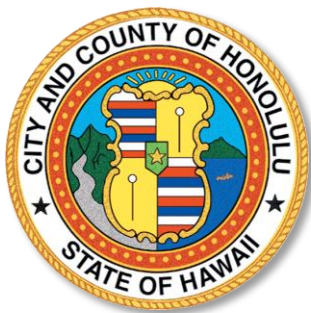


THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

2016



Office of the City Auditor
City and County of Honolulu
State of Hawai'i
Report for Fiscal Year 2016

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City and County of Honolulu

Office of the City Auditor

January 2017

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2016)

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

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

The results from this year's NCS indicate:

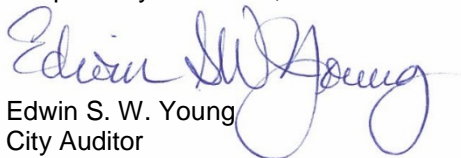
- Honolulu residents continue to enjoy a high quality of life.
- Over the past year, the majority of residents' ratings for Community Characteristics remained stable, while several trended up, and none trended down.
- Ratings for Governance generally remained stable, but several increased over last year, including welcoming citizen involvement.
- Honolulu's Economy is important to residents.
- This year, residents rated protecting Honolulu's drinking water from Navy fuel leaks, reducing sewer main breaks and spills, and the homeless and/or homelessness, as priorities for the City to address.

The NCS is issued under a separate cover, ahead of the 2016 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 2016 National Citizen Survey is posted on our website at <http://www.honolulu.gov/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

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

Respectfully submitted,



Edwin S. W. Young
City Auditor

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Contents

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

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THE NCSTM
The National Citizen SurveyTM

Honolulu, HI
Community Livability Report

FINAL
2016



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

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

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About

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

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

The Community Livability Report provides the opinions of a representative sample of 436 residents of the City of Honolulu. The margin of error around any reported percentage is 5% for the entire sample.



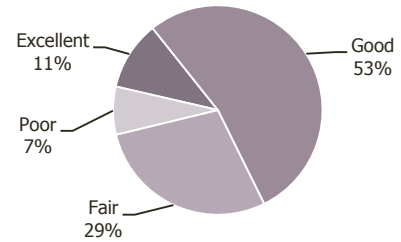
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Quality of Life in Honolulu

A majority of residents rated the quality of life in Honolulu as excellent or good. This was lower than ratings in comparison communities.

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.

Overall Quality of Life



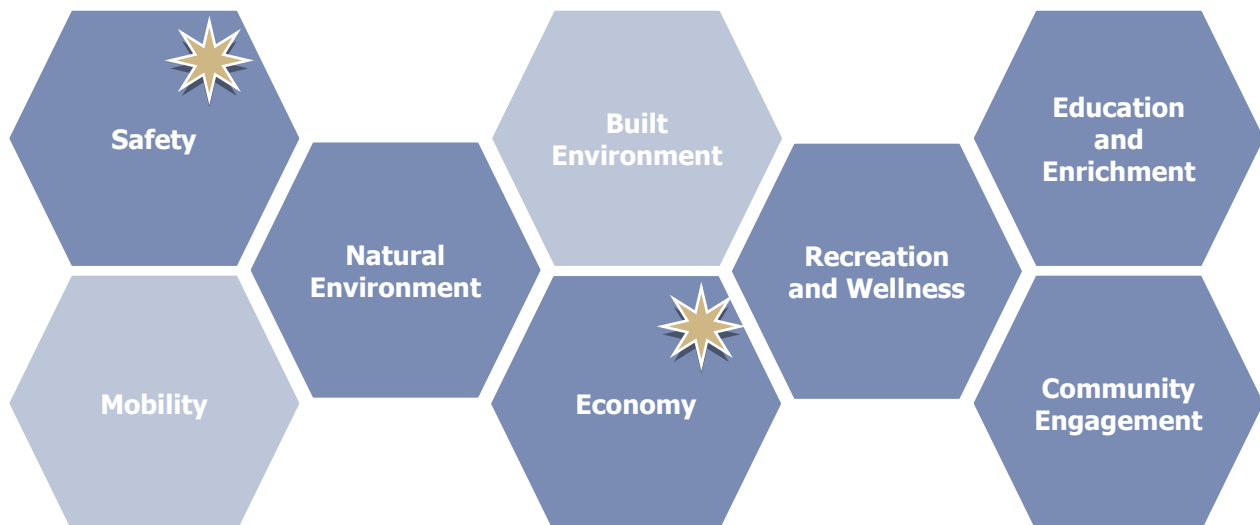
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Honolulu community in the coming two years. Ratings for Safety, Natural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

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

Legend

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

★ Most important



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Community Characteristics

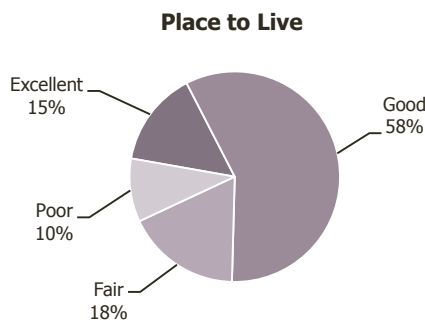
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, 73% rated the City and County as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation.

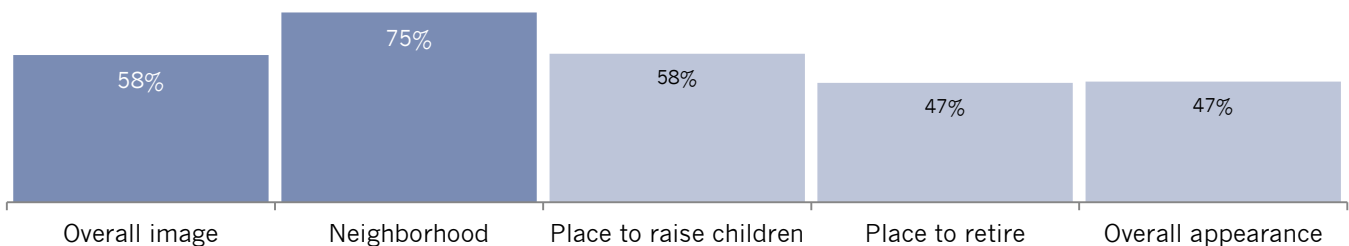
In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. About three-quarters of residents were pleased with their neighborhoods as places to live and a majority gave excellent or good ratings to the overall image of Honolulu. Both of these ratings were similar to the national comparison. About half of residents gave positive ratings to Honolulu as a place to raise children, as a place to retire and to the overall appearance of the City and County and all of these ratings were lower than in other communities across the U.S.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, ratings for Community Characteristics tended to vary widely within the facets. About 6 in 10 respondents gave favorable ratings to their feelings of safety overall and in Honolulu's downtown/commercial area, which were lower than the benchmark. Almost all residents felt safe in their neighborhoods (93% very or somewhat safe); this rating was similar to comparison communities and had increased since the last survey iteration. Within Mobility, less than half of residents awarded excellent or good ratings to most aspects and six of the eight aspects were rated lower than the benchmark comparisons; however, ratings for ease of travel by bicycle and ease of walking increased since 2015. Aspects of Natural Environment and Built Environment tended to receive ratings lower to the ratings given in other communities with the exception of the overall natural environment (62% excellent or good), air quality (66%) and new development in Honolulu (40%), which were rated similar to the benchmark. Economy aspects were also mixed; ratings ranged from 8% excellent or good (cost of living) to 85% (Honolulu as a place to visit). Shopping opportunities and Honolulu as a

place to visit were rated higher than ratings in comparison communities. Ratings for employment opportunities, the vibrancy of the downtown/commercial area, Honolulu as a place to work and the overall quality of business and services received higher ratings in 2016 compared to the 2015 survey. Ratings for Recreation and Wellness were generally less positive, with mental health care services, preventative health services, affordability of quality health care and availability of affordable quality food all receiving positive scores from 4 in 10 or less and these were lower than the national comparison. Measures for Community Engagement tended to be given high marks by at about half of participants and were all rated similarly to the national benchmark.



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



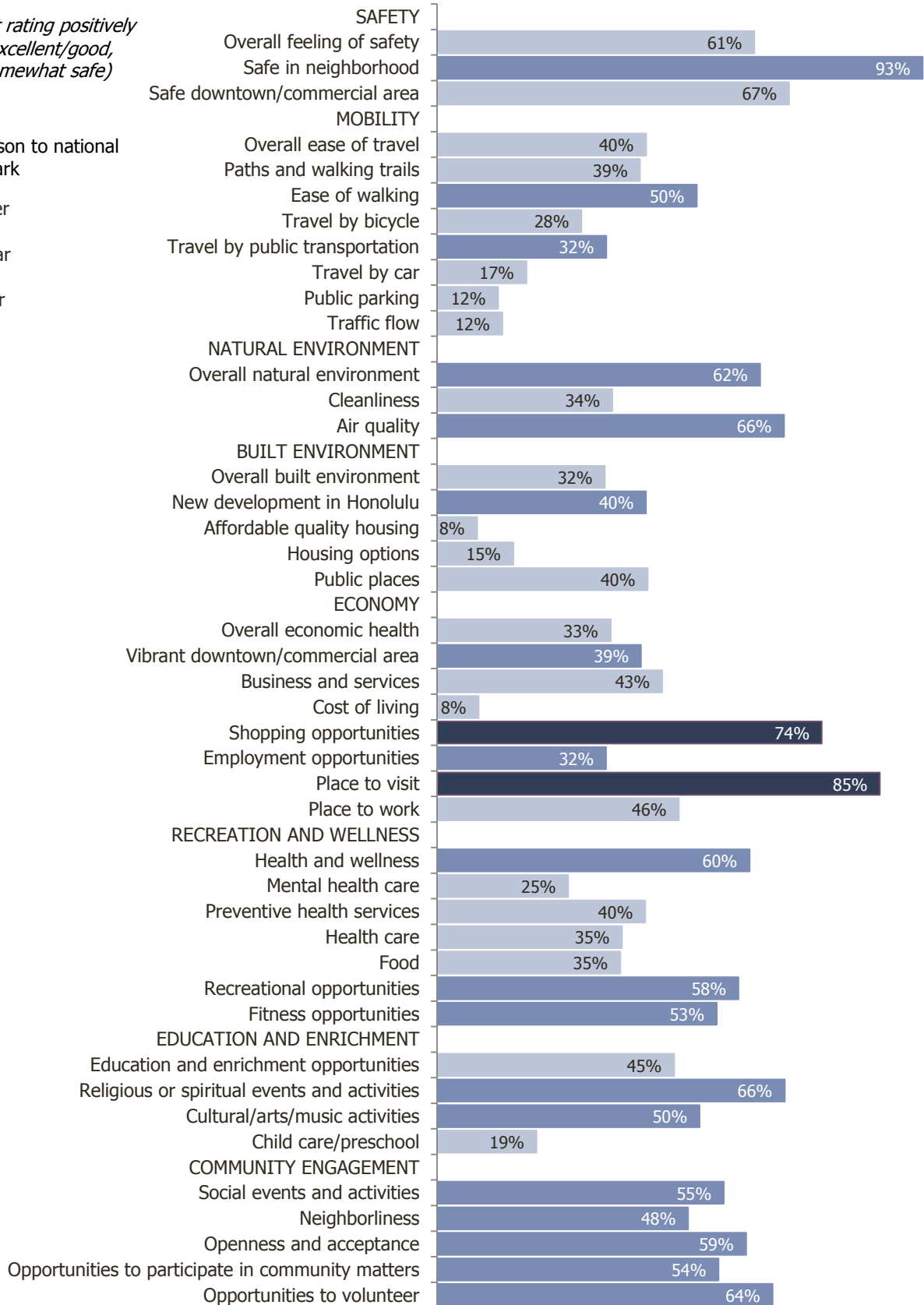
The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

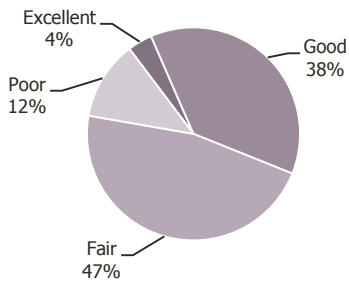
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by 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 41% of respondents, and a similar proportion of residents gave excellent or good ratings to the services provided by the Federal Government.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. These ratings tended to be lower than the benchmark and most were rated as excellent or good by about one-third or less. The highest rated aspect was customer service provided by City and County employees, which was rated positively by 42% of residents and increased since the 2015 survey iteration. Additionally, more residents reported being pleased with several aspects of government performance in 2016 than in 2015, including the value of services for taxes paid, welcoming citizen involvement, confidence in the City and County government and the government acting in the best interest of Honolulu.

Respondents evaluated over 30 individual services and amenities available in Honolulu. The highest rated services within the facet of Safety were fire services (84% excellent or good), ambulance/EMS services (81%) and emergency preparedness (64%). The aforementioned aspects were all similar to the national benchmark. Bus or transit services were positively rated by about 6 in 10 residents. Garbage collection, yard waste pick-up and drinking water were also awarded high marks by 6 in 10 or more participants and were similar to comparison communities. The lowest rated services were street repair, street cleaning, sidewalk maintenance, land use, planning and zoning, and code enforcement, which were rated favorable by less than one-quarter of respondents. Compared to the 2015 survey, ratings increased for yard waste pick-up, natural areas preservation, storm drainage, power utility, code enforcement and cable television.

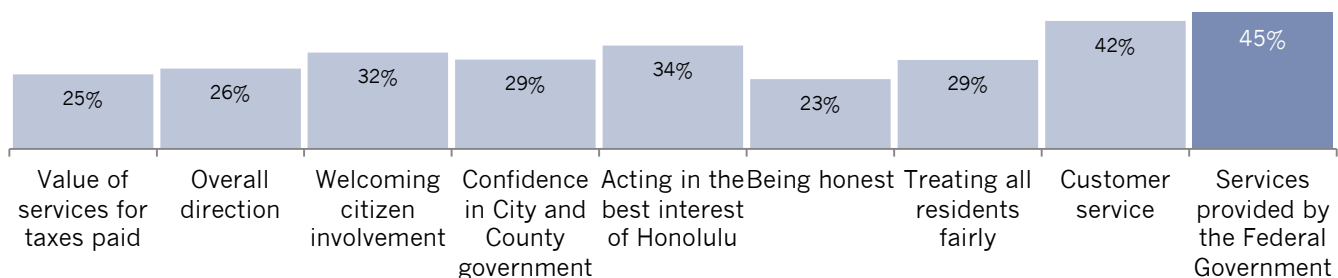
Overall Quality of City Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



