

To what degree, if at all are the following problems in the City and County of Honolulu?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Pedestrian safety	9%	N=31	22%	N=76	32%	N=109	34%	N=117	2%	N=8	100%	N=340
Bicycle safety	8%	N=28	19%	N=66	40%	N=137	26%	N=89	6%	N=20	100%	N=340
Property crime in my neighborhood	10%	N=32	27%	N=91	27%	N=90	29%	N=99	8%	N=27	100%	N=339
Drug activity in my neighborhood	15%	N=49	24%	N=80	23%	N=76	25%	N=84	14%	N=47	100%	N=336
Ease of motor vehicle and driver license transactions	15%	N=50	22%	N=76	30%	N=102	21%	N=71	11%	N=37	100%	N=336

Table 50: Question 16

How important, if at all, are the following issues for the City and County to address in the next two years?	Essential		Very important		Somewhat important		Not at all important		Total	
	N	%	N	%	N	%	N	%	N	%
Expedite the current road repaving efforts to improve the quality of road conditions	48%	N=162	41%	N=137	10%	N=33	1%	N=4	100%	N=335
Offer more affordable housing	41%	N=137	35%	N=116	21%	N=70	3%	N=12	100%	N=335
Address the homeless and/or homelessness needs	48%	N=162	28%	N=94	18%	N=62	6%	N=18	100%	N=336
Reduce property crimes in residential neighborhoods	40%	N=135	39%	N=131	19%	N=63	3%	N=10	100%	N=339
Reduce drug activity in residential neighborhoods	46%	N=156	35%	N=117	16%	N=54	3%	N=11	100%	N=337
Adopt Complete Streets for bicycle and pedestrian safety	24%	N=81	35%	N=116	28%	N=92	13%	N=45	100%	N=333

The National Citizen Survey™

How important, if at all, are the following issues for the City and County to address in the next two years?	Essential	Very important	Somewhat important	Not at all important	Total
Expand current traffic camera coverage to Leeward and Central O'ahu	17% N=57	30% N=99	31% N=105	22% N=73	100% N=334

Table 51: Question 17

The City and County of Honolulu currently covers all costs of collecting garbage, recycling and bulky items for single-family residences. More than 50% of the costs come from the City and County's General Fund. In order to reduce the financial demands on the General Fund, the City and County is considering charging a monthly fee to residents of single-family homes for garbage, recycling and bulky collection. Please indicate how much you would support or oppose each of the following potential garbage collection fees for single-family homes:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
	A residential rate of \$20 a month per household	22% N=74	28% N=94	13% N=42	37% N=122
A residential rate of \$25 a month per household	8% N=27	16% N=51	17% N=56	58% N=188	100% N=322
A residential rate of \$30 a month per household	6% N=18	10% N=33	15% N=49	69% N=220	100% N=318

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
Recycle at home	4% N=14	1% N=5	17% N=58	28% N=94	50% N=169	100% N=340
Purchase goods or services from a business located in Honolulu	0% N=1	4% N=14	15% N=51	51% N=172	30% N=101	100% N=339
Eat at least 5 portions of fruits and vegetables a day	1% N=3	10% N=35	39% N=131	34% N=117	16% N=53	100% N=340
Participate in moderate or vigorous physical activity	2% N=6	12% N=40	28% N=97	38% N=128	21% N=70	100% N=340
Read or watch local news (via television, paper, computer, etc.)	1% N=2	8% N=28	12% N=42	31% N=104	48% N=164	100% N=340
Vote in local elections	18% N=61	7% N=24	7% N=23	14% N=48	54% N=182	100% N=338

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=50
Very good	45%	N=154
Good	29%	N=101
Fair	9%	N=29
Poor	2%	N=7
Total	100%	N=341

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	4%	N=14
Somewhat positive	23%	N=79
Neutral	53%	N=182
Somewhat negative	16%	N=56
Very negative	3%	N=11
Total	100%	N=341

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Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=202
Working part time for pay	14%	N=47
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	3%	N=12
Fully retired	23%	N=78
Total	100%	N=342

Table 56: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	64%	N=209
Yes, from home	5%	N=15
No	31%	N=101
Total	100%	N=325

Table 57: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=33
2 to 5 years	12%	N=42
6 to 10 years	9%	N=32
11 to 20 years	12%	N=39
More than 20 years	57%	N=194
Total	100%	N=340

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=151
Building with two or more homes (duplex, townhome, apartment or condominium)	50%	N=171
Other	6%	N=19
Total	100%	N=341

Table 59: Question D8

Is this house or apartment...	Percent	Number
Rented	42%	N=143
Owned	58%	N=197
Total	100%	N=340

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Table 60: Question D9

Table 60: Question D9	Percent	Number
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	4%	N=14
\$300 to \$599 per month	8%	N=27
\$600 to \$999 per month	7%	N=24
\$1,000 to \$1,499 per month	19%	N=65
\$1,500 to \$2,499 per month	30%	N=98
\$2,500 or more per month	31%	N=104
Total	100%	N=333

Table 61: Question D10

Table 61: Question D10	Percent	Number
Do any children 17 or under live in your household?		
No	62%	N=212
Yes	38%	N=130
Total	100%	N=342

Table 62: Question D11

Table 62: Question D11	Percent	Number
Are you or any other members of your household aged 65 or older?		
No	70%	N=239
Yes	30%	N=103
Total	100%	N=342

Table 63: Question D12

Table 63: Question D12	Percent	Number
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	15%	N=49
\$25,000 to \$49,999	20%	N=67
\$50,000 to \$99,999	32%	N=105
\$100,000 to \$149,999	22%	N=73
\$150,000 or more	11%	N=36
Total	100%	N=329

Table 64: Question D13

Table 64: Question D13	Percent	Number
Are you Spanish, Hispanic or Latino?		
No, not Spanish, Hispanic or Latino	93%	N=310
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=22
Total	100%	N=331

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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	0%	N=1
Black or African American	9%	N=31
White	29%	N=98
Other	9%	N=31
Native Hawaiian or other Pacific Islander	13%	N=44
Asian	52%	N=175

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	1%	N=4
25 to 34 years	29%	N=98
35 to 44 years	14%	N=49
45 to 54 years	20%	N=66
55 to 64 years	12%	N=41
65 to 74 years	14%	N=48
75 years or older	10%	N=33
Total	100%	N=339

Table 67: Question D16

What is your sex?	Percent	Number
Female	50%	N=166
Male	50%	N=168
Total	100%	N=335

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	64%	N=216
Land line	16%	N=55
Both	20%	N=69
Total	100%	N=339