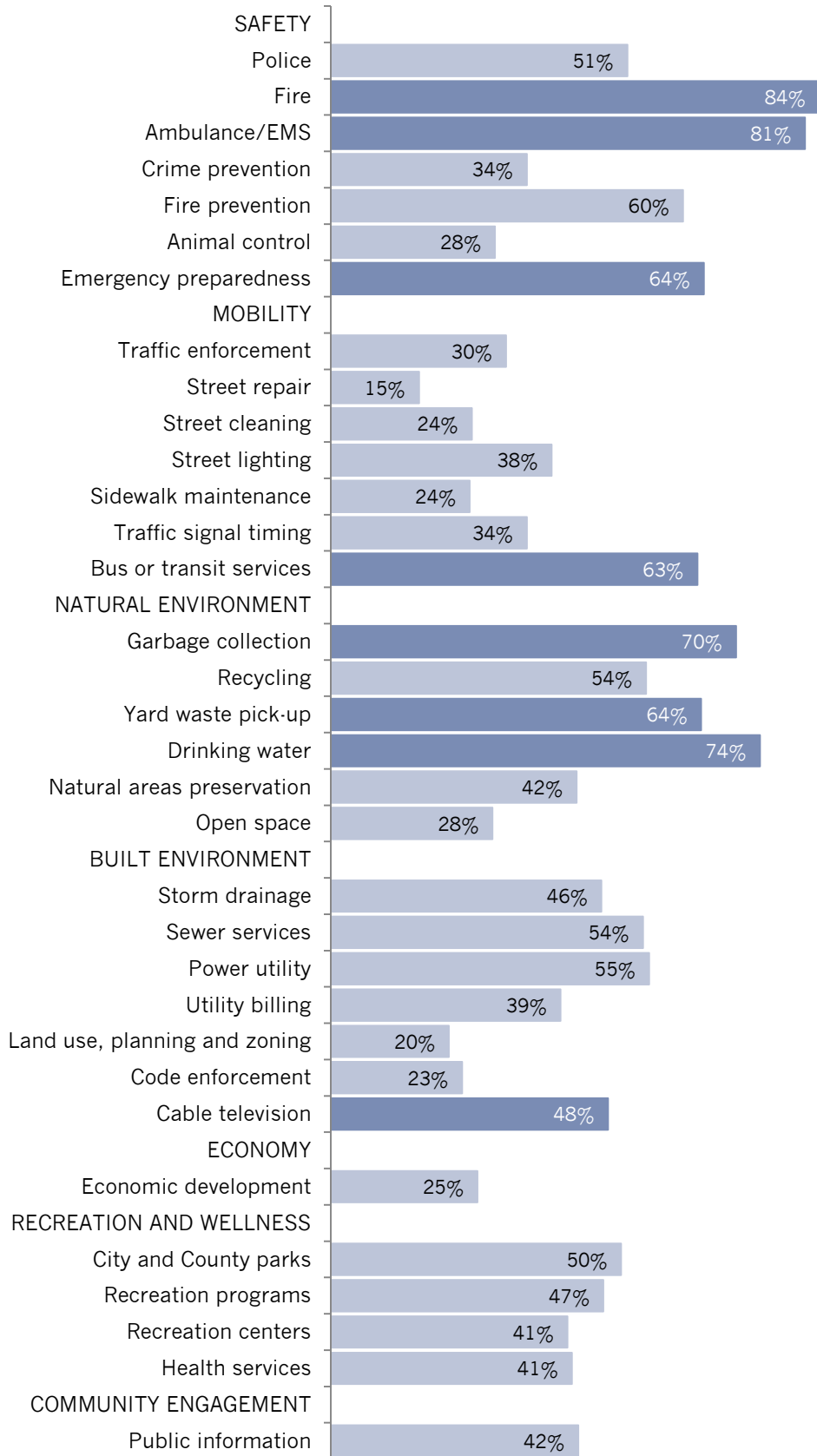
The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

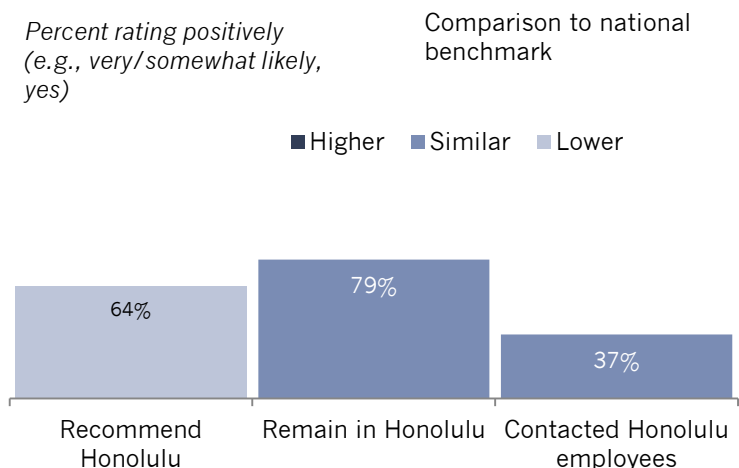
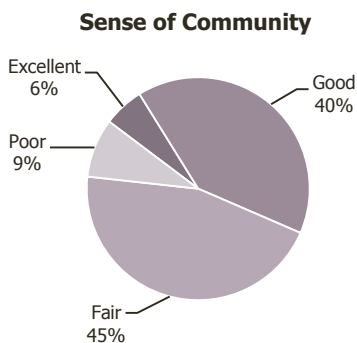
Are the residents of Honolulu connected to the community and each other?

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. Ratings for sense of community in Honolulu were rated as excellent or good by almost half of residents. About three-quarters of residents reported that they were likely to remain in Honolulu for the next five years and about 6 in 10 would recommend living in the City and County to someone who asked.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of Participation were mixed, but generally strong and similar to the comparison communities. In the facet of Safety, about 8 in 10 residents reported they had not been the victim of a crime and about 7 in 10 residents had not reported a crime in the past 12 months. Nearly 7 in 10 respondents had stocked supplies for an emergency, which was a level higher than seen elsewhere. Rates of Participation within the facets of Mobility and Natural Environment were strong and similar to comparison communities, with the exception of the proportion of participants who reported they had used public transportation instead of driving (40%) which was a rate higher than the national benchmark. Within the facet of Built Environment about two in five respondents reported that they were not under housing stress and slightly fewer reported that they had not observed a code violation in the past 12 months. Both of the aforementioned aspects were lower than levels seen in comparison communities. Nearly all residents had purchased goods or services in Honolulu in the previous 12 months (98%), and more than 1 in 10 indicated that they felt the economy would have a positive impact on their income in the next six months. Around three-quarters of respondents reported that they worked in the City or County of Honolulu, a rate higher than the national benchmark. Rates of Participation for Recreation and

Wellness were also strong and similar to the national benchmark with about 8 in 10 participants indicated they had visited a City park, eaten five portions of fruits or vegetables a day and participated in moderate or vigorous activities. Levels of participation in the facet of Community Engagement were positive; around 8 in 10 residents or more reported that they had talked to or visited with a neighbor, read or watched the local news and voted in local elections. About 4 in 10 respondents had volunteered or watched a local public meeting, a level higher than seen in other communities across the nation.

In comparison to rates seen in 2015, fewer residents in 2016 indicated that they had not observed a code violation, used a City recreation center, attended a City and County-sponsored event, participated in a club or done a favor for a neighbor.



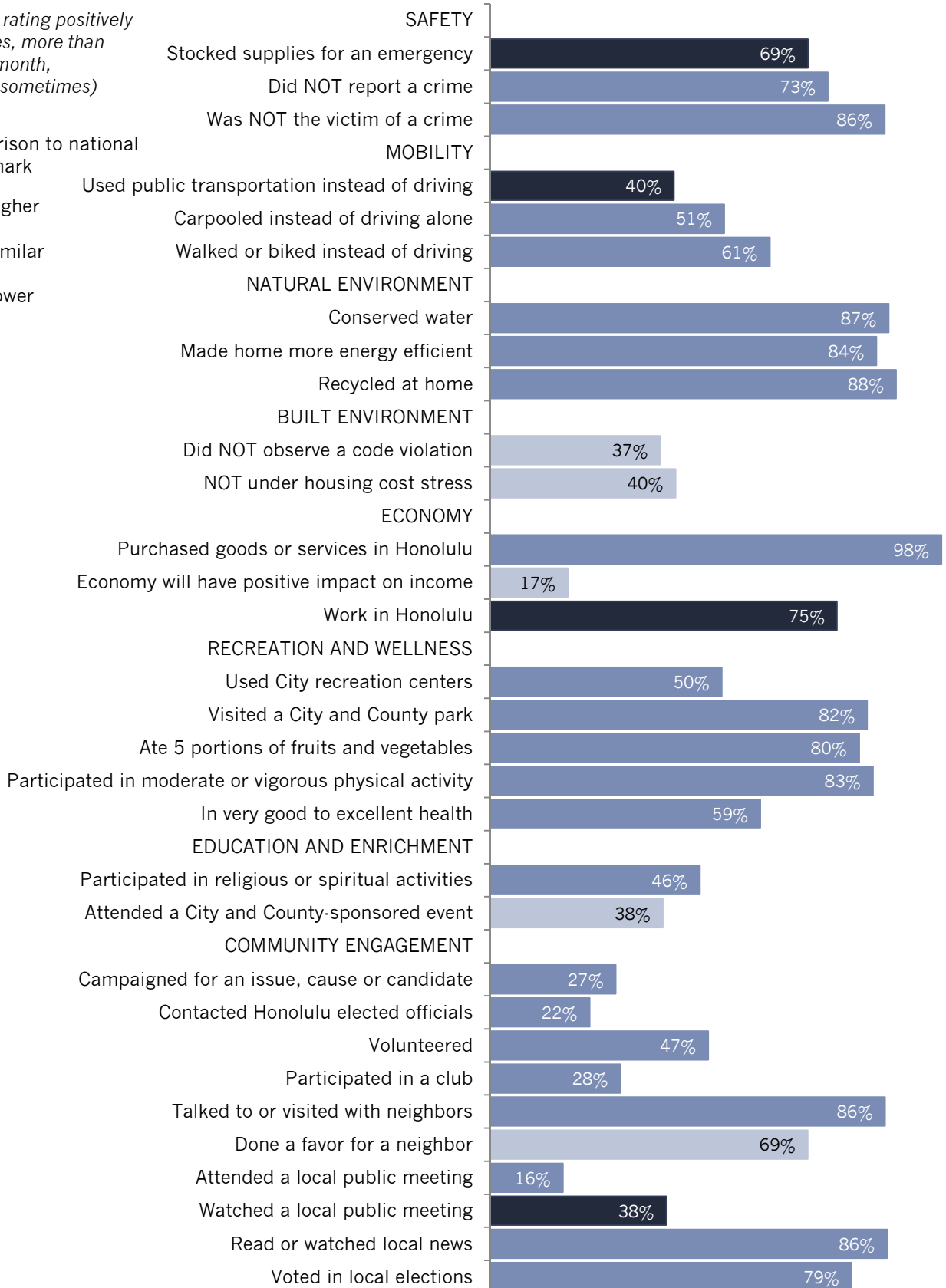
The National Citizen Survey™

Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

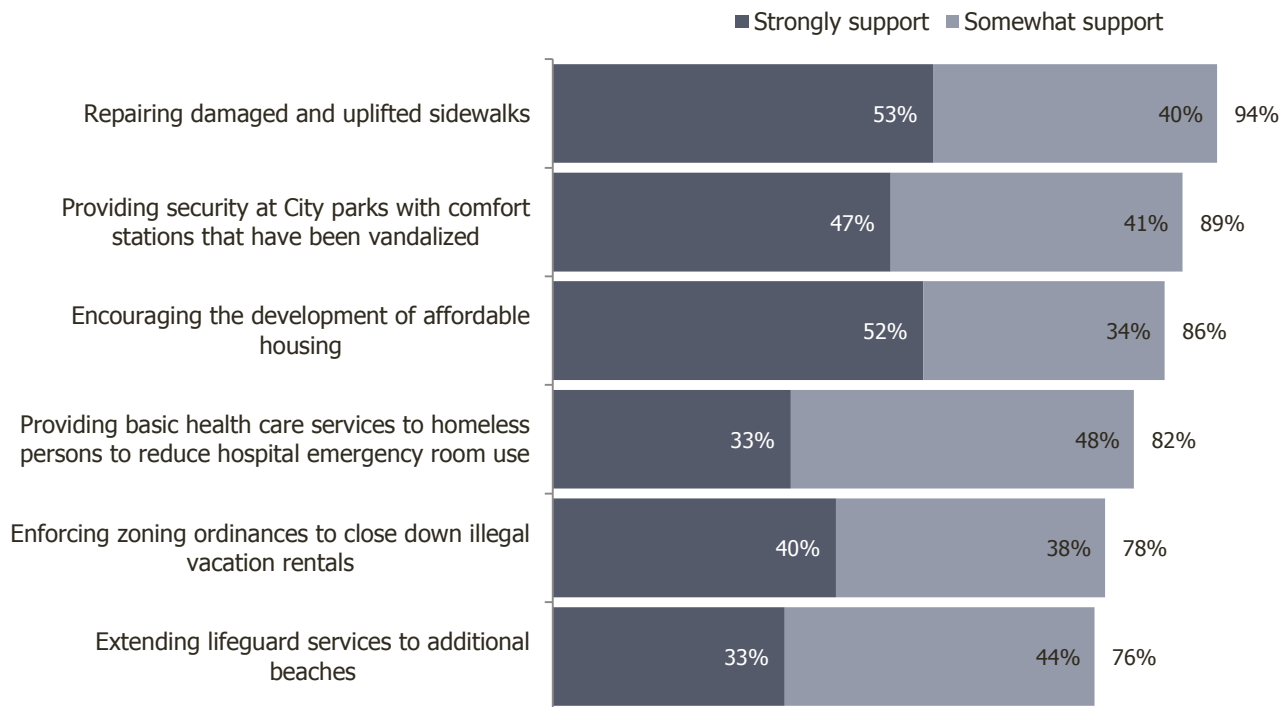


Special Topics

The City of Honolulu included several questions of special interest on The NCS. The first question asked residents to indicate their level of support for government funding for various projects even if meant raising taxes or fees. Almost all residents indicated support for repairing damaged and uplifted sidewalks (94% strongly or somewhat support). Meanwhile about 8 in 10 or more supported providing security at City parks with comfort stations that have been vandalized, encouraging the development of affordable housing and providing basic health care services to homeless persons.

Figure 4: Support or Opposition for Funding

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

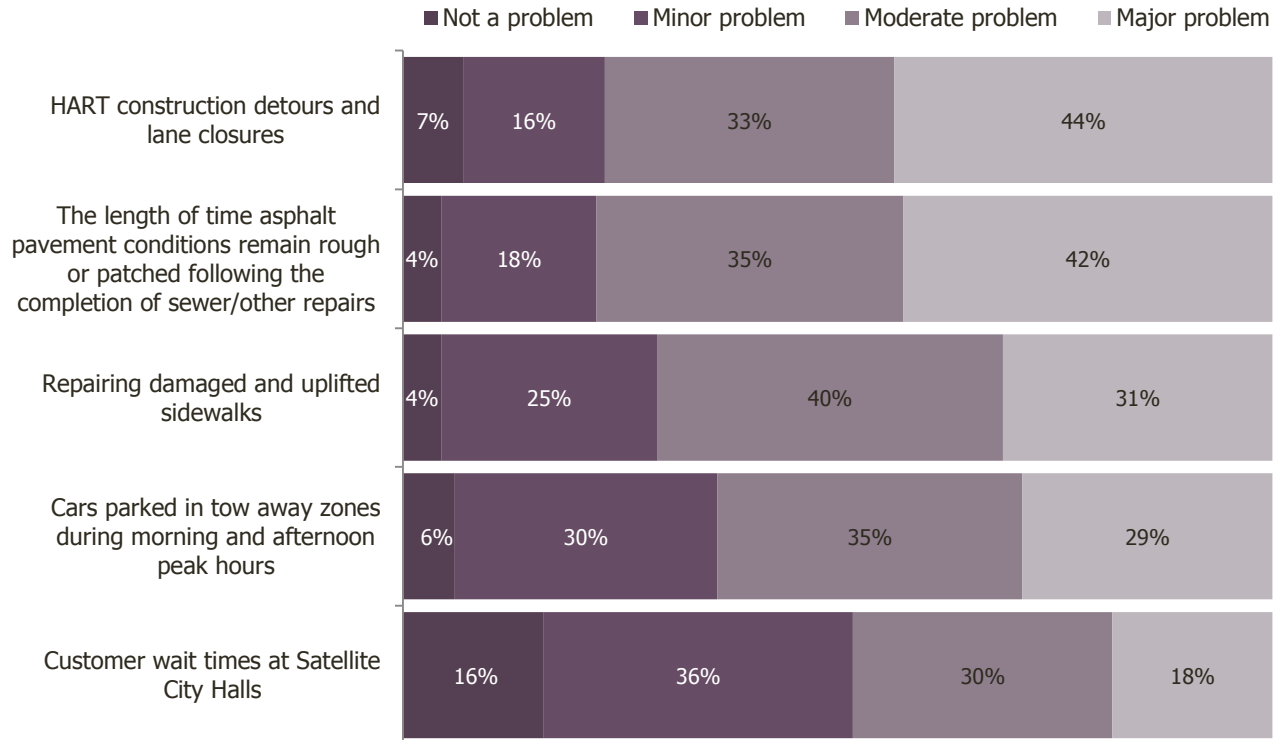


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The second question asked residents to rate the degree several issues are a problem in the City and County of Honolulu. About half or more respondents rated each of the items as a moderate or major problem. HART construction detours and lane closures and the length of time asphalt pavement conditions remain rough or patched following the completion of sewer/other repairs and the length of time asphalt pavement conditions remain rough or patched were rated as at least a moderate problem by about three-quarters of residents.

Figure 5: Rating of Problems

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

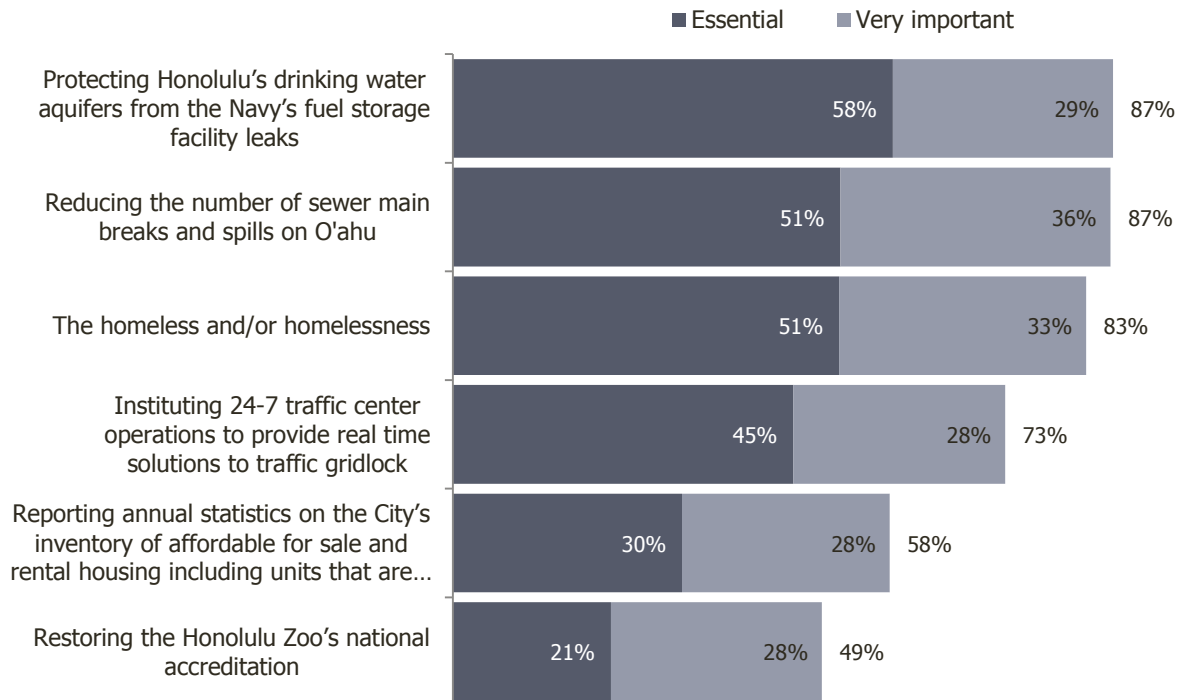


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Participants also rated the importance of several City and County issues. About 8 in 10 rated protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage facility leaks, reducing the number of sewer main breaks and spills on O’ahu and the homeless and/or homelessness as essential or very important issues for the City to address in the next two years. About half indicated that restoring the Honolulu Zoo’s national accreditation as essential or very important.

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 2 years?

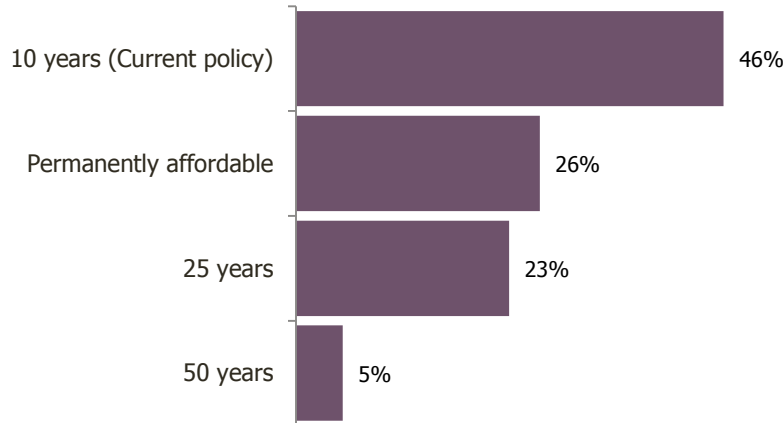


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The City also asked residents about the City’s current policy for affordable housing classification and the length of time sale and rental housing units should remain classified as affordable housing. About two in five respondents indicated that they agreed with the current policy of 10 years and about one-quarter of residents selected either permanently affordable or 25 years.

Figure 7: Affordable Housing Classification

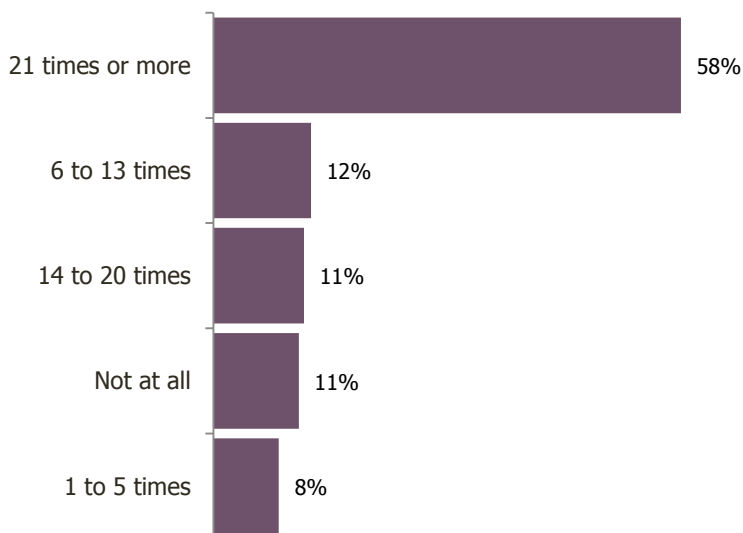
Under the City’s current policy, designated rentals and for sale units remain classified as “affordable housing” for 10 years. In your opinion, how long should affordable for sale and rental housing units remain classified as “affordable housing”?



The final two special interest questions regarded the usage of and changes to the City’s recycling bin pick-up service. The first question asked residents who had used automated recycling pick-up how often they had placed their recycling bin on the curb in the past 12 months. A majority of respondents (58%) reported they had used the City’s recycling pick-up service at least 21 times in the last 12 months. The second question asked recycling participants if they would support changing service to once a month and almost half of residents at least somewhat supported changing the bi-weekly blue recycle bin pick-up to once a month if it reduced the City’s recycling costs.

Figure 8: Usages of the City's Recycling Pick-up Service

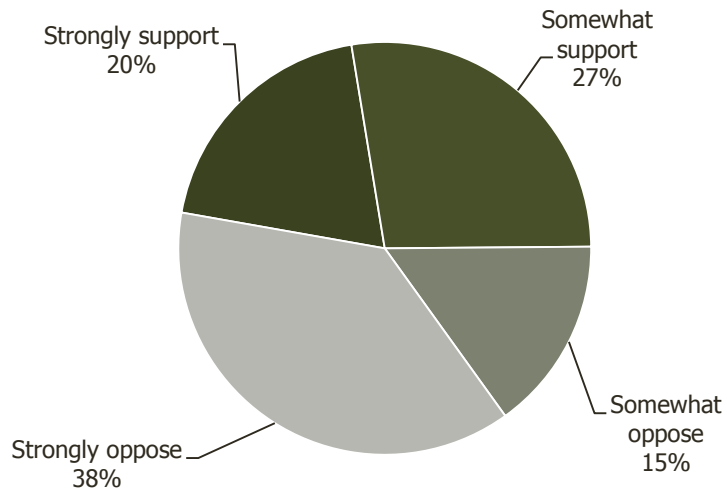
In the past 12 months about how many times, if at all, have you placed your blue recycle bin at the curb for the City’s recycling pickup service:



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Figure 9: Recycling Bin Pick-up Changes

To what extent would you support or oppose changing bi-weekly blue recycle bin pick up to once a month, if it would reduce the City's recycling costs?



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Conclusions

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

About 6 in 10 survey respondents felt positively about the overall quality of life in Honolulu and 7 in 10 gave high marks to the City and County as a place to live. They also valued their neighborhoods as places to live with around three-quarters of residents giving a positive rating to this aspect of the community. Not only did participants appreciate living in Honolulu, more than half positively rated the overall image or reputation of the City and County and Honolulu as a place to raise children. Notably, more than 7 in 10 respondents reported that they planned to remain in Honolulu for the next five years and about 6 in 10 would recommend the City and County to others. All of these aspects regarding community livability have remained stable since the 2015 survey, with the exception of the overall image or reputation of Honolulu, which increased over time.

Safety and Economy continue to be priorities for Honolulu residents.

As in the 2015 survey, residents identified Safety as a priority for the Honolulu community to focus on in the coming two years. About 6 in 10 residents rated the overall feeling of safety in the community as excellent or good, which was lower than comparison communities. However, similar to municipalities across the nation, almost all respondents reported feeling safe in their neighborhoods, a rating that increased since 2015. About 8 in 10 residents were pleased with fire and ambulance/EMS services, similar to the national comparison. However, ratings for police, crime prevention, fire prevention and animal control were lower than communities elsewhere. Over 8 in 10 residents reported that they had not been the victim of a crime and close to three-quarters had not reported a crime in the 12 months prior to the survey, and these levels were similar to those seen in other communities across the nation. About two-thirds of residents had stocked supplies for an emergency which was a rate higher than seen elsewhere.

Honolulu's Economy was also identified as a key focus area for the community for the next two years. The overall economic health was rated as excellent or good by about one-third of respondents, which was rated lower than comparison communities. The overall quality of business and services, the cost of living and Honolulu as a place to work were also evaluated lower than the national comparison. However, several aspects in Economy such as employment opportunities, the vibrancy of the downtown/commercial area, Honolulu as a place to work, the overall quality of business and services received higher ratings in 2016 than in 2015. More than 8 in 10 residents positively rated Honolulu as a place to visit and about three-quarters positively rated shopping opportunities; both of these ratings were higher than communities across the U.S. About three-quarters of residents reported that they worked in Honolulu, a level that remained stable since 2015 and was higher than levels reported in communities across the nation.

Built Environment may be an area for improvement.

Within Built Environment, new development in Honolulu and cable television were rated similarly to communities across the U.S. and were awarded excellent or good scores by around 4 in 10 respondents or more. The remaining aspects of Built Environment were below the national comparison and most were rated positively by less than half of residents. In particular, availability of affordable quality housing, variety of housing options and land use, planning and zoning were positively rated by fewer than one in five residents. The proportion of residents who reported that they had not observed a code violation was lower in 2016 than in 2015; however, ratings for storm drainage, power utility, code enforcement and cable television did increase in 2016. When asked about funding priorities, repairing damaged and uplifted sidewalks and development of affordable housing initiatives received support from at least 8 in 10 residents as a prioritization of funding. Finally, about 7 in 10 participants indicated that HART construction detours and lane closures, the length of time asphalt pavement conditions remained rough or patched following repairs and repairing damaged and uplifted sidewalks was a major or moderate problem in Honolulu.

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THE NCSTM

The National Citizen SurveyTM

Honolulu, HI

Dashboard Summary of Findings

FINAL
2016



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Summary

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

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

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

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	20	28	0	9	34	4	25	6
General	0	2	5	0	1	2	0	2	1
Safety	0	1	2	0	3	4	1	2	0
Mobility	0	2	6	0	1	6	1	2	0
Natural Environment	0	2	1	0	3	3	0	3	0
Built Environment	0	1	4	0	1	6	0	0	2
Economy	2	2	4	0	0	1	1	1	1
Recreation and Wellness	0	3	4	0	0	4	0	5	0
Education and Enrichment	0	2	2	0	0	0	0	1	1
Community Engagement	0	5	0	0	0	8	1	9	1

Legend	
	Higher
	Similar
	Lower
	NA

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	↔	47%	Customer service	↑	↔	42%	Recommend Honolulu	↔	↔	64%
	Overall quality of life	↔	64%	Services provided by Honolulu	↔	↓	41%	Remain in Honolulu	↔	↔	79%
	Place to retire	↔	47%	Services provided by the Federal Government	↔	↔	45%	Contacted Honolulu employees	↔	↔	37%
	Place to raise children	↔	58%								
	Place to live	↔	73%								
	Neighborhood	↔	75%								
	Overall image	↑	58%								
	Overall feeling of safety	↔	61%	Police	↔	↓	51%	Was NOT the victim of a crime	↔	↔	86%
	Safe in neighborhood	↑	93%	Crime prevention	↔	↔	34%	Did NOT report a crime	↔	↔	73%
	Safe downtown/commercial area	↔	67%	Fire	↔	↔	84%	Stocked supplies for an emergency	↔	↑	69%
Safety				Fire prevention	↔	↓	60%				
				Ambulance/EMS	↔	↔	81%				
				Emergency preparedness	↔	↔	64%				
				Animal control	↔	↔	28%				
	Traffic flow	↔	12%	Traffic enforcement	↔	↔	30%	Carpooled instead of driving alone	↔	↔	51%
Mobility	Travel by car	↔	17%	Street repair	↔	↔	15%	Walked or biked instead of driving	↔	↔	61%
	Travel by bicycle	↑	28%	Street cleaning	↔	↔	24%	Used public transportation instead of driving	↔	↑	40%
	Ease of walking	↑	50%	Street lighting	↔	↓	38%				
	Travel by public transportation	↔	32%	Sidewalk maintenance	↔	↓	24%				
	Overall ease travel	↔	40%	Traffic signal timing	↔	↓	34%				
Natural Environment	Public parking	↔	12%	Bus or transit services	↔	↔	63%				
	Paths and walking trails	↔	39%								
	Overall natural environment	↔	62%	Garbage collection	↔	↔	70%	Recycled at home	↔	↔	88%
	Air quality	↔	66%	Recycling	↔	↓	54%	Conserved water	↔	↔	87%
	Cleanliness	↔	34%	Yard waste pick-up	↑	↔	64%	Made home more energy efficient	↔	↔	84%
				Drinking water	↔	↔	74%				
				Open space	↔	↔	28%				
				Natural areas preservation	↑	↓	42%				
	New development in Honolulu	↔	40%	Sewer services	↔	↓	54%	NOT experiencing housing cost stress	↔	↔	40%
	Affordable quality housing	↔	8%	Storm drainage	↑	↓	46%	Did NOT observe a code violation	↓	↓	37%
Built Environment	Housing options	↔	15%	Power utility	↑	↓	55%				
	Overall built environment	↔	32%	Utility billing	↔	↓	39%				
	Public places	↔	40%	Land use, planning and zoning	↔	↓	20%				
				Code enforcement	↑	↔	23%				
			Cable television	↑	↔	48%					