Appendix B: Benchmark Comparisons

Comparison Data

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

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 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	68%	332	390	15%	Lower
Overall image or reputation of Honolulu	62%	207	296	30%	Similar
Honolulu as a place to live	77%	270	337	20%	Similar
Your neighborhood as a place to live	80%	172	259	34%	Similar
Honolulu as a place to raise children	58%	289	327	12%	Lower
Honolulu as a place to retire	52%	262	310	16%	Lower
Overall appearance of Honolulu	46%	265	307	14%	Lower

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	66%	143	174	18%	Lower
	In your neighborhood during the day	88%	251	300	16%	Similar
	In Honolulu's downtown/commercial area during the day	66%	244	255	4%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	44%	85	85	0%	Much lower
	Availability of paths and walking trails	42%	207	255	19%	Lower
	Ease of walking in Honolulu	52%	176	246	29%	Similar
	Ease of travel by bicycle in Honolulu	20%	248	255	3%	Much lower
	Ease of travel by public transportation in Honolulu	38%	45	90	51%	Similar
	Ease of travel by car in Honolulu	18%	251	251	0%	Much lower
	Ease of public parking	11%	66	66	0%	Much lower
Natural Environment	Traffic flow on major streets	13%	290	290	0%	Much lower
	Quality of overall natural environment in Honolulu	67%	155	233	34%	Similar
	Cleanliness of Honolulu	33%	214	223	4%	Much lower
Built Environment	Air quality	68%	127	213	41%	Similar
	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	37%	81	81	0%	Lower
	Overall quality of new development in Honolulu	37%	222	241	8%	Lower
	Availability of affordable quality housing	8%	253	254	0%	Much lower
	Variety of housing options	20%	227	228	0%	Much lower
Economy	Public places where people want to spend time	48%	62	76	19%	Lower
	Overall economic health of Honolulu	33%	71	85	17%	Lower
	Vibrant downtown/commercial area	34%	46	75	39%	Similar
	Overall quality of business and service establishments in Honolulu	45%	181	224	19%	Similar
	Cost of living in Honolulu	7%	81	81	0%	Much lower
	Shopping opportunities	73%	71	246	71%	Similar
	Employment opportunities	28%	152	264	43%	Similar
	Honolulu as a place to visit	85%	19	94	81%	Higher
	Honolulu as a place to work	49%	234	305	23%	Similar

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		Percent positive	Rank	Number of communities in comparison	Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	68%	54	81	34%	Similar
	Availability of affordable quality mental health care	34%	60	71	16%	Lower
	Availability of preventive health services	53%	134	184	27%	Similar
	Availability of affordable quality health care	49%	148	217	32%	Similar
	Availability of affordable quality food	41%	178	184	3%	Lower
	Recreational opportunities	60%	144	258	44%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	64	80	20%	Similar
	Overall opportunities for education and enrichment	41%	73	80	9%	Lower
	Opportunities to participate in religious or spiritual events and activities	74%	127	174	27%	Similar
	Opportunities to attend cultural/arts/music activities	62%	97	249	61%	Similar
Community Engagement	Availability of affordable quality child care/preschool	24%	212	217	2%	Lower
	Opportunities to participate in social events and activities	58%	106	210	50%	Similar
	Neighborhoodliness of Honolulu	52%	53	77	32%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	60%	141	243	42%	Similar
	Opportunities to participate in community matters	59%	123	224	45%	Similar
	Opportunities to volunteer	66%	140	222	37%	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	46%	358	376	5%	Lower
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	43%	313	314	0%	Much lower
Value of services for the taxes paid to the City and County of Honolulu	29%	324	351	8%	Lower
Overall direction that the City and County of Honolulu is taking	35%	248	276	10%	Lower
Job the City and County of Honolulu government does at welcoming citizen involvement	31%	225	264	15%	Lower
Overall confidence in the City and County of Honolulu government	30%	73	83	12%	Lower
Generally acting in the best interest of the community	29%	72	81	11%	Lower
Being honest	30%	76	81	6%	Lower
Treating all residents fairly	34%	71	81	13%	Lower
Services provided by the Federal Government	47%	26	209	88%	Similar

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	52%	363	371	2%	Lower
	Fire services	86%	275	306	10%	Similar
	Ambulance or emergency medical services	85%	265	297	11%	Similar
	Crime prevention	42%	280	300	7%	Lower
	Fire prevention and education	66%	217	247	12%	Similar
	Animal control	33%	274	282	3%	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	28	239	89%	Similar
Mobility	Traffic enforcement	34%	322	325	1%	Lower
	Street repair	18%	358	373	4%	Much lower
	Street cleaning	29%	259	261	1%	Much lower
	Street lighting	39%	238	263	10%	Lower
	Sidewalk maintenance	26%	250	264	5%	Lower
	Traffic signal timing	33%	200	210	5%	Lower
	Bus or transit services	61%	44	182	76%	Similar
Natural Environment	Garbage collection	72%	273	300	9%	Similar
	Recycling	66%	265	310	15%	Similar
	Yard waste pick-up	65%	181	222	19%	Similar
	Drinking water	75%	133	286	54%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	48%	173	218	21%	Similar
Built Environment	Honolulu open space	38%	83	85	2%	Lower
	Storm drainage	53%	232	309	25%	Similar
	Sewer services	58%	255	272	6%	Lower
	Power (electric and/or gas) utility	51%	127	127	0%	Lower
	Utility billing	39%	76	76	0%	Much lower
	Land use, planning and zoning	16%	248	249	0%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	20%	305	311	2%	Lower
Economy	Cable television	53%	97	166	42%	Similar
	Economic development	34%	189	239	21%	Similar
Recreation and Wellness	City and County parks	54%	269	274	2%	Much lower
	Recreation programs or classes	52%	263	279	6%	Lower
	Recreation centers or facilities	46%	215	229	6%	Lower
	Health services	55%	130	163	20%	Similar
Community Engagement	Public information services	48%	210	241	13%	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	52%	197	260	24%	Similar
Recommend living in Honolulu to someone who asks	66%	218	233	6%	Lower
Remain in Honolulu for the next five years	81%	162	230	30%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	37%	230	272	15%	Lower