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	↔	↓	25%	Economy will have positive impact on income	↔	↓	17%
Shopping opportunities	↔	↑	74%					Purchased goods or services in Honolulu	↔	↔	98%
Employment opportunities	↑	↔	32%					Work in Honolulu	↔	↑↑	75%
Place to visit	↔	↑	85%								
Cost of living	↔	↓↓	8%								
Vibrant downtown/commercial area	↑	↔	39%								
Place to work	↑	↓	46%								
Business and services	↑	↓	43%								
Fitness opportunities	↔	↔	53%	City and County parks	↔	↓↓	50%	In very good to excellent health	↔	↔	59%
Recreational opportunities	↔	↔	58%	Recreation centers	↔	↓	41%	Used City recreation centers	↓	↔	50%
Health care	↔	↓	35%	Recreation programs	↔	↓	47%	Visited a City and County park	↔	↔	82%
Food	↔	↓	35%	Health services	↔	↓	41%	Ate 5 portions of fruits and vegetables	↔	↔	80%
Mental health care	↔	↓	25%					Participated in moderate or vigorous physical activity	↔	↔	83%
Health and wellness	↔	↔	60%								
Preventive health services	↔	↓	40%								
Cultural/arts/music activities	↔	↔	50%					Participated in religious or spiritual activities	↔	↔	46%
Child care/preschool	↔	↓↓	19%					Attended a City and County-sponsored event	↓	↓	38%
Religious or spiritual events and activities	↔	↔	66%								
Overall education and enrichment	↔	↓	45%								
Opportunities to participate in community matters	↔	↔	54%	Public information	↔	↓	42%	Sense of community	↔	↔	46%
Openness and acceptance	↔	↔	64%	Overall direction	↔	↓↓	26%	Voted in local elections	↔	↔	79%
Social events and activities	↔	↔	55%	Value of services for taxes paid	↑	↓	25%	Talked to or visited with neighbors	↔	↔	86%
Neighborhoodliness	↔	↔	48%	Welcoming citizen involvement	↑	↓	32%	Attended a local public meeting	↔	↔	16%
				Confidence in City and County government	↑	↓	29%	Watched a local public meeting	↔	↑	38%
				Acting in the best interest of Honolulu	↑	↓	34%	Volunteered	↔	↔	47%
				Being honest	↔	↓↓	23%	Participated in a club	↓	↔	28%
				Treating all residents fairly	↔	↓	29%	Campaigned for an issue, cause or candidate	↔	↔	27%
								Contacted Honolulu elected officials	↔	↔	22%
								Read or watched local news	↔	↔	86%
								Done a favor for a neighbor	↓	↓	69%

Legend

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

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THE NCSTM
The National Citizen SurveyTM

Honolulu, HI

Trends over Time

FINAL
2016



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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 2016 ratings for the City of Honolulu to its previous survey results in 2006, 2010, 2011, 2012, 2013, 2014 and 2015.

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2015 and 2016 surveys, otherwise the comparison between 2015 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Honolulu for 2016 generally remained stable. Of the 128 items for which comparisons were available, 104 items were rated similarly in 2015 and 2016, 5 items showed a decrease in ratings and 19 showed an increase in ratings. Notable trends over time included the following:

- While most ratings within the pillar of Community Characteristics remained stable from 2015 to 2016, there were several that were trending up. Ratings that increased included ease of travel by bicycle, ease of walking, employment opportunities, the vibrancy of the downtown/commercial area, Honolulu as a place to work, the overall quality of business and services and the overall image or reputation of Honolulu. Additionally, more residents reported they felt safe in their neighborhoods than in 2015. No aspects trended down within the pillar of Community Characteristics over time.
- Within the pillar of Governance, several changes were noted from 2015 to 2016. Ratings increased for several aspects within Natural Environment and Built Environment, including yard waste pick-up, natural areas preservation, storm drainage, power utility, code enforcement and cable television. Ratings also increased within the facet of Community Engagement, including the value of services for taxes paid, the job the government does at welcoming citizen involvement, confidence in City and County government and the government acting in the best interest of Honolulu. In 2016, more residents were pleased with the customer service provided by City and County employees than in 2015. No aspects trended down within the pillar of Governance from 2015 to 2016.
- Within Participation, fewer residents in Honolulu reported that they had used a City recreation center, attended a City and County sponsored event, participated in a club or done a favor for a neighbor. Additionally, more residents indicated that they had observed a code violation in 2016 compared to 2015.

The National Citizen Survey™

Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

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

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)											2016 rating compared to 2015	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014	2015	2016	2006	2010	2011		2012	2013	2014	2015	2016	
	Social events and activities	NA	59%	60%	65%	50%	58%	51%	55%	NA	Similar		Similar	Similar	Similar	Similar	Similar	Similar
Neighborhoodness	NA	NA	NA	NA	53%	52%	49%	48%	NA	Similar	NA	NA	Similar	Similar	Similar	Similar		
Openness and acceptance	NA	62%	63%	67%	57%	60%	55%	59%	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar		
Opportunities to participate in community matters	NA	56%	58%	58%	56%	59%	50%	54%	NA	Lower	Similar	Lower	Similar	Similar	Similar	Similar		
Opportunities to volunteer	NA	73%	70%	75%	66%	66%	63%	64%	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar		
Community Engagement																		

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)											2016 rating compared to 2015	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014	2015	2016	2006	2010	2011		2012	2013	2014	2015	2016	
	Services provided by Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	Similar	Much lower		Much lower	lower	Lower	Lower	Much lower	Lower
Customer service	67%	65%	60%	63%	37%	43%	35%	42%	Higher	Much lower	Much lower	lower	lower	lower	lower	Much lower		
Value of services for taxes paid	68%	33%	35%	33%	24%	29%	17%	25%	Higher	lower	lower	lower	Lower	Lower	lower	Lower		
Overall direction	76%	29%	32%	30%	25%	35%	21%	26%	Similar	Much higher	Much lower	lower	lower	Lower	lower	Much lower		
Welcoming citizen involvement	81%	33%	37%	35%	30%	31%	24%	32%	Higher	lower	lower	lower	Lower	Lower	Lower	Lower		
Confidence in City and County government	NA	NA	NA	NA	23%	30%	22%	29%	NA	NA	NA	NA	Lower	Lower	Much lower	Lower		
Acting in the best interest of Honolulu	NA	NA	NA	NA	25%	29%	23%	34%	Higher	NA	NA	NA	Lower	Lower	lower	Lower		
Being honest	NA	NA	NA	NA	24%	30%	21%	23%	Similar	NA	NA	NA	Much lower	Lower	lower	Much lower		
Treating all residents fairly	NA	NA	NA	NA	22%	34%	23%	29%	Similar	NA	NA	NA	Much lower	Lower	lower	Lower		
Services provided by the Federal Government	NA	48%	48%	54%	36%	47%	38%	45%	Similar	Much higher	Much higher	higher	Similar	Lower	Similar	Similar		

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Table 4: Governance by Facet

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

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	Percent rating positively (e.g., excellent/good)										2016 rating compared to 2015	Comparison to benchmark					
	2006	2010	2011	2012	2013	2014	2015	2016	2006	2010		2011	2012	2013	2014	2015	2016
Power utility	NA	NA	NA	NA	50%	51%	47%	55%	Higher	NA	NA	NA	NA	Lower	Lower	Much lower	2016
Utility billing	NA	NA	NA	NA	37%	39%	36%	39%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower	2016
Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	Similar	Lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	2016
Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	Higher	Similar	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	2016
Cable television	NA	NA	NA	NA	47%	53%	39%	48%	Higher	NA	NA	NA	NA	Similar	Similar	Similar	2016
Economic development	49%	24%	27%	30%	22%	34%	24%	25%	Similar	Lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	2016
City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	2016
Recreation programs	70%	54%	56%	56%	44%	52%	47%	47%	Similar	Lower	Much lower	Much lower	Much lower	Lower	Lower	Lower	2016
Recreation centers	NA	45%	52%	50%	40%	46%	40%	41%	Similar	NA	Much lower	Much lower	Much lower	Lower	Lower	Lower	2016
Health services	NA	NA	NA	NA	49%	55%	40%	41%	Similar	NA	NA	NA	NA	Similar	Similar	Lower	2016
Public information	62%	41%	47%	42%	40%	48%	36%	42%	Similar	Similar	Much lower	Much lower	Much lower	Lower	Similar	Lower	2016

Table 5: Participation General

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


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Table 6: Participation by Facet

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)										2016 rating compared to 2015	Comparison to benchmark						
	2006	2010	2011	2012	2013	2014	2015	2016										
	2006	2010	2011	2012	2013	2014	2015	2016	2006	2010		2011	2012	2013	2014	2015	2016	
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	62%	80%	75%	69%	Similar		NA	NA	Much higher	Much higher	Much higher	Much higher	
	Did NOT report a crime	NA	NA	NA	NA	73%	74%	70%	73%	Similar		NA	NA	Similar	Similar	Similar	Similar	
	Was NOT the victim of a crime	NA	88%	84%	90%	82%	87%	83%	86%	Similar		NA	Lower	Similar	Similar	Similar	Similar	
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	42%	42%	39%	40%	Similar		NA	NA	Higher	Higher	Higher	Higher	
	Carpooled instead of driving alone	NA	NA	NA	NA	52%	52%	52%	51%	Similar		NA	NA	Similar	Similar	Similar	Similar	
	Walked or biked instead of driving	NA	NA	NA	NA	57%	56%	62%	61%	Similar		NA	NA	Similar	Similar	Similar	Similar	
Natural Environment	Conserved water	NA	NA	NA	NA	87%	88%	91%	87%	Similar		NA	NA	Similar	Similar	Similar	Similar	
	Made home more energy efficient	NA	NA	NA	NA	78%	79%	84%	84%	Similar		NA	NA	Similar	Similar	Similar	Similar	
	Recycled at home	NA	90%	89%	90%	89%	95%	91%	88%	Similar		NA	Much higher	Similar	Higher	Similar	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	41%	45%	37%	Lower		NA	NA	Lower	Lower	Similar	Lower	
	NOT under housing cost stress	NA	46%	39%	41%	48%	40%	38%	40%	Similar		Much lower	Much lower	Lower	Much lower	Much lower	Much lower	
	Purchased goods or services in Honolulu	NA	NA	NA	NA	92%	96%	95%	98%	Similar		NA	NA	Similar	Similar	Similar	Similar	
Economy	Economy will have positive impact on income	NA	20%	16%	19%	25%	27%	24%	17%	Similar		NA	Similar	Similar	Similar	Similar	Lower	
	Work in Honolulu	NA	NA	NA	NA	67%	69%	76%	75%	Similar		NA	NA	Much higher	Much higher	Much higher	Much higher	
Recreation and Wellness	Used City recreation centers	NA	57%	52%	57%	56%	60%	61%	50%	Lower		NA	Lower	Similar	Similar	Similar	Similar	

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)											2016 rating compared to 2015	Comparison to benchmark						
	2006	2010	2011	2012	2013	2014	2015	2016	2006	2010	2011		2012	2013	2014	2015	2016		
	Visited a City and County park	NA	87%	86%	87%	86%	84%	84%	82%		Similar		Similar	Similar	Similar	Similar	Similar	Similar	
Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	89%	86%	80%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	87%	84%	83%		Similar	NA	NA	Similar	Similar	Similar	Similar			
In very good to excellent health	NA	NA	NA	NA	59%	60%	55%	59%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Participated in religious or spiritual activities	NA	49%	53%	44%	46%	51%	48%	46%		Similar	NA	Much lower	Similar	Similar	Similar	Similar			
Attended a City and County-sponsored event	NA	NA	NA	NA	44%	42%	47%	38%		Lower	NA	NA	Lower	Lower	Similar	Lower			
Campaigned for an issue, cause or candidate	NA	NA	NA	NA	26%	27%	27%	27%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Contacted Honolulu elected officials	NA	NA	NA	NA	25%	21%	24%	22%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Volunteered	NA	48%	50%	53%	42%	47%	49%	47%		Similar	NA	Much higher	Similar	Similar	Similar	Similar			
Participated in a club	NA	32%	36%	30%	39%	36%	37%	28%		Lower	NA	Higher	Similar	Similar	Similar	Similar			
Talked to or visited with neighbors	NA	NA	NA	NA	89%	83%	88%	86%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Done a favor for a neighbor	NA	NA	NA	NA	75%	76%	80%	69%		Lower	NA	NA	Similar	Similar	Similar	Lower			
Attended a local public meeting	NA	25%	21%	24%	19%	18%	18%	16%		Similar	NA	Much lower	Similar	Similar	Similar	Similar			
Watched a local public meeting	NA	59%	47%	56%	43%	44%	39%	38%		Similar	NA	Much higher	Similar	Similar	Higher	Higher			
Read or watched local news	NA	NA	NA	NA	93%	91%	84%	86%		Similar	NA	NA	Similar	Similar	Similar	Similar			
Voted in local elections	NA	65%	63%	69%	77%	75%	74%	79%		Similar	NA	Much lower	Similar	Similar	Similar	Similar			



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Honolulu, HI

Technical Appendices
FINAL
2016



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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	15% N=63	58% N=249	18% N=76	10% N=42	100% N=430
Your neighborhood as a place to live	20% N=85	55% N=237	19% N=81	7% N=29	100% N=433
Honolulu as a place to raise children	13% N=53	45% N=180	25% N=102	16% N=65	100% N=399
Honolulu as a place to work	7% N=29	39% N=164	41% N=170	13% N=54	100% N=417
Honolulu as a place to visit	43% N=185	42% N=180	13% N=56	2% N=10	100% N=430
Honolulu as a place to retire	12% N=49	35% N=142	30% N=123	23% N=93	100% N=407
The overall quality of life in Honolulu	11% N=46	53% N=231	29% N=123	7% N=32	100% N=432

Table 2: Question 2

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Total
Overall feeling of safety in Honolulu	12% N=51	49% N=212	34% N=149	5% N=21	100% N=433
Overall ease of getting to the places you usually have to visit	4% N=16	36% N=156	40% N=174	20% N=84	100% N=431
Quality of overall natural environment in Honolulu	19% N=80	43% N=184	33% N=142	5% N=21	100% N=428
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=21	27% N=118	44% N=189	24% N=104	100% N=432
Health and wellness opportunities in Honolulu	15% N=64	45% N=187	33% N=138	7% N=30	100% N=419
Overall opportunities for education and enrichment	6% N=23	40% N=162	37% N=150	18% N=74	100% N=410
Overall economic health of Honolulu	4% N=16	29% N=121	42% N=174	25% N=102	100% N=413
Sense of community	6% N=24	40% N=166	45% N=186	9% N=35	100% N=412
Overall image or reputation of Honolulu	8% N=33	50% N=213	35% N=150	7% N=29	100% N=425

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	13% N=57	51% N=216	21% N=91	14% N=61	100% N=426
Remain in Honolulu for the next five years	53% N=219	27% N=111	10% N=40	11% N=45	100% N=415

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	52% N=223	41% N=178	5% N=20	2% N=10	0% N=1	100% N=431
In Honolulu's downtown/commercial area during the day	17% N=73	50% N=208	23% N=95	8% N=33	2% N=8	100% N=417

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Honolulu as a whole:						
	Excellent	Good	Fair	Poor	Total	
Traffic flow on major streets	0% N=0	12% N=53	30% N=129	58% N=247	100%	N=429
Ease of public parking	1% N=5	11% N=44	32% N=134	57% N=238	100%	N=421
Ease of travel by car in Honolulu	2% N=10	15% N=63	45% N=192	38% N=163	100%	N=428
Ease of travel by public transportation in Honolulu	6% N=21	27% N=96	45% N=164	22% N=81	100%	N=363
Ease of travel by bicycle in Honolulu	3% N=10	24% N=73	35% N=107	37% N=113	100%	N=303
Ease of walking in Honolulu	8% N=31	42% N=168	41% N=163	10% N=39	100%	N=400
Availability of paths and walking trails	6% N=21	33% N=125	42% N=157	20% N=74	100%	N=377
Air quality	23% N=97	44% N=188	30% N=131	3% N=14	100%	N=429
Cleanliness of Honolulu	4% N=16	30% N=129	44% N=189	23% N=98	100%	N=431
Overall appearance of Honolulu	4% N=19	43% N=185	42% N=182	10% N=45	100%	N=431
Public places where people want to spend time	9% N=37	31% N=132	44% N=184	16% N=67	100%	N=421
Variety of housing options	0% N=2	14% N=57	32% N=130	53% N=213	100%	N=402
Availability of affordable quality housing	0% N=0	8% N=31	20% N=81	72% N=291	100%	N=404
Fitness opportunities (including exercise classes and paths or trails, etc.)	18% N=73	36% N=146	38% N=156	8% N=35	100%	N=410
Recreational opportunities	24% N=100	34% N=141	33% N=139	9% N=39	100%	N=419
Availability of affordable quality food	6% N=24	29% N=126	47% N=200	18% N=79	100%	N=429
Availability of affordable quality health care	6% N=23	30% N=119	46% N=187	18% N=73	100%	N=402
Availability of preventive health services	6% N=24	34% N=127	44% N=166	16% N=61	100%	N=377
Availability of affordable quality mental health care	4% N=12	21% N=61	42% N=122	33% N=95	100%	N=290