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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	80%	1	72	100%	Much higher
	Did NOT report a crime to the police	74%	53	80	34%	Similar
	Household member was NOT a victim of a crime	87%	151	230	34%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	42%	17	65	75%	Higher
	Carpooled with other adults or children instead of driving alone	52%	13	78	84%	Similar
	Walked or biked instead of driving	56%	38	79	53%	Similar
Natural Environment	Made efforts to conserve water	88%	22	73	71%	Similar
	Made efforts to make your home more energy efficient	79%	24	74	68%	Similar
	Recycle at home	95%	50	216	77%	Higher
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	41%	58	74	22%	Lower
	NOT experiencing housing costs stress	40%	211	212	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	96%	52	76	32%	Similar
	Economy will have positive impact on income	27%	63	215	71%	Similar
	Work inside boundaries of Honolulu	69%	3	76	97%	Much higher
Recreation and Wellness	Used Honolulu recreation centers or their services	60%	73	193	63%	Similar
	Visited a neighborhood park or City and County park	84%	136	228	41%	Similar
	Eat at least 5 portions of fruits and vegetables a day	89%	10	75	88%	Similar
	Participate in moderate or vigorous physical activity	87%	29	75	62%	Similar
	In very good to excellent health	60%	63	76	17%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	51%	89	170	48%	Similar
	Attended City and County-sponsored event	42%	62	77	20%	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	18	72	76%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	21%	18	75	77%	Similar
	Volunteered your time to some group/activity in Honolulu	47%	87	222	61%	Similar
	Participated in a club	36%	52	195	74%	Similar
	Talked to or visited with your immediate neighbors	83%	71	76	7%	Similar
	Done a favor for a neighbor	76%	64	74	14%	Similar
	Attended a local public meeting	18%	174	222	22%	Similar
	Watched (online or on television) a local public meeting	44%	37	179	80%	Higher
	Read or watch local news (via television, paper, computer, etc.)	91%	12	75	85%	Similar
	Vote in local elections	75%	141	214	34%	Similar

Communities included in national comparisons

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

Abilene city, KS.....	6,844	Broomfield city, CO	55,889
Adams County, CO.....	441,603	Brownsburg town, IN	21,285
Airway Heights city, WA	6,114	Bryan city, TX	76,201
Albany city, OR	50,158	Burien city, WA	33,313
Albemarle County, VA.....	98,970	Burleson city, TX.....	36,690
Albert Lea city, MN.....	18,016	Cabarrus County, NC.....	178,011
Algonquin village, IL.....	30,046	Cambridge city, MA.....	105,162
Aliso Viejo city, CA	47,823	Canton city, SD	3,057
Altoona city, IA	14,541	Cape Coral city, FL	154,305
Ames city, IA	58,965	Cape Girardeau city, MO.....	37,941
Andover CDP, MA.....	8,762	Carlisle borough, PA.....	18,682
Ankeny city, IA	45,582	Carlsbad city, CA.....	105,328
Ann Arbor city, MI.....	113,934	Cartersville city, GA.....	19,731
Annapolis city, MD	38,394	Cary town, NC	135,234
Apple Valley town, CA	69,135	Casa Grande city, AZ.....	48,571
Arapahoe County, CO.....	572,003	Casper city, WY	55,316
Arkansas City city, AR.....	366	Castine town, ME.....	1,366
Arlington city, TX.....	365,438	Castle Pines North city, CO	10,360
Arlington County, VA.....	207,627	Castle Rock town, CO.....	48,231
Arvada city, CO.....	106,433	Cedar Falls city, IA	39,260
Ashland city, OR	20,078	Cedar Rapids city, IA.....	126,326
Ashland town, VA.....	7,225	Centennial city, CO.....	100,377
Aspen city, CO	6,658	Centralia city, IL	13,032
Auburn city, AL.....	53,380	Chambersburg borough, PA.....	20,268
Auburn city, WA.....	70,180	Chandler city, AZ	236,123
Aurora city, CO	325,078	Chanhassen city, MN.....	22,952
Austin city, TX	790,390	Chapel Hill town, NC	57,233
Bainbridge Island city, WA.....	23,025	Charlotte city, NC.....	731,424
Baltimore city, MD.....	620,961	Charlotte County, FL	159,978
Baltimore County, MD	805,029	Charlottesville city, VA.....	43,475
Battle Creek city, MI.....	52,347	Chesterfield County, VA.....	316,236
Bay City city, MI.....	34,932	Chippewa Falls city, WI	13,661
Baytown city, TX.....	71,802	Citrus Heights city, CA.....	83,301
Bedford city, TX.....	46,979	Clackamas County, OR	375,992
Bedford town, MA	13,320	Clarendon Hills village, IL	8,427
Bellevue city, WA	122,363	Clayton city, MO	15,939
Bellingham city, WA	80,885	Clearwater city, FL	107,685
Beltrami County, MN	44,442	Cleveland Heights city, OH	46,121
Benbrook city, TX.....	21,234	Clive city, IA	15,447
Bend city, OR.....	76,639	Clovis city, CA.....	95,631
Benicia city, CA.....	26,997	College Park city, MD	30,413
Bettendorf city, IA.....	33,217	College Station city, TX	93,857
Billings city, MT.....	104,170	Colleyville city, TX.....	22,807
Blaine city, MN.....	57,186	Collinsville city, IL	25,579
Bloomfield Hills city, MI	3,869	Columbia city, MO.....	108,500
Bloomington city, IL	76,610	Columbus city, WI.....	4,991
Bloomington city, MN	82,893	Commerce City city, CO.....	45,913
Blue Springs city, MO	52,575	Concord city, CA	122,067
Boise City city, ID	205,671	Concord town, MA.....	17,668
Boonville city, MO	8,319	Conyers city, GA	15,195
Boulder city, CO.....	97,385	Cookeville city, TN	30,435
Boulder County, CO.....	294,567	Coon Rapids city, MN	61,476
Bowling Green city, KY	58,067	Cooper City city, FL	28,547
Brentwood city, MO.....	8,055	Coronado city, CA	18,912
Brentwood city, TN	37,060	Corvallis city, OR.....	54,462
Brighton city, CO.....	33,352	Creve Coeur city, MO	17,833
Bristol city, TN	26,702	Cross Roads town, TX	1,563
Broken Arrow city, OK	98,850	Crystal Lake city, IL.....	40,743
Brookfield city, WI.....	37,920	Dade City city, FL.....	6,437
Brookline CDP, MA	58,732	Dakota County, MN.....	398,552
Brookline town, NH.....	4,991	Dallas city, OR	14,583

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Dallas city, TX.....	1,197,816	Gillette city, WY	29,087
Dardenne Prairie city, MO.....	11,494	Globe city, AZ	7,532
Davenport city, IA.....	99,685	Golden Valley city, MN.....	20,371
Davidson town, NC.....	10,944	Goodyear city, AZ	65,275
Decatur city, GA.....	19,335	Grafton village, WI.....	11,459
Delray Beach city, FL.....	60,522	Grand Blanc city, MI.....	8,276
Denison city, TX.....	22,682	Grand Island city, NE	48,520
Denver city, CO.....	600,158	Grass Valley city, CA	12,860
Derby city, KS.....	22,158	Greeley city, CO.....	92,889
Des Moines city, IA	203,433	Green Valley CDP, AZ	21,391
Des Peres city, MO.....	8,373	Greenwood Village city, CO.....	13,925
Destin city, FL.....	12,305	Greer city, SC	25,515
Dewey-Humboldt town, AZ.....	3,894	Guilford County, NC	488,406
Dorchester County, MD	32,618	Gunnison County, CO	15,324
Dothan city, AL	65,496	Gurnee village, IL.....	31,295
Douglas County, CO	285,465	Hailey city, ID.....	7,960
Dover city, NH	29,987	Haines Borough, AK	2,508
Dublin city, OH	41,751	Hallandale Beach city, FL.....	37,113
Duluth city, MN.....	86,265	Hamilton city, OH.....	62,477
Duncanville city, TX.....	38,524	Hampton city, VA.....	137,436
Durham city, NC	228,330	Hanover County, VA.....	99,863
East Baton Rouge Parish, LA.....	440,171	Harrisonburg city, VA	48,914
East Grand Forks city, MN	8,601	Harrisonville city, MO	10,019
East Lansing city, MI	48,579	Hayward city, CA	144,186
Eau Claire city, WI	65,883	Henderson city, NV	257,729
Eden Prairie city, MN.....	60,797	Hermiston city, OR.....	16,745
Edgerton city, KS	1,671	High Point city, NC	104,371
Edina city, MN	47,941	Highland Park city, IL	29,763
Edmond city, OK.....	81,405	Highlands Ranch CDP, CO	96,713
Edmonds city, WA.....	39,709	Hillsborough town, NC.....	6,087
El Cerrito city, CA.....	23,549	Holden town, MA	17,346
El Dorado County, CA.....	181,058	Holland city, MI.....	33,051
El Paso city, TX.....	649,121	Honolulu County, HI.....	953,207
Elk Grove city, CA	153,015	Hooksett town, NH.....	13,451
Elk River city, MN.....	22,974	Hopkins city, MN.....	17,591
Elko New Market city, MN.....	4,110	Hopkinton town, MA.....	14,925
Elmhurst city, IL.....	44,121	Hoquiam city, WA	8,726
Encinitas city, CA	59,518	Houston city, TX	2,099,451
Englewood city, CO.....	30,255	Hudson city, OH.....	22,262
Erie town, CO	18,135	Hudson town, CO.....	2,356
Escambia County, FL.....	297,619	Hudsonville city, MI.....	7,116
Estes Park town, CO.....	5,858	Huntersville town, NC.....	46,773
Fairview town, TX.....	7,248	Hurst city, TX.....	37,337
Farmington Hills city, MI.....	79,740	Hutchinson city, MN	14,178
Fayetteville city, NC.....	200,564	Hutto city, TX	14,698
Fishers town, IN	76,794	Hyattsville city, MD	17,557
Flagstaff city, AZ.....	65,870	Independence city, MO.....	116,830
Flower Mound town, TX.....	64,669	Indian Trail town, NC.....	33,518
Flushing city, MI	8,389	Indianola city, IA	14,782
Forest Grove city, OR	21,083	Iowa City city, IA	67,862
Fort Collins city, CO.....	143,986	Jackson County, MI.....	160,248
Fort Smith city, AR.....	86,209	James City County, VA	67,009
Fort Worth city, TX.....	741,206	Jefferson City city, MO	43,079
Fountain Hills town, AZ	22,489	Jefferson County, CO	534,543
Franklin city, TN.....	62,487	Jefferson County, NY.....	116,229
Fredericksburg city, VA.....	24,286	Jerome city, ID	10,890
Freeport CDP, ME	1,485	Johnson City city, TN.....	63,152
Freeport city, IL	25,638	Johnson County, KS	544,179
Fremont city, CA	214,089	Johnston city, IA.....	17,278
Friendswood city, TX.....	35,805	Jupiter town, FL.....	55,156
Fruita city, CO.....	12,646	Kalamazoo city, MI.....	74,262
Gahanna city, OH.....	33,248	Kansas City city, KS.....	145,786
Gainesville city, FL	124,354	Kansas City city, MO.....	459,787
Gaithersburg city, MD.....	59,933	Keizer city, OR	36,478
Galveston city, TX.....	47,743	Kenmore city, WA	20,460
Garden City city, KS	26,658	Kennedale city, TX	6,763
Gardner city, KS.....	19,123	Kennett Square borough, PA.....	6,072
Geneva city, NY.....	13,261	Kirkland city, WA.....	48,787
Georgetown city, TX.....	47,400	La Mesa city, CA	57,065
Gilbert town, AZ.....	208,453	La Plata town, MD.....	8,753