Table 6: Question 6

Please rate each of the following characteristics as they relate to Honolulu as a whole:						
	Excellent	Good	Fair	Poor	Total	
Availability of affordable quality child care/preschool	1% N=3	18% N=50	31% N=87	49% N=137	100%	N=276
Opportunities to attend cultural/arts/music activities	11% N=44	39% N=156	43% N=172	7% N=27	100%	N=399
Opportunities to participate in religious or spiritual events and activities	15% N=53	52% N=185	31% N=112	2% N=8	100%	N=357
Employment opportunities	1% N=5	31% N=122	47% N=185	20% N=80	100%	N=393
Shopping opportunities	27% N=115	47% N=198	20% N=85	6% N=27	100%	N=426
Cost of living in Honolulu	1% N=6	7% N=28	20% N=83	72% N=306	100%	N=423
Overall quality of business and service establishments in Honolulu	4% N=15	40% N=166	49% N=207	8% N=33	100%	N=420
Vibrant downtown/commercial area	4% N=14	35% N=143	51% N=204	10% N=41	100%	N=402
Overall quality of new development in Honolulu	4% N=16	36% N=140	46% N=180	14% N=54	100%	N=390
Opportunities to participate in social events and activities	10% N=38	45% N=181	41% N=164	4% N=17	100%	N=401
Opportunities to volunteer	18% N=68	46% N=173	32% N=121	4% N=14	100%	N=375
Opportunities to participate in community matters	10% N=36	44% N=158	40% N=143	7% N=24	100%	N=361
Openness and acceptance of the community toward people of diverse backgrounds	18% N=73	41% N=166	34% N=136	7% N=30	100%	N=406
Neighborhoodness of residents in Honolulu	8% N=32	40% N=164	44% N=180	8% N=32	100%	N=408

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.				
	No	Yes	Total	
Made efforts to conserve water	13% N=58	87% N=374	100%	N=432
Made efforts to make your home more energy efficient	16% N=69	84% N=363	100%	N=432

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Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Observed a code violation or other hazard in Honolulu		37% N=157	63% N=268	100% N=425
Household member was a victim of a crime in Honolulu		86% N=369	14% N=61	100% N=431
Reported a crime to the police in Honolulu		73% N=317	27% N=115	100% N=431
Stocked supplies in preparation for an emergency		31% N=134	69% N=299	100% N=432
Campaigned or advocated for an issue, cause or candidate		73% N=313	27% N=118	100% N=431
Contacted the City (in-person, phone, email or web) for help or information		63% N=273	37% N=157	100% N=430
Contacted City elected officials (in-person, phone, email or web) to express your opinion		78% N=338	22% N=93	100% N=431

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	6%	N=28	12%	N=52	32%	N=136	50%	N=214	100% N=430
Visited a neighborhood park or City and County park	16%	N=67	27%	N=115	40%	N=170	18%	N=77	100% N=429
Participated in religious or spiritual activities in Honolulu	10%	N=43	14%	N=60	21%	N=92	54%	N=233	100% N=429
Attended a City and County-sponsored event	1%	N=4	2%	N=9	34%	N=147	62%	N=268	100% N=429
Used TheBus, The Handi-Van or other public transportation instead of driving	15%	N=66	7%	N=32	17%	N=73	60%	N=258	100% N=429
Carpooled with other adults or children instead of driving alone	15%	N=64	14%	N=62	22%	N=93	49%	N=211	100% N=429
Walked or biked instead of driving	21%	N=88	17%	N=72	24%	N=101	39%	N=168	100% N=429
Volunteered your time to some group/activity in Honolulu	8%	N=33	11%	N=46	29%	N=123	53%	N=224	100% N=426
Participated in a club	6%	N=27	8%	N=34	14%	N=60	72%	N=308	100% N=430
Talked to or visited with your immediate neighbors	32%	N=136	28%	N=123	26%	N=111	14%	N=61	100% N=432
Done a favor for a neighbor	15%	N=65	19%	N=80	35%	N=153	31%	N=134	100% N=432

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City and County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Attended a local public meeting	0%	N=2	1%	N=4	14%	N=61	84%	N=358	100% N=425
Watched (online or on television) a local public meeting	3%	N=12	5%	N=23	30%	N=129	62%	N=264	100% N=428

Table 10: Question 10

Please rate the quality of each of the following services in Honolulu:	Excellent		Good		Fair		Poor		Total
	%	N	%	N	%	N	%	N	
Police services	10%	N=41	41%	N=162	40%	N=162	9%	N=34	100% N=399
Fire services	32%	N=110	52%	N=182	15%	N=52	1%	N=5	100% N=349
Ambulance or emergency medical services	26%	N=87	56%	N=188	16%	N=54	3%	N=9	100% N=339
Crime prevention	5%	N=17	29%	N=100	46%	N=159	21%	N=72	100% N=348
Fire prevention and education	13%	N=42	48%	N=154	35%	N=114	5%	N=15	100% N=324
Traffic enforcement	3%	N=13	27%	N=106	39%	N=153	31%	N=123	100% N=394
Street repair	1%	N=4	14%	N=59	30%	N=124	55%	N=229	100% N=416
Street cleaning	3%	N=13	21%	N=85	47%	N=189	29%	N=117	100% N=403
Street lighting	7%	N=30	31%	N=130	46%	N=196	16%	N=66	100% N=420
Sidewalk maintenance	2%	N=9	22%	N=90	44%	N=184	32%	N=133	100% N=415

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Please rate the quality of each of the following services in Honolulu:		Excellent	Good	Fair	Poor	Total
Traffic signal timing		2% N=8	32% N=133	39% N=166	27% N=113	100% N=421
Bus or transit services		15% N=47	48% N=155	25% N=81	12% N=38	100% N=321
Garbage collection		21% N=87	48% N=194	27% N=111	3% N=12	100% N=404
Recycling		13% N=54	41% N=163	31% N=126	15% N=58	100% N=402
Yard waste pick-up		16% N=53	48% N=160	26% N=89	10% N=34	100% N=337
Storm drainage		6% N=22	40% N=148	38% N=137	16% N=59	100% N=365
Drinking water		26% N=108	47% N=195	20% N=84	6% N=24	100% N=412
Sewer services		9% N=36	44% N=173	37% N=145	9% N=36	100% N=390
Power (electric and/or gas) utility		10% N=43	45% N=187	34% N=142	12% N=49	100% N=421
Utility billing		6% N=25	33% N=136	43% N=174	18% N=74	100% N=409
City and County parks		9% N=37	41% N=164	39% N=158	11% N=45	100% N=404
Recreation programs or classes		9% N=23	38% N=98	47% N=122	6% N=17	100% N=260
Recreation centers or facilities		7% N=19	34% N=95	48% N=135	11% N=31	100% N=281
Land use, planning and zoning		2% N=6	18% N=56	45% N=136	35% N=108	100% N=306
Code enforcement (weeds, abandoned buildings, etc.)		2% N=5	21% N=66	36% N=115	41% N=132	100% N=319
Animal control		4% N=14	24% N=76	44% N=141	28% N=88	100% N=319
Economic development		2% N=8	23% N=82	49% N=176	26% N=92	100% N=358
Health services		5% N=19	36% N=131	49% N=178	10% N=35	100% N=363
Public information services		6% N=19	37% N=123	49% N=163	9% N=29	100% N=335
Cable television		8% N=29	40% N=142	36% N=130	16% N=58	100% N=359
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		17% N=64	47% N=183	31% N=120	5% N=19	100% N=386
Preservation of natural areas such as open space, farmlands and greenbelts		6% N=21	36% N=130	38% N=136	20% N=72	100% N=359
Honolulu open space		5% N=17	23% N=84	44% N=158	28% N=103	100% N=362
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)		7% N=25	35% N=130	42% N=155	16% N=58	100% N=367
Satellite City Halls		8% N=30	42% N=153	37% N=136	12% N=43	100% N=363
Neighborhood Boards		5% N=12	39% N=96	41% N=101	15% N=37	100% N=246

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?		Excellent	Good	Fair	Poor	Total
The City and County of Honolulu		4% N=15	38% N=147	47% N=182	12% N=47	100% N=390
The Federal Government		5% N=17	40% N=146	42% N=151	13% N=48	100% N=362

Table 12: Question 12

Please rate the following categories of Honolulu government performance:		Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Honolulu	2%	N=6	23% N=84	43% N=161	32% N=119	100% N=370
The overall direction that Honolulu is taking	3%	N=9	24% N=88	43% N=160	30% N=112	100% N=370
The job Honolulu government does at welcoming citizen involvement	3%	N=9	29% N=96	48% N=159	20% N=66	100% N=330
Overall confidence in Honolulu government	2%	N=10	27% N=104	43% N=167	28% N=107	100% N=388
Generally acting in the best interest of the community	2%	N=7	32% N=121	41% N=156	25% N=93	100% N=378
Being honest	2%	N=6	21% N=77	42% N=151	35% N=127	100% N=361
Treating all residents fairly	2%	N=8	27% N=103	43% N=163	28% N=106	100% N=381

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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		51% N=220	41% N=177	8% N=36	0% N=0	100% N=434
Overall ease of getting to the places you usually have to visit		36% N=155	50% N=216	14% N=62	0% N=1	100% N=433
Quality of overall natural environment in Honolulu		44% N=188	44% N=188	10% N=44	1% N=6	100% N=426
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)		35% N=152	42% N=184	20% N=85	3% N=12	100% N=434
Health and wellness opportunities in Honolulu		36% N=157	43% N=185	18% N=79	2% N=10	100% N=431
Overall opportunities for education and enrichment		49% N=211	36% N=156	14% N=61	1% N=3	100% N=432
Overall economic health of Honolulu		52% N=225	40% N=173	6% N=27	2% N=7	100% N=431
Sense of community		33% N=141	38% N=166	27% N=117	2% N=9	100% N=433

Table 14: Question 14

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:		Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Encouraging the development of affordable housing		52% N=218	34% N=143	9% N=39	4% N=19	100% N=418
Providing basic health care services to homeless persons to reduce hospital emergency room use		33% N=139	48% N=202	11% N=45	7% N=31	100% N=417
Enforcing zoning ordinances to close down illegal vacation rentals		40% N=156	38% N=149	16% N=61	7% N=26	100% N=392
Providing security at City parks with comfort stations that have been vandalized		47% N=192	41% N=167	9% N=35	3% N=11	100% N=405
Repairing damaged and uplifted sidewalks		53% N=230	40% N=172	5% N=23	1% N=5	100% N=430
Extending lifeguard services to additional beaches		33% N=134	44% N=180	18% N=74	6% N=24	100% N=411

Table 15: Question 15

Please indicate the extent to which you think each of the following is a problem in the City and County of Honolulu:		Not a problem	Minor problem	Moderate problem	Major problem	Total
Customer wait times at Satellite City Halls		16% N=59	36% N=130	30% N=109	18% N=67	100% N=364
HART construction detours and lane closures		7% N=28	16% N=65	33% N=133	44% N=173	100% N=398
The length of time asphalt pavement conditions remain rough or patched following the completion of sewer/other repairs		4% N=18	18% N=72	35% N=143	42% N=173	100% N=406
Repairing damaged and uplifted sidewalks		4% N=18	25% N=103	40% N=166	31% N=129	100% N=417
Cars parked in tow away zones during morning and afternoon peak hours		6% N=21	30% N=108	35% N=125	29% N=103	100% N=357

Table 16: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?		Essential	Very important	Somewhat important	Not at all important	Total
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage facility leaks		58% N=241	29% N=122	12% N=50	1% N=4	100% N=417
Instituting 24-7 traffic center operations to provide real time solutions to traffic gridlock		45% N=186	28% N=117	21% N=88	6% N=24	100% N=415
Reporting annual statistics on the City's inventory of affordable for sale and rental housing including units that are no longer classified as affordable		30% N=119	28% N=108	31% N=121	12% N=46	100% N=394
The homeless and/or homelessness		51% N=216	33% N=139	15% N=62	2% N=8	100% N=425
Restoring the Honolulu Zoo's national accreditation		21% N=83	28% N=112	27% N=109	24% N=96	100% N=400
Reducing the number of sewer main breaks and spills on O'ahu		51% N=212	36% N=149	12% N=52	1% N=3	100% N=415

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Table 17: Question 17

Under the City's current policy, designated rentals and for sale units remain classified as "affordable housing" for 10 years. In your opinion, how long should affordable for sale and rental housing units remain classified as "affordable housing"?	Percent	Number
10 years (Current policy)	46%	N=136
25 years	23%	N=68
50 years	5%	N=15
Permanently affordable	26%	N=77
Total	100%	N=296

Table 18: Question 18a

In the past 12 months about how many times, if at all, have you placed your blue recycle bin at the curb for the City's recycling pickup service:	Percent	Number
1 to 5 times	8%	N=21
6 to 13 times	12%	N=31
14 to 20 times	11%	N=29
21 times or more	58%	N=148
Not at all	11%	N=27
Total	100%	N=255

Table 19: Question 18b

To what extent would you support or oppose changing bi-weekly blue recycle bin pick up to once a month, if it would reduce the City's recycling costs?	Percent	Number
Strongly support	20%	N=47
Somewhat support	27%	N=66
Somewhat oppose	15%	N=37
Strongly oppose	38%	N=91
Total	100%	N=241

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	6% N=27	5% N=23	12% N=49	26% N=110	51% N=216	100% N=425
Purchase goods or services from a business located in Honolulu	0% N=0	2% N=7	16% N=67	51% N=217	32% N=135	100% N=426
Eat at least 5 portions of fruits and vegetables a day	3% N=12	17% N=72	39% N=166	30% N=126	12% N=50	100% N=427
Participate in moderate or vigorous physical activity	4% N=18	13% N=53	34% N=142	34% N=142	16% N=65	100% N=420
Read or watch local news (via television, paper, computer, etc.)	4% N=19	9% N=40	13% N=55	28% N=120	45% N=194	100% N=427
Vote in local elections	18% N=77	3% N=15	9% N=39	15% N=63	54% N=232	100% N=426

Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=69
Very good	43%	N=183
Good	35%	N=149
Fair	6%	N=25
Poor	1%	N=4
Total	100%	N=430

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Table 22: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=12
Somewhat positive	14%	N=59
Neutral	59%	N=250
Somewhat negative	17%	N=73
Very negative	6%	N=27
Total	100%	N=422

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=274
Working part time for pay	11%	N=46
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	3%	N=12
Fully retired	20%	N=87
Total	100%	N=428

Table 24: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=272
Yes, from home	7%	N=26
No	25%	N=97
Total	100%	N=395

Table 25: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=42
2 to 5 years	13%	N=54
6 to 10 years	8%	N=35
11 to 20 years	11%	N=46
More than 20 years	59%	N=253
Total	100%	N=430

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=208
Building with two or more homes (duplex, townhome, apartment or condominium)	48%	N=206
Other	3%	N=14
Total	100%	N=427