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La Porte city, TX	33,800	Moscow city, ID	23,800
La Vista city, NE.....	15,758	Mountain Village town, CO.....	1,320
Lafayette city, CO	24,453	Mountlake Terrace city, WA	19,909
Laguna Beach city, CA.....	22,723	Munster town, IN	23,603
Laguna Hills city, CA.....	30,344	Muscataine city, IA	22,886
Laguna Niguel city, CA	62,979	Naperville city, IL	141,853
Lake Oswego city, OR	36,619	Needham CDP, MA.....	28,886
Lake Zurich village, IL	19,631	New Braunfels city, TX	57,740
Lakeville city, MN.....	55,954	New Brighton city, MN.....	21,456
Lakewood city, CO	142,980	New Hanover County, NC	202,667
Lane County, OR.....	351,715	New Orleans city, LA	343,829
Larimer County, CO.....	299,630	New Smyrna Beach city, FL	22,464
Las Cruces city, NM.....	97,618	Newberg city, OR.....	22,068
Las Vegas city, NV	583,756	Newport Beach city, CA	85,186
Lawrence city, KS.....	87,643	Newport city, RI.....	24,672
League City city, TX	83,560	Newport News city, VA.....	180,719
Lee County, FL.....	618,754	Newton city, IA	15,254
Lee's Summit city, MO	91,364	Noblesville city, IN	51,969
Lehi city, UT	47,407	Nogales city, AZ.....	20,837
Lenexa city, KS	48,190	Norfolk city, VA.....	242,803
Lewis County, NY	27,087	Norman city, OK	110,925
Lewiston city, ME	36,592	North Las Vegas city, NV	216,961
Lincoln city, NE	258,379	Northglenn city, CO.....	35,789
Lindsborg city, KS	3,458	Novato city, CA.....	51,904
Littleton city, CO	41,737	Novi city, MI	55,224
Livermore city, CA.....	80,968	O'Fallon city, IL.....	28,281
Lone Tree city, CO	10,218	O'Fallon city, MO.....	79,329
Longmont city, CO	86,270	Oak Park village, IL	51,878
Longview city, TX.....	80,455	Oakland Park city, FL	41,363
Los Alamos County, NM.....	17,950	Oakley city, CA	35,432
Louisville city, CO.....	18,376	Ogdensburg city, NY	11,128
Lynchburg city, VA	75,568	Oklahoma City city, OK.....	579,999
Lynnwood city, WA	35,836	Olathe city, KS	125,872
Madison city, WI	233,209	Old Town city, ME.....	7,840
Mankato city, MN	39,309	Olmsted County, MN	144,248
Maple Grove city, MN	61,567	Orland Park village, IL	56,767
Maple Valley city, WA.....	22,684	Oshkosh city, WI.....	66,083
Maricopa County, AZ	3,817,117	Otsego County, MI.....	24,164
Marin County, CA	252,409	Overland Park city, KS.....	173,372
Maryland Heights city, MO.....	27,472	Oviedo city, FL.....	33,342
Matthews town, NC.....	27,198	Paducah city, KY	25,024
McAllen city, TX	129,877	Palm Coast city, FL.....	75,180
McDonough city, GA.....	22,084	Palm Springs city, CA	44,552
McKinney city, TX.....	131,117	Palo Alto city, CA	64,403
McMinnville city, OR	32,187	Panama City city, FL.....	36,484
Mecklenburg County, NC	919,628	Papillion city, NE	18,894
Medford city, OR.....	74,907	Park City city, UT	7,558
Menlo Park city, CA	32,026	Parker town, CO	45,297
Mercer Island city, WA	22,699	Parkland city, FL	23,962
Meridian charter township, MI	39,688	Pasadena city, CA	137,122
Meridian city, ID	75,092	Pasco city, WA.....	59,781
Merriam city, KS.....	11,003	Pasco County, FL	464,697
Merrill city, WI	9,661	Peachtree City city, GA.....	34,364
Mesa city, AZ.....	439,041	Pearland city, TX.....	91,252
Mesa County, CO	146,723	Peoria city, AZ	154,065
Miami Beach city, FL	87,779	Peoria city, IL	115,007
Miami city, FL	399,457	Peoria County, IL	186,494
Midland city, MI	41,863	Peters township, PA	21,213
Milford city, DE	9,559	Petoskey city, MI	5,670
Milton city, GA	32,661	Pflugerville city, TX	46,936
Minneapolis city, MN	382,578	Phoenix city, AZ	1,445,632
Mission Viejo city, CA	93,305	Pinal County, AZ	375,770
Modesto city, CA.....	201,165	Pinehurst village, NC	13,124
Monterey city, CA.....	27,810	Piqua city, OH.....	20,522
Montgomery County, MD.....	971,777	Pitkin County, CO.....	17,148
Montgomery County, VA.....	94,392	Platte City city, MO.....	4,691
Montpelier city, VT	7,855	Plymouth city, MN.....	70,576
Monument town, CO	5,530	Pocatello city, ID	54,255
Mooresville town, NC.....	32,711	Polk County, IA.....	430,640
Morristown city, TN.....	29,137	Port Huron city, MI.....	30,184

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Port Orange city, FL	56,048	Shorewood city, MN	7,307
Port St. Lucie city, FL	164,603	Shorewood village, IL	15,615
Portland city, OR	583,776	Shorewood village, WI	13,162
Post Falls city, ID	27,574	Sioux Center city, IA	7,048
Prince William County, VA	402,002	Sioux Falls city, SD	153,888
Prior Lake city, MN	22,796	Skokie village, IL	64,784
Provo city, UT	112,488	Snellville city, GA	18,242
Pueblo city, CO	106,595	South Kingstown town, RI	30,639
Purcellville town, VA	7,727	South Lake Tahoe city, CA	21,403
Queen Creek town, AZ	26,361	South Portland city, ME	25,002
Radford city, VA	16,408	Southborough town, MA	9,767
Radnor township, PA	31,531	Southlake city, TX	26,575
Ramsey city, MN	23,668	Sparks city, NV	90,264
Rapid City city, SD	67,956	Spokane Valley city, WA	89,755
Raymore city, MO	19,206	Spring Hill city, KS	5,437
Redmond city, WA	54,144	Springboro city, OH	17,409
Rehoboth Beach city, DE	1,327	Springfield city, MO	159,498
Reno city, NV	225,221	Springfield city, OR	59,403
Reston CDP, VA	58,404	Springville city, UT	29,466
Richmond city, CA	103,701	St. Charles city, IL	32,974
Richmond Heights city, MO	8,603	St. Cloud city, FL	35,183
Rifle city, CO	9,172	St. Cloud city, MN	65,842
River Falls city, WI	15,000	St. Joseph city, MO	76,780
Riverdale city, UT	8,426	St. Louis County, MN	200,226
Riverside city, CA	303,871	St. Louis Park city, MN	45,250
Riverside city, MO	2,937	Stallings town, NC	13,831
Rochester city, MI	12,711	State College borough, PA	42,034
Rochester Hills city, MI	70,995	Sterling Heights city, MI	129,699
Rock Hill city, SC	66,154	Sugar Grove village, IL	8,997
Rockford city, IL	152,871	Sugar Land city, TX	78,817
Rockville city, MD	61,209	Summit city, NJ	21,457
Rogers city, MN	8,597	Summit County, UT	36,324
Rolla city, MO	19,559	Sunnyvale city, CA	140,081
Roselle village, IL	22,763	Surprise city, AZ	117,517
Roswell city, GA	88,346	Suwanee city, GA	15,355
Round Rock city, TX	99,887	Tacoma city, WA	198,397
Royal Oak city, MI	57,236	Takoma Park city, MD	16,715
Saco city, ME	18,482	Tamarac city, FL	60,427
Sahuarita town, AZ	25,259	Temecula city, CA	100,097
Salida city, CO	5,236	Temple city, TX	66,102
Salt Lake City city, UT	186,440	The Woodlands CDP, TX	93,847
Sammamish city, WA	45,780	Thornton city, CO	118,772
San Anselmo town, CA	12,336	Thousand Oaks city, CA	126,683
San Antonio city, TX	1,327,407	Tualatin city, OR	26,054
San Carlos city, CA	28,406	Tulsa city, OK	391,906
San Diego city, CA	1,307,402	Twin Falls city, ID	44,125
San Francisco city, CA	805,235	Tyler city, TX	96,900
San Jose city, CA	945,942	Umatilla city, OR	6,906
San Juan County, NM	130,044	Upper Arlington city, OH	33,771
San Marcos city, CA	83,781	Urbandale city, IA	39,463
San Marcos city, TX	44,894	Vail town, CO	5,305
San Rafael city, CA	57,713	Vancouver city, WA	161,791
Sandy Springs city, GA	93,853	Ventura CCD, CA	111,889
Sanford city, FL	53,570	Vestavia Hills city, AL	34,033
Sangamon County, IL	197,465	Virginia Beach city, VA	437,994
Santa Clarita city, CA	176,320	Wake Forest town, NC	30,117
Santa Fe County, NM	144,170	Walnut Creek city, CA	64,173
Santa Monica city, CA	89,736	Washington County, MN	238,136
Sarasota County, FL	379,448	Washoe County, NV	421,407
Savage city, MN	26,911	Watauga city, TX	23,497
Savannah city, GA	136,286	Wauwatosa city, WI	46,396
Scarborough CDP, ME	4,403	Waverly city, IA	9,874
Schaumburg village, IL	74,227	Weddington town, NC	9,459
Scott County, MN	129,928	Wentzville city, MO	29,070
Scottsdale city, AZ	217,385	West Carrollton city, OH	13,143
Seaside city, CA	33,025	West Chester borough, PA	18,461
SeaTac city, WA	26,909	West Des Moines city, IA	56,609
Sevierville city, TN	14,807	West Richland city, WA	11,811
Sheboygan city, WI	49,288	Westerville city, OH	36,120
Shoreview city, MN	25,043	Westlake town, TX	992