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Table 27: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=181
Owned	58%	N=247
Total	100%	N=428

Table 28: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=10
\$300 to \$599 per month	7%	N=29
\$600 to \$999 per month	13%	N=54
\$1,000 to \$1,499 per month	18%	N=76
\$1,500 to \$2,499 per month	23%	N=98
\$2,500 or more per month	37%	N=154
Total	100%	N=421

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=303
Yes	29%	N=125
Total	100%	N=428

Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=296
Yes	31%	N=131
Total	100%	N=428

Table 31: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	11%	N=47
\$25,000 to \$49,999	19%	N=80
\$50,000 to \$99,999	34%	N=143
\$100,000 to \$149,999	22%	N=92
\$150,000 or more	13%	N=54
Total	100%	N=416

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=38
Total	100%	N=426

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Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=17
Black or African American	5%	N=22
White	30%	N=130
Native Hawaiian or other Pacific Islander	19%	N=80
Asian	56%	N=238
Other	8%	N=34

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

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=19
25 to 34 years	23%	N=100
35 to 44 years	15%	N=64
45 to 54 years	21%	N=88
55 to 64 years	14%	N=60
65 to 74 years	14%	N=59
75 years or older	9%	N=38
Total	100%	N=428

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Table 35: Question D16

What is your sex?	Percent	Number
Female	52%	N=219
Male	48%	N=202
Total	100%	N=421

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=293
Land line	13%	N=56
Both	18%	N=79
Total	100%	N=427

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Responses including "don't know"

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

Table 37: Question 1

Please rate each of the following aspects of quality of life in Honolulu:	Excellent	Good	Fair	Poor	Don't know	Total
Honolulu as a place to live	15% N=63	58% N=249	18% N=76	10% N=42	1% N=2	100% N=432
Your neighborhood as a place to live	20% N=85	55% N=237	19% N=81	7% N=29	0% N=1	100% N=434
Honolulu as a place to raise children	12% N=53	42% N=180	24% N=102	15% N=65	8% N=33	100% N=432
Honolulu as a place to work	7% N=29	38% N=164	39% N=170	13% N=54	3% N=14	100% N=431
Honolulu as a place to visit	43% N=185	41% N=180	13% N=56	2% N=10	1% N=3	100% N=433
Honolulu as a place to retire	11% N=49	33% N=142	29% N=123	22% N=93	4% N=18	100% N=425
The overall quality of life in Honolulu	11% N=46	53% N=231	28% N=123	7% N=32	0% N=1	100% N=433

Table 38: Question 2

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Overall feeling of safety in Honolulu	12% N=51	49% N=212	34% N=149	5% N=21	0% N=1	100% N=433
Overall ease of getting to the places you usually have to visit	4% N=16	36% N=156	40% N=174	19% N=84	1% N=2	100% N=433
Quality of overall natural environment in Honolulu	19% N=80	43% N=184	33% N=142	5% N=21	0% N=0	100% N=428
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	5% N=21	27% N=118	44% N=189	24% N=104	0% N=1	100% N=433
Health and wellness opportunities in Honolulu	15% N=64	44% N=187	32% N=138	7% N=30	2% N=10	100% N=429
Overall opportunities for education and enrichment	5% N=23	38% N=162	35% N=150	17% N=74	5% N=21	100% N=430
Overall economic health of Honolulu	4% N=16	28% N=121	40% N=174	24% N=102	4% N=19	100% N=432
Sense of community	6% N=24	39% N=166	43% N=186	8% N=35	4% N=17	100% N=429
Overall image or reputation of Honolulu	8% N=33	50% N=213	35% N=150	7% N=29	0% N=1	100% N=426

Table 39: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Honolulu to someone who asks	13% N=57	51% N=216	21% N=91	14% N=61	1% N=3	100% N=428
Remain in Honolulu for the next five years	51% N=219	26% N=111	10% N=40	11% N=45	2% N=10	100% N=425

Table 40: Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	52% N=223	41% N=178	5% N=20	2% N=10	0% N=1	0% N=0	100% N=432
In Honolulu's downtown/commercial area during the day	17% N=73	49% N=208	22% N=95	8% N=33	2% N=8	2% N=10	100% N=427

Table 41: Question 5

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Traffic flow on major streets	0% N=0	12% N=53	30% N=129	57% N=247	1% N=3	100% N=432
Ease of public parking	1% N=5	10% N=44	31% N=134	55% N=238	2% N=10	100% N=431
Ease of travel by car in Honolulu	2% N=10	15% N=63	44% N=192	38% N=163	1% N=4	100% N=432

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Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Ease of travel by public transportation in Honolulu	5% N=21	22% N=96	38% N=164	19% N=81	16% N=69	100% N=431
Ease of travel by bicycle in Honolulu	2% N=10	17% N=73	25% N=107	26% N=113	29% N=126	100% N=429
Ease of walking in Honolulu	7% N=31	39% N=168	38% N=163	9% N=39	6% N=27	100% N=427
Availability of paths and walking trails	5% N=21	29% N=125	36% N=157	17% N=74	13% N=54	100% N=431
Air quality	22% N=97	44% N=188	30% N=131	3% N=14	0% N=1	100% N=430
Cleanliness of Honolulu	4% N=16	30% N=129	44% N=189	23% N=98	0% N=0	100% N=431
Overall appearance of Honolulu	4% N=19	43% N=185	42% N=182	10% N=45	0% N=0	100% N=431
Public places where people want to spend time	9% N=37	31% N=132	43% N=184	16% N=67	2% N=11	100% N=432
Variety of housing options	0% N=2	13% N=57	30% N=130	50% N=213	6% N=25	100% N=427
Availability of affordable quality housing	0% N=0	7% N=31	19% N=81	68% N=291	6% N=26	100% N=429
Fitness opportunities (including exercise classes and paths or trails, etc.)	17% N=73	34% N=146	36% N=156	8% N=35	4% N=19	100% N=428
Recreational opportunities	23% N=100	33% N=141	32% N=139	9% N=39	3% N=13	100% N=431
Availability of affordable quality food	6% N=24	29% N=126	46% N=200	18% N=79	1% N=4	100% N=433
Availability of affordable quality health care	5% N=23	28% N=119	43% N=187	17% N=73	7% N=28	100% N=430
Availability of preventive health services	5% N=24	29% N=127	39% N=166	14% N=61	12% N=52	100% N=429
Availability of affordable quality mental health care	3% N=12	14% N=61	28% N=122	22% N=95	33% N=140	100% N=431

Table 42: Question 6

Please rate each of the following characteristics as they relate to Honolulu as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Availability of affordable quality child care/preschool	1% N=3	12% N=50	20% N=87	32% N=137	36% N=154	100% N=431
Opportunities to attend cultural/arts/music activities	10% N=44	36% N=156	40% N=172	6% N=27	7% N=31	100% N=431
Opportunities to participate in religious or spiritual events and activities	12% N=53	43% N=185	26% N=112	2% N=8	17% N=73	100% N=430
Employment opportunities	1% N=5	29% N=122	43% N=185	19% N=80	8% N=33	100% N=426
Shopping opportunities	27% N=115	46% N=198	20% N=85	6% N=27	0% N=1	100% N=427
Cost of living in Honolulu	1% N=6	7% N=28	20% N=83	72% N=306	1% N=3	100% N=426
Overall quality of business and service establishments in Honolulu	3% N=15	39% N=166	48% N=207	8% N=33	2% N=10	100% N=430
Vibrant downtown/commercial area	3% N=14	34% N=143	48% N=204	10% N=41	5% N=22	100% N=425
Overall quality of new development in Honolulu	4% N=16	33% N=140	42% N=180	13% N=54	9% N=41	100% N=431
Opportunities to participate in social events and activities	9% N=38	42% N=181	38% N=164	4% N=17	6% N=27	100% N=428
Opportunities to volunteer	16% N=68	40% N=173	28% N=121	3% N=14	13% N=55	100% N=430
Opportunities to participate in community matters	8% N=36	37% N=158	34% N=143	6% N=24	15% N=64	100% N=424
Openness and acceptance of the community toward people of diverse backgrounds	17% N=73	39% N=166	32% N=136	7% N=30	5% N=22	100% N=428
Neighborhoodness of residents in Honolulu	8% N=32	38% N=164	42% N=180	8% N=32	4% N=19	100% N=427

Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No	Yes	Total
Made efforts to conserve water	13% N=58	87% N=374	100% N=432
Made efforts to make your home more energy efficient	16% N=69	84% N=363	100% N=432
Observed a code violation or other hazard in Honolulu	37% N=157	63% N=268	100% N=425
Household member was a victim of a crime in Honolulu	86% N=369	14% N=61	100% N=431
Reported a crime to the police in Honolulu	73% N=317	27% N=115	100% N=431

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Please indicate whether or not you have done each of the following in the last 12 months.		No	Yes	Total
Stocked supplies in preparation for an emergency		31%	69%	N=299 100%
Campaigned or advocated for an issue, cause or candidate		73%	27%	N=118 100%
Contacted the City (in-person, phone, email or web) for help or information		63%	37%	N=157 100%
Contacted City elected officials (in-person, phone, email or web) to express your opinion		78%	22%	N=93 100%

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Honolulu?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Used City recreation centers or their services	6%	N=28	12%	N=52	32%	N=136	50%	N=214	N=430 100%
Visited a neighborhood park or City and County park	16%	N=67	27%	N=115	40%	N=170	18%	N=77	N=429 100%
Participated in religious or spiritual activities in Honolulu	10%	N=43	14%	N=60	21%	N=92	54%	N=233	N=429 100%
Attended a City and County-sponsored event	1%	N=4	2%	N=9	34%	N=147	62%	N=268	N=429 100%
Used TheBus, The Handi-Van or other public transportation instead of driving	15%	N=66	7%	N=32	17%	N=73	60%	N=258	N=429 100%
Carpooled with other adults or children instead of driving alone	15%	N=64	14%	N=62	22%	N=93	49%	N=211	N=429 100%
Walked or biked instead of driving	21%	N=88	17%	N=72	24%	N=101	39%	N=168	N=429 100%
Volunteered your time to some group/activity in Honolulu	8%	N=33	11%	N=46	29%	N=123	53%	N=224	N=426 100%
Participated in a club	6%	N=27	8%	N=34	14%	N=60	72%	N=308	N=430 100%
Talked to or visited with your immediate neighbors	32%	N=136	28%	N=123	26%	N=111	14%	N=61	N=432 100%
Done a favor for a neighbor	15%	N=65	19%	N=80	35%	N=153	31%	N=134	N=432 100%

Table 45: Question 9

Thinking about local public meetings (of local elected officials like City and County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total
	%	N	%	N	%	N	%	N	
Attended a local public meeting	0%	N=2	1%	N=4	14%	N=61	84%	N=358	N=425 100%
Watched (online or on television) a local public meeting	3%	N=12	5%	N=23	30%	N=129	62%	N=264	N=428 100%

Table 46: Question 10

Please rate the quality of each of the following services in Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total
	%	N	%	N	%	N	%	N	%	N	
Police services	10%	N=41	38%	N=162	38%	N=162	8%	N=34	6%	N=25	N=424 100%
Fire services	26%	N=110	43%	N=182	12%	N=52	1%	N=5	17%	N=74	N=422 100%
Ambulance or emergency medical services	21%	N=87	45%	N=188	13%	N=54	2%	N=9	20%	N=84	N=423 100%
Crime prevention	4%	N=17	24%	N=100	38%	N=159	17%	N=72	17%	N=73	N=421 100%
Fire prevention and education	10%	N=42	37%	N=154	27%	N=114	4%	N=15	23%	N=96	N=421 100%
Traffic enforcement	3%	N=13	25%	N=106	36%	N=153	29%	N=123	7%	N=28	N=422 100%
Street repair	1%	N=4	14%	N=59	30%	N=124	54%	N=229	1%	N=6	N=422 100%
Street cleaning	3%	N=13	20%	N=85	45%	N=189	28%	N=117	5%	N=21	N=423 100%
Street lighting	7%	N=30	31%	N=130	46%	N=196	16%	N=66	0%	N=2	N=422 100%
Sidewalk maintenance	2%	N=9	21%	N=90	44%	N=184	31%	N=133	2%	N=7	N=422 100%
Traffic signal timing	2%	N=8	31%	N=133	39%	N=166	27%	N=113	1%	N=4	N=424 100%
Bus or transit services	11%	N=47	37%	N=155	19%	N=81	9%	N=38	24%	N=101	N=422 100%
Garbage collection	20%	N=87	46%	N=194	26%	N=111	3%	N=12	5%	N=21	N=425 100%

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Please rate the quality of each of the following services in Honolulu:	Excellent		Good		Fair		Poor		Don't know		Total	
Recycling	13%	N=54	39%	N=163	30%	N=126	14%	N=58	5%	N=20	100%	N=422
Yard waste pick-up	13%	N=53	38%	N=160	21%	N=89	8%	N=34	20%	N=84	100%	N=420
Storm drainage	5%	N=22	35%	N=148	33%	N=137	14%	N=59	13%	N=55	100%	N=420
Drinking water	26%	N=108	46%	N=195	20%	N=84	6%	N=24	2%	N=10	100%	N=422
Sewer services	9%	N=36	41%	N=173	34%	N=145	9%	N=36	8%	N=32	100%	N=422
Power (electric and/or gas) utility	10%	N=43	44%	N=187	34%	N=142	12%	N=49	1%	N=3	100%	N=423
Utility billing	6%	N=25	32%	N=136	41%	N=174	17%	N=74	3%	N=12	100%	N=421
City and County parks	9%	N=37	39%	N=164	37%	N=158	11%	N=45	5%	N=20	100%	N=424
Recreation programs or classes	5%	N=23	23%	N=98	29%	N=122	4%	N=17	38%	N=162	100%	N=422
Recreation centers or facilities	5%	N=19	23%	N=95	32%	N=135	7%	N=31	33%	N=139	100%	N=420
Land use, planning and zoning	1%	N=6	13%	N=56	33%	N=136	26%	N=108	27%	N=112	100%	N=418
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=5	16%	N=66	27%	N=115	31%	N=132	25%	N=104	100%	N=423
Animal control	3%	N=14	18%	N=76	34%	N=141	21%	N=88	24%	N=102	100%	N=421
Economic development	2%	N=8	19%	N=82	42%	N=176	22%	N=92	15%	N=64	100%	N=422
Health services	4%	N=19	31%	N=131	42%	N=178	8%	N=35	14%	N=59	100%	N=422
Public information services	5%	N=19	29%	N=123	39%	N=163	7%	N=29	21%	N=88	100%	N=423
Cable television	7%	N=29	34%	N=142	31%	N=130	14%	N=58	14%	N=59	100%	N=418
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	15%	N=64	43%	N=183	28%	N=120	5%	N=19	8%	N=35	100%	N=421
Preservation of natural areas such as open space, farmlands and greenbelts	5%	N=21	32%	N=130	33%	N=136	17%	N=72	13%	N=54	100%	N=413
Honolulu open space	4%	N=17	20%	N=84	38%	N=158	25%	N=103	13%	N=54	100%	N=416
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	6%	N=25	31%	N=130	37%	N=155	14%	N=58	13%	N=53	100%	N=421
Satellite City Halls	7%	N=30	36%	N=153	32%	N=136	10%	N=43	14%	N=61	100%	N=423
Neighborhood Boards	3%	N=12	23%	N=96	24%	N=101	9%	N=37	42%	N=176	100%	N=422

Table 47: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City and County of Honolulu	3%	N=15	35%	N=147	43%	N=182	11%	N=47	8%	N=34	100%	N=424
The Federal Government	4%	N=17	35%	N=146	36%	N=151	11%	N=48	15%	N=62	100%	N=424

Table 48: Question 12

Please rate the following categories of Honolulu government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Honolulu	1%	N=6	20%	N=84	38%	N=161	28%	N=119	12%	N=50	100%	N=421
The overall direction that Honolulu is taking	2%	N=9	21%	N=88	38%	N=160	27%	N=112	12%	N=49	100%	N=419
The job Honolulu government does at welcoming citizen involvement	2%	N=9	23%	N=96	38%	N=159	16%	N=66	22%	N=92	100%	N=422
Overall confidence in Honolulu government	2%	N=10	25%	N=104	40%	N=167	25%	N=107	8%	N=33	100%	N=421
Generally acting in the best interest of the community	2%	N=7	29%	N=121	37%	N=156	22%	N=93	11%	N=45	100%	N=422
Being honest	2%	N=6	18%	N=77	36%	N=151	30%	N=127	15%	N=62	100%	N=423
Treating all residents fairly	2%	N=8	24%	N=103	38%	N=163	25%	N=106	10%	N=43	100%	N=424

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Table 49: Question 13

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total
	%	N	%	N	%	N	%	N	
Overall feeling of safety in Honolulu	51%	N=220	41%	N=177	8%	N=36	0%	N=0	N=434
Overall ease of getting to the places you usually have to visit	36%	N=155	50%	N=216	14%	N=62	0%	N=1	N=433
Quality of overall natural environment in Honolulu	44%	N=188	44%	N=188	10%	N=44	1%	N=6	N=426
Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	35%	N=152	42%	N=184	20%	N=85	3%	N=12	N=434
Health and wellness opportunities in Honolulu	36%	N=157	43%	N=185	18%	N=79	2%	N=10	N=431
Overall opportunities for education and enrichment	49%	N=211	36%	N=156	14%	N=61	1%	N=3	N=432
Overall economic health of Honolulu	52%	N=225	40%	N=173	6%	N=27	2%	N=7	N=431
Sense of community	33%	N=141	38%	N=166	27%	N=117	2%	N=9	N=433

Table 50: Question 14

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total
	%	N	%	N	%	N	%	N	
Encouraging the development of affordable housing	50%	N=218	33%	N=143	9%	N=39	4%	N=19	N=434
Providing basic health care services to homeless persons to reduce hospital emergency room use	32%	N=139	47%	N=202	10%	N=45	7%	N=31	N=433
Enforcing zoning ordinances to close down illegal vacation rentals	36%	N=156	35%	N=149	14%	N=61	6%	N=26	N=431
Providing security at City parks with comfort stations that have been vandalized	45%	N=192	39%	N=167	8%	N=35	3%	N=11	N=431
Repairing damaged and uplifted sidewalks	53%	N=230	40%	N=172	5%	N=23	1%	N=2	N=433
Extending lifeguard services to additional beaches	31%	N=134	42%	N=180	17%	N=74	5%	N=21	N=433

Table 51: Question 15

Please indicate the extent to which you think each of the following is a problem in the City and County of Honolulu:	Not a problem		Minor problem		Moderate problem		Major problem		Total
	%	N	%	N	%	N	%	N	
Customer wait times at Satellite City Halls	14%	N=59	30%	N=130	25%	N=109	16%	N=67	N=432
HART construction detours and lane closures	6%	N=28	15%	N=65	31%	N=133	40%	N=173	N=429
The length of time asphalt pavement conditions remain rough or patched following the completion of sewer/other repairs	4%	N=18	17%	N=72	33%	N=143	40%	N=173	N=430
Repairing damaged and uplifted sidewalks	4%	N=18	24%	N=103	39%	N=166	30%	N=129	N=431
Cars parked in tow away zones during morning and afternoon peak hours	5%	N=21	25%	N=108	29%	N=125	24%	N=103	N=431

Table 52: Question 16

How important, if at all, are the following issues for the City to address in the next 2 years?	Essential		Very important		Somewhat important		Not at all important		Total
	%	N	%	N	%	N	%	N	
Protecting Honolulu's drinking water aquifers from the Navy's fuel storage facility leaks	56%	N=241	28%	N=122	12%	N=50	1%	N=4	N=433
Instituting 24-7 traffic center operations to provide real time solutions to traffic gridlock	43%	N=186	27%	N=117	20%	N=88	6%	N=24	N=433
Reporting annual statistics on the City's inventory of affordable for sale and rental housing including units that are no longer classified as affordable	28%	N=119	25%	N=108	28%	N=121	11%	N=46	N=430
The homeless and/or homelessness	50%	N=216	32%	N=139	15%	N=62	2%	N=8	N=430
Restoring the Honolulu Zoo's national accreditation	19%	N=83	26%	N=112	25%	N=109	22%	N=96	N=429

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How important, if at all, are the following issues for the City to address in the next 2 years?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Reducing the number of sewer main breaks and spills on O'ahu	50% N=212	35% N=149	12% N=52	1% N=3	3% N=12	100% N=427

Table 53: Question 17

Under the City's current policy, designated rentals and for sale units remain classified as "affordable housing" for 10 years. In your opinion, how long should affordable for sale and rental housing units remain classified as "affordable housing"?	Percent	Number
10 years (Current policy)	31%	N=136
25 years	16%	N=68
50 years	3%	N=15
Permanently affordable	18%	N=77
Don't know	32%	N=137
Total	100%	N=433

Table 54: Question 18a

In the past 12 months about how many times, if at all, have you placed your blue recycle bin at the curb for the City's recycling pickup service:	Percent	Number
1 to 5 times	8%	N=21
6 to 13 times	12%	N=31
14 to 20 times	11%	N=29
21 times or more	58%	N=148
Not at all	11%	N=27
Total	100%	N=255

Table 55: Question 18b

To what extent would you support or oppose changing bi-weekly blue recycle bin pick up to once a month, if it would reduce the City's recycling costs?	Percent	Number
Strongly support	18%	N=47
Somewhat support	26%	N=66
Somewhat oppose	14%	N=37
Strongly oppose	35%	N=91
Don't know	6%	N=15
Total	100%	N=256

Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	6% N=27	5% N=23	12% N=49	26% N=110	51% N=216	100% N=425
Purchase goods or services from a business located in Honolulu	0% N=0	2% N=7	16% N=67	51% N=217	32% N=135	100% N=426
Eat at least 5 portions of fruits and vegetables a day	3% N=12	17% N=72	39% N=166	30% N=126	12% N=50	100% N=427
Participate in moderate or vigorous physical activity	4% N=18	13% N=53	34% N=142	34% N=142	16% N=65	100% N=420
Read or watch local news (via television, paper, computer, etc.)	4% N=19	9% N=40	13% N=55	28% N=120	45% N=194	100% N=427
Vote in local elections	18% N=77	3% N=15	9% N=39	15% N=63	54% N=232	100% N=426

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Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=69
Very good	43%	N=183
Good	35%	N=149
Fair	6%	N=25
Poor	1%	N=4
Total	100%	N=430

Table 58: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=12
Somewhat positive	14%	N=59
Neutral	59%	N=250
Somewhat negative	17%	N=73
Very negative	6%	N=27
Total	100%	N=422

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=274
Working part time for pay	11%	N=46
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	3%	N=12
Fully retired	20%	N=87
Total	100%	N=428

Table 60: Question D5

Do you work inside the boundaries of Honolulu?	Percent	Number
Yes, outside the home	69%	N=272
Yes, from home	7%	N=26
No	25%	N=97
Total	100%	N=395

Table 61: Question D6

How many years have you lived in Honolulu?	Percent	Number
Less than 2 years	10%	N=42
2 to 5 years	13%	N=54
6 to 10 years	8%	N=35
11 to 20 years	11%	N=46
More than 20 years	59%	N=253
Total	100%	N=430

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Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	49%	N=208
Building with two or more homes (duplex, townhome, apartment or condominium)	48%	N=206
Other	3%	N=14
Total	100%	N=427

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=181
Owned	58%	N=247
Total	100%	N=428

Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=10
\$300 to \$599 per month	7%	N=29
\$600 to \$999 per month	13%	N=54
\$1,000 to \$1,499 per month	18%	N=76
\$1,500 to \$2,499 per month	23%	N=98
\$2,500 or more per month	37%	N=154
Total	100%	N=421

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=303
Yes	29%	N=125
Total	100%	N=428

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=296
Yes	31%	N=131
Total	100%	N=428

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Table 67: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)		
	Percent	Number
Less than \$25,000	11%	N=47
\$25,000 to \$49,999	19%	N=80
\$50,000 to \$99,999	34%	N=143
\$100,000 to \$149,999	22%	N=92
\$150,000 or more	13%	N=54
Total	100%	N=416

Table 68: Question D13

Are you Spanish, Hispanic or Latino?		
	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=38
Total	100%	N=426

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)		
	Percent	Number
American Indian or Alaskan Native	4%	N=17
Black or African American	5%	N=22
White	30%	N=130
Native Hawaiian or other Pacific Islander	19%	N=80
Asian	56%	N=238
Other	8%	N=34

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

Table 70: Question D15

In which category is your age?		
	Percent	Number
18 to 24 years	5%	N=19
25 to 34 years	23%	N=100
35 to 44 years	15%	N=64
45 to 54 years	21%	N=88
55 to 64 years	14%	N=60
65 to 74 years	14%	N=59
75 years or older	9%	N=38
Total	100%	N=428

Table 71: Question D16

What is your sex?		
	Percent	Number
Female	52%	N=219
Male	48%	N=202
Total	100%	N=421

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Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?		Percent	Number
Cell		68%	N=293
Land line		13%	N=56
Both		18%	N=79
Total		100%	N=427

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Appendix B: Benchmark Comparisons

Comparison Data

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

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	64%	382	433	12%	Lower
Overall image or reputation of Honolulu	58%	231	323	29%	Similar
Honolulu as a place to live	73%	330	369	11%	Lower
Your neighborhood as a place to live	75%	252	289	13%	Similar
Honolulu as a place to raise children	58%	325	356	9%	Lower
Honolulu as a place to retire	47%	301	331	9%	Lower
Overall appearance of Honolulu	47%	292	332	12%	Lower

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	61%	238	280	15%	Lower
	In your neighborhood during the day	93%	236	332	29%	Similar
	In Honolulu's downtown/commercial area during the day	67%	265	284	7%	Lower
Mobility	Overall ease of getting to the places you usually have to visit	40%	192	196	2%	Much lower
	Availability of paths and walking trails	39%	259	288	10%	Lower
	Ease of walking in Honolulu	50%	211	269	22%	Similar
	Ease of travel by bicycle in Honolulu	28%	258	274	6%	Lower
	Ease of travel by public transportation in Honolulu	32%	102	166	39%	Similar
	Ease of travel by car in Honolulu	17%	278	279	0%	Much lower
	Ease of public parking	12%	159	161	1%	Much lower
Traffic flow on major streets	12%	326	328	1%	Much lower	
Natural Environment	Quality of overall natural environment in Honolulu	62%	206	254	19%	Similar
	Cleanliness of Honolulu	34%	247	256	4%	Much lower
	Air quality	66%	152	231	34%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	32%	180	186	3%	Lower
	Overall quality of new development in Honolulu	40%	214	261	18%	Similar
	Availability of affordable quality housing	8%	276	282	2%	Much lower
	Variety of housing options	15%	252	255	1%	Much lower
	Public places where people want to spend time	40%	156	179	13%	Lower
Economy	Overall economic health of Honolulu	33%	172	191	10%	Lower
	Vibrant downtown/commercial area	39%	103	175	41%	Similar
	Overall quality of business and service establishments in Honolulu	43%	208	251	17%	Lower
	Cost of living in Honolulu	8%	187	188	1%	Much lower
	Shopping opportunities	74%	73	271	73%	Higher
	Employment opportunities	32%	167	290	43%	Similar
	Honolulu as a place to visit	85%	41	201	80%	Higher
	Honolulu as a place to work	46%	264	331	20%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	60%	139	188	26%	Similar
	Availability of affordable quality mental health care	25%	148	162	9%	Lower
	Availability of preventive health services	40%	196	216	9%	Lower
	Availability of affordable quality health care	35%	219	239	8%	Lower
	Availability of affordable quality food	35%	208	216	4%	Lower
	Recreational opportunities	58%	171	283	40%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	141	179	21%	Similar
	Overall opportunities for education and enrichment	45%	171	188	9%	Lower
	Opportunities to participate in religious or spiritual events and activities	66%	159	184	14%	Similar
	Opportunities to attend cultural/arts/music activities	50%	154	270	43%	Similar
Community Engagement	Availability of affordable quality child care/preschool	19%	231	233	1%	Much lower
	Opportunities to participate in social events and activities	55%	144	238	40%	Similar
	Neighborhoodness of Honolulu	48%	148	182	19%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	59%	129	267	52%	Similar
	Opportunities to participate in community matters	54%	185	252	27%	Similar
	Opportunities to volunteer	64%	162	243	33%	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	41%	398	412	3%	Lower
Overall customer service by City and County employees (police, receptionists, planners, etc.)	42%	335	346	3%	Much lower
Value of services for the taxes paid to The City and County of Honolulu	25%	370	377	2%	Lower
Overall direction that Honolulu is taking	26%	284	294	3%	Much lower
Job the City and County of Honolulu government does at welcoming citizen involvement	32%	263	293	10%	Lower
Overall confidence in Honolulu government	29%	172	188	9%	Lower
Generally acting in the best interest of the community	34%	169	187	10%	Lower
Being honest	23%	176	180	2%	Much lower
Treating all residents fairly	29%	173	185	7%	Lower
Services provided by the Federal Government	45%	52	230	78%	Similar

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Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Police services	51%	411	429	4%	Lower
	Fire services	84%	314	355	12%	Similar
	Ambulance or emergency medical services	81%	300	328	9%	Similar
	Crime prevention	34%	310	331	6%	Much lower
	Fire prevention and education	60%	241	263	8%	Lower
	Animal control	28%	314	319	2%	Much lower
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	127	261	52%	Similar
	Traffic enforcement	30%	341	345	1%	Much lower
	Street repair	15%	376	393	4%	Much lower
	Street cleaning	24%	296	299	1%	Much lower
	Street lighting	38%	269	296	9%	Lower
	Sidewalk maintenance	24%	288	305	6%	Lower
	Traffic signal timing	34%	232	239	3%	Lower
Natural Environment	Bus or transit services	63%	73	202	64%	Similar
	Garbage collection	70%	306	336	9%	Similar
	Recycling	54%	317	340	7%	Lower
	Yard waste pick-up	64%	213	251	15%	Similar
Built Environment	Drinking water	74%	142	317	55%	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	42%	225	238	5%	Lower
	Honolulu open space	28%	170	172	1%	Much lower
	Storm drainage	46%	292	336	13%	Lower
	Sewer services	54%	297	309	4%	Lower
	Power (electric and/or gas) utility	55%	150	153	2%	Lower
Economy	Utility billing	39%	165	168	2%	Lower
	Land use, planning and zoning	20%	279	283	1%	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	23%	336	352	5%	Much lower
	Cable television	48%	114	180	37%	Similar
Recreation and Wellness	Economic development	25%	235	265	11%	Lower
	City and County parks	50%	302	313	4%	Much lower
	Recreation programs or classes	47%	290	318	9%	Lower
	Recreation centers or facilities	41%	250	265	6%	Lower
Community Engagement	Health services	41%	175	189	7%	Lower
	Public information services	42%	253	267	5%	Lower

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	46%	233	287	19%	Similar
Recommend living in Honolulu to someone who asks	64%	242	261	7%	Much lower
Remain in Honolulu for the next five years	79%	189	254	26%	Similar
Contacted the City (in-person, phone, email or web) for help or information	37%	244	289	16%	Similar