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Westminster city, CO.....	106,114	Windsor town, CT	29,044
Weston town, MA.....	11,261	Winnetka village, IL	12,187
Wheat Ridge city, CO	30,166	Winston-Salem city, NC	229,617
White House city, TN	10,255	Winter Garden city, FL.....	34,568
Whitewater township, MI.....	2,597	Woodland city, CA.....	55,468
Wichita city, KS.....	382,368	Woodland city, WA.....	5,509
Williamsburg city, VA.....	14,068	Wrentham town, MA	10,955
Wilmington city, NC.....	106,476	Wyandotte city, MI.....	25,883
Wilsonville city, OR.....	19,509	Yakima city, WA.....	91,067
Winchester city, VA.....	26,203	York County, VA.....	65,464
Windsor town, CO.....	18,644	Yuma city, AZ	93,064

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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	68%	19	29	36%	Similar
Overall image or reputation of Honolulu	62%	13	25	50%	Similar
Honolulu as a place to live	77%	20	30	34%	Similar
Your neighborhood as a place to live	80%	8	20	63%	Similar
Honolulu as a place to raise children	58%	21	28	26%	Similar
Honolulu as a place to retire	52%	18	25	29%	Similar
Overall appearance of Honolulu	46%	16	21	25%	Similar

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	66%	7	16	60%	Similar
	In your neighborhood during the day	88%	12	21	45%	Similar
	In Honolulu's downtown/commercial area during the day	66%	14	18	24%	Similar
Mobility	Overall ease of getting to the places you usually have to visit	44%	10	10	0%	Lower
	Availability of paths and walking trails	42%	13	20	37%	Similar
	Ease of walking in Honolulu	52%	5	15	71%	Similar
	Ease of travel by bicycle in Honolulu	20%	16	19	17%	Lower
	Ease of travel by public transportation in Honolulu	38%	4	8	57%	Similar
	Ease of travel by car in Honolulu	18%	20	20	0%	Much lower
	Ease of public parking	11%	7	7	0%	Much lower
Traffic flow on major streets	13%	15	15	0%	Lower	
Natural Environment	Quality of overall natural environment in Honolulu	67%	8	15	50%	Similar
	Cleanliness of Honolulu	33%	10	11	10%	Lower
	Air quality	68%	4	18	82%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	37%	10	10	0%	Lower
	Overall quality of new development in Honolulu	37%	15	16	7%	Lower
	Availability of affordable quality housing	8%	20	20	0%	Much lower
	Variety of housing options	20%	15	15	0%	Much lower
	Public places where people want to spend time	48%	6	8	29%	Similar
Economy	Overall economic health of Honolulu	33%	8	10	22%	Lower
	Vibrant downtown/commercial area	34%	7	7	0%	Lower
	Overall quality of business and service establishments in Honolulu	45%	11	13	17%	Similar
	Cost of living in Honolulu	7%	9	9	0%	Much lower
	Shopping opportunities	73%	8	15	50%	Similar
	Employment opportunities	28%	15	22	33%	Similar
	Honolulu as a place to visit	85%	3	14	85%	Higher
	Honolulu as a place to work	49%	21	27	23%	Lower

		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	68%	6	10	44%	Similar
	Availability of affordable quality mental health care	34%	8	9	13%	Similar
	Availability of preventive health services	53%	8	12	36%	Similar
	Availability of affordable quality health care	49%	10	18	47%	Similar
	Availability of affordable quality food	41%	12	12	0%	Lower
	Recreational opportunities	60%	9	20	58%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	7	9	25%	Similar
	Overall opportunities for education and enrichment	41%	7	9	25%	Lower
	Opportunities to participate in religious or spiritual events and activities	74%	5	10	56%	Similar
	Opportunities to attend cultural/arts/music activities	62%	7	17	63%	Similar
Community Engagement	Availability of affordable quality child care/preschool	24%	16	16	0%	Lower
	Opportunities to participate in social events and activities	58%	3	9	75%	Similar
	Neighborhoodness of Honolulu	52%	3	7	67%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	60%	9	18	53%	Similar
	Opportunities to participate in community matters	59%	4	12	73%	Similar
	Opportunities to volunteer	66%	6	13	58%	Similar

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	46%	31	36	14%	Similar
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	43%	28	29	4%	Lower
Value of services for the taxes paid to the City and County of Honolulu	29%	22	28	22%	Similar
Overall direction that the City and County of Honolulu is taking	35%	20	23	14%	Similar
Job the City and County of Honolulu government does at welcoming citizen involvement	31%	12	20	42%	Similar
Overall confidence in the City and County of Honolulu government	30%	9	10	11%	Similar
Generally acting in the best interest of the community	29%	10	11	10%	Similar
Being honest	30%	10	11	10%	Similar
Treating all residents fairly	34%	9	11	20%	Similar
Services provided by the Federal Government	47%	1	14	100%	Similar

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Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Honolulu percentile	Comparison to benchmark
Safety	Police/Sheriff services	52%	28	33	16%	Similar
	Fire services	86%	19	26	28%	Similar
	Ambulance or emergency medical services	85%	16	23	32%	Similar
	Crime prevention	42%	15	20	26%	Similar
	Fire prevention and education	66%	8	14	46%	Similar
	Animal control	33%	21	23	9%	Similar
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	1	19	100%	Higher
	Traffic enforcement	34%	23	24	4%	Lower
	Street repair	18%	25	26	4%	Lower
	Street cleaning	29%	16	16	0%	Lower
	Street lighting	39%	15	16	7%	Similar
	Sidewalk maintenance	26%	11	12	9%	Similar
	Traffic signal timing	33%	11	12	9%	Similar
	Bus or transit services	61%	2	18	94%	Higher
	Garbage collection	72%	14	20	32%	Similar
	Recycling	66%	18	25	29%	Similar
	Yard waste pick-up	65%	8	12	36%	Similar
	Drinking water	75%	7	19	67%	Similar
	Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	48%	9	14	38%
Honolulu open space		38%	10	10	0%	Lower
Built Environment	Storm drainage	53%	15	21	30%	Similar
	Sewer services	58%	13	14	8%	Similar
	Power (electric and/or gas) utility	51%	5	5	0%	Lower
	Utility billing	39%	6	6	0%	Lower
	Land use, planning and zoning	16%	18	18	0%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	20%	25	25	0%	Lower
Economy	Cable television	53%	3	7	67%	Similar
Recreation and Wellness	Economic development	34%	14	19	28%	Similar
	City and County parks	54%	21	21	0%	Lower
	Recreation programs or classes	52%	16	19	17%	Similar
	Recreation centers or facilities	46%	12	13	8%	Similar
	Health services	55%	8	12	36%	Similar
Community Engagement	Public information services	48%	11	19	44%	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	52%	10	19	50%	Similar
Recommend living in Honolulu to someone who asks	66%	17	18	6%	Lower
Remain in Honolulu for the next five years	81%	12	18	35%	Similar
Contacted Honolulu (in-person, phone, email or web) for help or information	37%	20	23	14%	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	80%	1	8	100%	Much higher
	Did NOT report a crime to the police	74%	4	9	63%	Similar
	Household member was NOT a victim of a crime	87%	7	16	60%	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	42%	5	9	50%	Similar
	Carpooled with other adults or children instead of driving alone	52%	3	10	78%	Similar
	Walked or biked instead of driving	56%	4	10	67%	Similar
Natural Environment	Made efforts to conserve water	88%	4	9	63%	Similar
	Made efforts to make your home more energy efficient	79%	5	9	50%	Similar
	Recycle at home	95%	4	15	79%	Higher
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	41%	7	8	14%	Similar
	NOT experiencing housing costs stress	40%	14	14	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	96%	4	8	57%	Similar
	Economy will have positive impact on income	27%	7	16	60%	Similar
	Work inside boundaries of Honolulu	69%	3	8	71%	Higher
Recreation and Wellness	Used Honolulu recreation centers or their services	60%	5	14	69%	Similar
	Visited a neighborhood park or City and County park	84%	11	17	38%	Similar
	Eat at least 5 portions of fruits and vegetables a day	89%	1	8	100%	Similar
	Participate in moderate or vigorous physical activity	87%	3	8	71%	Similar
	In very good to excellent health	60%	8	8	0%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	51%	5	10	56%	Similar
	Attended City and County-sponsored event	42%	4	9	63%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	2	8	86%	Similar
	Contacted Honolulu elected officials (in-person, phone, email or web) to express your opinion	21%	3	8	71%	Similar
	Volunteered your time to some group/activity in Honolulu	47%	6	15	64%	Similar
	Participated in a club	36%	2	10	89%	Similar
	Talked to or visited with your immediate neighbors	83%	6	8	29%	Similar
	Done a favor for a neighbor	76%	7	8	14%	Similar
	Attended a local public meeting	18%	13	16	20%	Similar
	Watched (online or on television) a local public meeting	44%	3	13	83%	Higher
	Read or watch local news (via television, paper, computer, etc.)	91%	3	8	71%	Similar
Vote in local elections	75%	13	14	8%	Similar	

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Communities included in populations over 300,000 comparisons

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

Adams County, CO.....	441,603	Maricopa County, AZ.....	3,817,117
Arapahoe County, CO.....	572,003	Mecklenburg County, NC.....	919,628
Arlington city, TX.....	365,438	Mesa city, AZ.....	439,041
Aurora city, CO.....	325,078	Miami city, FL.....	399,457
Austin city, TX.....	790,390	Minneapolis city, MN.....	382,578
Baltimore city, MD.....	620,961	Montgomery County, MD.....	971,777
Baltimore County, MD.....	805,029	New Orleans city, LA.....	343,829
Charlotte city, NC.....	731,424	Oklahoma City city, OK.....	579,999
Chesterfield County, VA.....	316,236	Pasco County, FL.....	464,697
Clackamas County, OR.....	375,992	Phoenix city, AZ.....	1,445,632
Dakota County, MN.....	398,552	Pinal County, AZ.....	375,770
Dallas city, TX.....	1,197,816	Polk County, IA.....	430,640
Denver city, CO.....	600,158	Portland city, OR.....	583,776
East Baton Rouge Parish, LA.....	440,171	Prince William County, VA.....	402,002
El Paso city, TX.....	649,121	Riverside city, CA.....	303,871
Fort Worth city, TX.....	741,206	San Antonio city, TX.....	1,327,407
Guilford County, NC.....	488,406	San Diego city, CA.....	1,307,402
Honolulu County, HI.....	953,207	San Francisco city, CA.....	805,235
Houston city, TX.....	2,099,451	San Jose city, CA.....	945,942
Jefferson County, CO.....	534,543	Sarasota County, FL.....	379,448
Johnson County, KS.....	544,179	Tulsa city, OK.....	391,906
Kansas City city, MO.....	459,787	Virginia Beach city, VA.....	437,994
Lane County, OR.....	351,715	Washoe County, NV.....	421,407
Las Vegas city, NV.....	583,756	Wichita city, KS.....	382,368
Lee County, FL.....	618,754		

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Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Survey Sampling

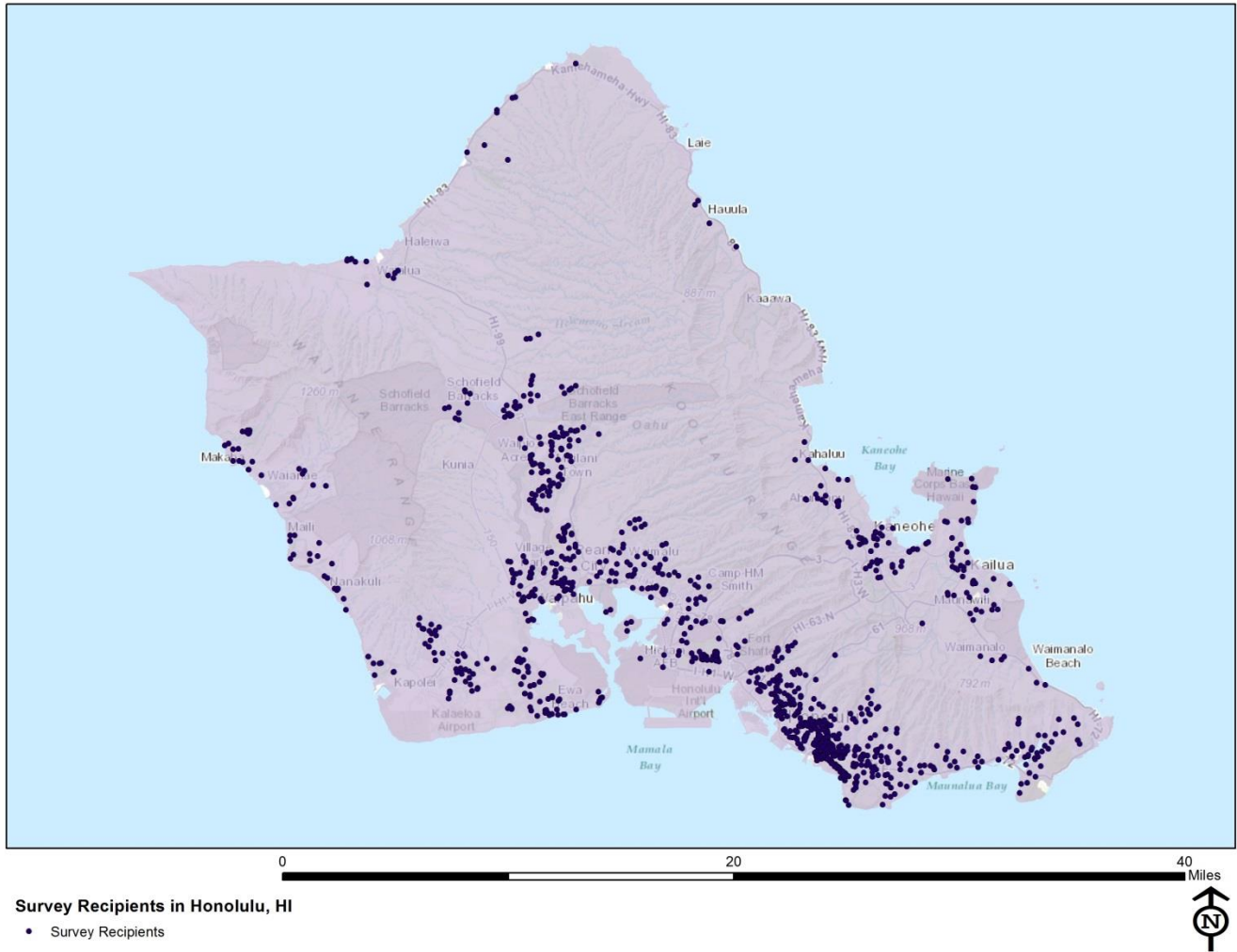
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes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

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

The National Citizen Survey™

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in October 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online if they preferred. Completed surveys were collected over the following eight weeks.

About 3% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,169 households that received the survey, 348 completed the survey, providing an overall response rate of 30%; average response rates for a mailed resident survey range from 25% to 40%. Of the 348 completed surveys, 16 were completed online.

Confidence Intervals

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

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

The margin of error for the City and County of Honolulu survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (348 completed surveys).

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

Survey Processing (Data Entry)

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

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

Survey Data Weighting

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

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

The National Citizen Survey™

Table 81: City and County of Honolulu, HI 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	25%	42%
Own home	56%	75%	58%
Detached unit	49%	53%	50%
Attached unit	51%	47%	50%
Race and Ethnicity			
Asian	48%	52%	47%
Native Hawaiian or other PI	9%	7%	9%
Not Asian/PI	45%	41%	44%
White	23%	24%	23%
Not white	77%	76%	77%
Not Hispanic	93%	95%	93%
Hispanic	7%	5%	7%
Sex and Age			
Female	50%	51%	50%
Male	50%	49%	50%
18-34 years of age	31%	9%	30%
35-54 years of age	35%	26%	34%
55+ years of age	34%	65%	36%
Females 18-34	15%	5%	14%
Females 35-54	17%	14%	17%
Females 55+	18%	32%	18%
Males 18-34	17%	4%	16%
Males 35-54	17%	12%	17%
Males 55+	18%	33%	18%

Survey Data Analysis and Reporting

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

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

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Appendix D: Survey Materials

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

Sincerely,



Edwin S. W. Young
City Auditor

Dear Honolulu Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.
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Sincerely,



Edwin S. W. Young
City Auditor



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

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



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

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EDWIN S.W. YOUNG
CITY AUDITOR

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

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

October 2014

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 2014 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

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

www.n-r-c.com/survey/honolulu2014.htm

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Edwin S.W. Young". The signature is written in a cursive style.

Edwin S. W. Young
City Auditor



EDWIN S.W. YOUNG
CITY AUDITOR

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

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

November 2014

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2014 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 2014 Citizen Survey. **Please note that when we refer to "Honolulu" in this questionnaire, this means the entire City and County of Honolulu on the island of Oahu.**

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

A few things to remember:

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

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

Sincerely,

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

Edwin S. W. Young
City Auditor

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Preserving open space and agricultural land	1	2	3	4	5
Increasing efforts to effectively address bicycle and pedestrian safety.....	1	2	3	4	5
Providing services to the homeless and supporting homelessness initiatives	1	2	3	4	5

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

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Pedestrian safety	1	2	3	4	5
Bicycle safety	1	2	3	4	5
Property crime in my neighborhood.....	1	2	3	4	5
Drug activity in my neighborhood.....	1	2	3	4	5
Ease of motor vehicle and driver license transactions.....	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Expedite the current road repaving efforts to improve the quality of road conditions	1	2	3	4
Offer more affordable housing.....	1	2	3	4
Address the homeless and/or homelessness needs.....	1	2	3	4
Reduce property crimes in residential neighborhoods	1	2	3	4
Reduce drug activity in residential neighborhoods.....	1	2	3	4
Adopt Complete Streets for bicycle and pedestrian safety.....	1	2	3	4
Expand current traffic camera coverage to Leeward and Central O’ahu	1	2	3	4

17. The City and County of Honolulu currently covers all costs of collecting garbage, recycling and bulky items for single-family residences. More than 50% of the costs come from the City and County’s General Fund. In order to reduce the financial demands on the General Fund, the City and County is considering charging a monthly fee to residents of single-family homes for garbage, recycling and bulky collection. Please indicate how much you would support or oppose each of the following potential garbage collection fees for single-family homes:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
A residential rate of \$20 a month per household.....	1	2	3	4
A residential rate of \$25 a month per household.....	1	2	3	4
A residential rate of \$30 a month per household.....	1	2	3	4

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

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

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

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

- Excellent Very good Good Fair Poor

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

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. What is your employment status?

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

D5. Do you work inside the boundaries of Honolulu?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Honolulu?

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

D7. Which best describes the building you live in?

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

D8. Is this house or apartment...

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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



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

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