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Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	69%	1	164	100%	Much higher
	Did NOT report a crime to the police	73%	138	184	25%	Similar
	Household member was NOT a victim of a crime	86%	190	253	25%	Similar
Mobility	Used TheBus, The Handi-Van or other public transportation instead of driving	40%	41	152	74%	Higher
	Carpooled with other adults or children instead of driving alone	51%	30	174	83%	Similar
	Walked or biked instead of driving	61%	68	180	63%	Similar
Natural Environment	Made efforts to conserve water	87%	44	170	75%	Similar
	Made efforts to make your home more energy efficient	84%	7	170	96%	Similar
	Recycle at home	88%	127	237	47%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	37%	154	175	12%	Lower
	NOT experiencing housing costs stress	40%	232	233	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	98%	51	177	72%	Similar
	Economy will have positive impact on income	17%	226	235	4%	Lower
	Work inside boundaries of Honolulu	75%	6	177	97%	Much higher
Recreation and Wellness	Used City recreation centers or their services	50%	165	220	25%	Similar
	Visited a neighborhood park or City and County park	82%	157	251	38%	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	122	171	29%	Similar
	Participate in moderate or vigorous physical activity	83%	116	175	34%	Similar
	In very good to excellent health	59%	111	174	36%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	46%	100	184	46%	Similar
	Attended City and County-sponsored event	38%	164	179	8%	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	36	163	78%	Similar
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	22%	35	177	81%	Similar
	Volunteered your time to some group/activity in Honolulu	47%	71	241	71%	Similar
	Participated in a club	28%	93	220	58%	Similar
	Talked to or visited with your immediate neighbors	86%	151	175	14%	Similar
	Done a favor for a neighbor	69%	165	169	2%	Lower
	Attended a local public meeting	16%	187	243	23%	Similar
	Watched (online or on television) a local public meeting	38%	27	207	87%	Higher
	Read or watch local news (via television, paper, computer, etc.)	86%	85	178	53%	Similar
	Vote in local elections	79%	158	235	33%	Similar

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Communities included in national comparisons

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

Airway Heights city, WA	6,114	Bristol city, TN	26,702
Albany city, OR	50,158	Broken Arrow city, OK	98,850
Albemarle County, VA.....	98,970	Brookfield city, WI	37,920
Albert Lea city, MN.....	18,016	Brookline CDP, MA	58,732
Alexandria city, VA	139,966	Broomfield city, CO	55,889
Algonquin village, IL.....	30,046	Brownsburg town, IN	21,285
Aliso Viejo city, CA	47,823	Burien city, WA.....	33,313
Altoona city, IA	14,541	Burleson city, TX.....	36,690
American Canyon city, CA.....	19,454	Cabarrus County, NC.....	178,011
Ames city, IA	58,965	Cambridge city, MA.....	105,162
Andover CDP, MA.....	8,762	Cannon Beach city, OR.....	1,690
Ankeny city, IA	45,582	Cañon City city, CO	16,400
Ann Arbor city, MI.....	113,934	Canton city, SD.....	3,057
Annapolis city, MD	38,394	Cape Coral city, FL	154,305
Apache Junction city, AZ.....	35,840	Cape Girardeau city, MO.....	37,941
Apple Valley town, CA	69,135	Carlisle borough, PA.....	18,682
Arapahoe County, CO.....	572,003	Carlsbad city, CA.....	105,328
Arkansas City city, AR.....	366	Carroll city, IA.....	10,103
Arlington County, VA.....	207,627	Cartersville city, GA.....	19,731
Arvada city, CO	106,433	Cary town, NC	135,234
Asheville city, NC	83,393	Casper city, WY	55,316
Ashland city, OR	20,078	Castine town, ME	1,366
Ashland town, MA	16,593	Castle Pines North city, CO	10,360
Ashland town, VA.....	7,225	Castle Rock town, CO.....	48,231
Aspen city, CO	6,658	Cedar Hill city, TX	45,028
Athens-Clarke County, GA	115,452	Cedar Rapids city, IA.....	126,326
Auburn city, AL	53,380	Celina city, TX.....	6,028
Auburn city, WA.....	70,180	Centennial city, CO.....	100,377
Augusta CCD, GA	134,777	Chambersburg borough, PA.....	20,268
Aurora city, CO	325,078	Chandler city, AZ	236,123
Austin city, TX	790,390	Chandler city, TX	2,734
Avon town, CO	6,447	Chanhassen city, MN.....	22,952
Avondale city, AZ	76,238	Chapel Hill town, NC	57,233
Azusa city, CA.....	46,361	Charles County, MD	146,551
Bainbridge Island city, WA.....	23,025	Charlotte city, NC.....	731,424
Baltimore city, MD.....	620,961	Charlotte County, FL	159,978
Bartonville town, TX.....	1,469	Charlottesville city, VA.....	43,475
Battle Creek city, MI.....	52,347	Chattanooga city, TN.....	167,674
Bay City city, MI.....	34,932	Chesterfield County, VA.....	316,236
Baytown city, TX.....	71,802	Chippewa Falls city, WI	13,661
Bedford city, TX.....	46,979	Citrus Heights city, CA.....	83,301
Bedford town, MA	13,320	Clackamas County, OR	375,992
Bellevue city, WA	122,363	Clarendon Hills village, IL	8,427
Bellingham city, WA	80,885	Clayton city, MO	15,939
Beltrami County, MN	44,442	Clearwater city, FL	107,685
Benbrook city, TX.....	21,234	Cleveland Heights city, OH	46,121
Bend city, OR.....	76,639	Clinton city, SC	8,490
Bettendorf city, IA.....	33,217	Clive city, IA	15,447
Billings city, MT.....	104,170	Clovis city, CA.....	95,631
Blaine city, MN.....	57,186	College Park city, MD	30,413
Bloomfield Hills city, MI	3,869	College Station city, TX	93,857
Bloomington city, MN	82,893	Colleyville city, TX.....	22,807
Blue Springs city, MO	52,575	Collinsville city, IL	25,579
Boise City city, ID	205,671	Columbia city, SC.....	129,272
Boone County, KY	118,811	Columbia Falls city, MT.....	4,688
Boulder city, CO	97,385	Columbus city, WI.....	4,991
Bowling Green city, KY	58,067	Commerce City city, CO.....	45,913
Bozeman city, MT	37,280	Concord city, CA	122,067
Brentwood city, MO.....	8,055	Concord town, MA.....	17,668
Brentwood city, TN	37,060	Coon Rapids city, MN	61,476
Brighton city, CO.....	33,352	Copperas Cove city, TX.....	32,032
Brighton city, MI	7,444	Coronado city, CA	18,912

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Corvallis city, OR.....	54,462	Fountain Hills town, AZ	22,489
Cottonwood Heights city, UT	33,433	Franklin city, TN.....	62,487
Creve Coeur city, MO	17,833	Fredericksburg city, VA.....	24,286
Cross Roads town, TX	1,563	Fremont city, CA	214,089
Dacono city, CO.....	4,152	Friendswood city, TX.....	35,805
Dade City city, FL.....	6,437	Fruita city, CO.....	12,646
Dakota County, MN.....	398,552	Gahanna city, OH.....	33,248
Dallas city, OR	14,583	Gaithersburg city, MD.....	59,933
Dallas city, TX.....	1,197,816	Galveston city, TX.....	47,743
Danville city, KY.....	16,218	Gardner city, KS.....	19,123
Dardenne Prairie city, MO.....	11,494	Geneva city, NY	13,261
Davenport city, IA.....	99,685	Georgetown city, TX.....	47,400
Davidson town, NC.....	10,944	Germantown city, TN	38,844
Dayton city, OH	141,527	Gilbert town, AZ.....	208,453
Decatur city, GA.....	19,335	Gillette city, WY	29,087
Del Mar city, CA.....	4,161	Glendora city, CA	50,073
Delaware city, OH.....	34,753	Glenview village, IL.....	44,692
Delray Beach city, FL.....	60,522	Globe city, AZ	7,532
Denison city, TX.....	22,682	Golden city, CO.....	18,867
Denton city, TX.....	113,383	Golden Valley city, MN.....	20,371
Denver city, CO.....	600,158	Goodyear city, AZ	65,275
Derby city, KS.....	22,158	Grafton village, WI.....	11,459
Des Moines city, IA	203,433	Grand Blanc city, MI.....	8,276
Des Peres city, MO.....	8,373	Grand Island city, NE	48,520
Destin city, FL.....	12,305	Grants Pass city, OR.....	34,533
Dothan city, AL.....	65,496	Grass Valley city, CA	12,860
Douglas County, CO.....	285,465	Greenville city, NC.....	84,554
Dover city, NH	29,987	Greenwich town, CT.....	61,171
Dublin city, CA.....	46,036	Greenwood Village city, CO.....	13,925
Dublin city, OH	41,751	Greer city, SC	25,515
Duluth city, MN.....	86,265	Guilford County, NC	488,406
Duncanville city, TX.....	38,524	Gunnison County, CO	15,324
Durham city, NC.....	228,330	Hailey city, ID.....	7,960
Durham County, NC.....	267,587	Haines Borough, AK	2,508
Eagan city, MN	64,206	Hallandale Beach city, FL.....	37,113
Eagle Mountain city, UT.....	21,415	Hamilton city, OH.....	62,477
Eagle town, CO.....	6,508	Hanover County, VA.....	99,863
East Baton Rouge Parish, LA.....	440,171	Harrisburg city, SD.....	4,089
East Grand Forks city, MN	8,601	Harrisonburg city, VA	48,914
East Lansing city, MI	48,579	Harrisonville city, MO	10,019
Eau Claire city, WI.....	65,883	Hayward city, CA	144,186
Eden Prairie city, MN.....	60,797	Henderson city, NV	257,729
Edgerton city, KS	1,671	Herndon town, VA.....	23,292
Edgewater city, CO	5,170	High Point city, NC.....	104,371
Edina city, MN	47,941	Highland Park city, IL.....	29,763
Edmond city, OK.....	81,405	Highlands Ranch CDP, CO	96,713
Edmonds city, WA.....	39,709	Holland city, MI.....	33,051
El Cerrito city, CA.....	23,549	Honolulu County, HI.....	953,207
El Dorado County, CA.....	181,058	Hooksett town, NH.....	13,451
El Paso city, TX.....	649,121	Hopkins city, MN.....	17,591
Elk Grove city, CA	153,015	Hopkinton town, MA.....	14,925
Elk River city, MN.....	22,974	Hoquiam city, WA	8,726
Elko New Market city, MN.....	4,110	Horry County, SC	269,291
Elmhurst city, IL.....	44,121	Howard village, WI.....	17,399
Encinitas city, CA	59,518	Hudson city, OH.....	22,262
Englewood city, CO.....	30,255	Hudson town, CO.....	2,356
Erie town, CO	18,135	Hudsonville city, MI.....	7,116
Escambia County, FL.....	297,619	Huntersville town, NC.....	46,773
Estes Park town, CO.....	5,858	Huntley village, IL	24,291
Fairview town, TX.....	7,248	Hurst city, TX.....	37,337
Farmersville city, TX.....	3,301	Hutchinson city, MN	14,178
Farmington Hills city, MI.....	79,740	Hutto city, TX	14,698
Fayetteville city, NC.....	200,564	Hyattsville city, MD	17,557
Fishers town, IN	76,794	Independence city, MO.....	116,830
Flower Mound town, TX.....	64,669	Indian Trail town, NC	33,518
Forest Grove city, OR	21,083	Indianola city, IA	14,782
Fort Collins city, CO.....	143,986	Iowa City city, IA	67,862
Fort Lauderdale city, FL.....	165,521	Irving city, TX.....	216,290
Fort Smith city, AR.....	86,209	Issaquah city, WA	30,434
Fort Worth city, TX.....	741,206	Jackson County, MI.....	160,248

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James City County, VA	67,009	Maple Grove city, MN	61,567
Jefferson County, NY	116,229	Maricopa County, AZ	3,817,117
Jefferson Parish, LA	432,552	Marshfield city, WI	19,118
Johnson City city, TN	63,152	Martinez city, CA	35,824
Johnston city, IA	17,278	Marysville city, WA	60,020
Jupiter town, FL	55,156	Matthews town, NC	27,198
Kansas City city, KS	145,786	McAllen city, TX	129,877
Kansas City city, MO	459,787	McDonough city, GA	22,084
Keizer city, OR	36,478	McKinney city, TX	131,117
Kenmore city, WA	20,460	McMinnville city, OR	32,187
Kennedale city, TX	6,763	Menlo Park city, CA	32,026
Kennett Square borough, PA	6,072	Mercer Island city, WA	22,699
Kent city, WA	92,411	Meridian charter township, MI	39,688
Kettering city, OH	56,163	Meridian city, ID	75,092
Key West city, FL	24,649	Merriam city, KS	11,003
King City city, CA	12,874	Mesa County, CO	146,723
King County, WA	1,931,249	Miami Beach city, FL	87,779
Kirkland city, WA	48,787	Miami city, FL	399,457
Kirkwood city, MO	27,540	Middleton city, WI	17,442
Knoxville city, IA	7,313	Midland city, MI	41,863
La Mesa city, CA	57,065	Milford city, DE	9,559
La Plata town, MD	8,753	Milton city, GA	32,661
La Porte city, TX	33,800	Minneapolis city, MN	382,578
La Vista city, NE	15,758	Mission Viejo city, CA	93,305
Lafayette city, CO	24,453	Modesto city, CA	201,165
Laguna Beach city, CA	22,723	Monterey city, CA	27,810
Laguna Hills city, CA	30,344	Montgomery County, VA	94,392
Laguna Niguel city, CA	62,979	Monticello city, UT	1,972
Lake Forest city, IL	19,375	Monument town, CO	5,530
Lake Oswego city, OR	36,619	Mooreville town, NC	32,711
Lake Stevens city, WA	28,069	Moraga town, CA	16,016
Lake Worth city, FL	34,910	Morristown city, TN	29,137
Lake Zurich village, IL	19,631	Morrisville town, NC	18,576
Lakeville city, MN	55,954	Morro Bay city, CA	10,234
Lakewood city, CO	142,980	Mountain Village town, CO	1,320
Lakewood city, WA	58,163	Mountlake Terrace city, WA	19,909
Lane County, OR	351,715	Murphy city, TX	17,708
Lansing city, MI	114,297	Naperville city, IL	141,853
Laramie city, WY	30,816	Napoleon city, OH	8,749
Larimer County, CO	299,630	Needham CDP, MA	28,886
Las Vegas city, NV	583,756	New Braunfels city, TX	57,740
Lawrence city, KS	87,643	New Brighton city, MN	21,456
Lee's Summit city, MO	91,364	New Hanover County, NC	202,667
Lehi city, UT	47,407	New Orleans city, LA	343,829
Lenexa city, KS	48,190	New Smyrna Beach city, FL	22,464
Lewis County, NY	27,087	New Ulm city, MN	13,522
Lewiston city, ID	31,894	Newberg city, OR	22,068
Lewisville city, TX	95,290	Newport city, RI	24,672
Libertyville village, IL	20,315	Newport News city, VA	180,719
Lincoln city, NE	258,379	Newton city, IA	15,254
Lindsborg city, KS	3,458	Noblesville city, IN	51,969
Little Chute village, WI	10,449	Nogales city, AZ	20,837
Littleton city, CO	41,737	Norcross city, GA	9,116
Livermore city, CA	80,968	Norfolk city, VA	242,803
Lombard village, IL	43,165	North Port city, FL	57,357
Lone Tree city, CO	10,218	North Richland Hills city, TX	63,343
Long Grove village, IL	8,043	Northglenn city, CO	35,789
Longmont city, CO	86,270	Novato city, CA	51,904
Longview city, TX	80,455	Novi city, MI	55,224
Lonsdale city, MN	3,674	O'Fallon city, IL	28,281
Los Alamos County, NM	17,950	O'Fallon city, MO	79,329
Los Altos Hills town, CA	7,922	Oak Park village, IL	51,878
Louisville city, CO	18,376	Oakland city, CA	390,724
Lower Merion township, PA	57,825	Oakley city, CA	35,432
Lynchburg city, VA	75,568	Ogdensburg city, NY	11,128
Lynnwood city, WA	35,836	Oklahoma City city, OK	579,999
Macomb County, MI	840,978	Olathe city, KS	125,872
Manhattan Beach city, CA	35,135	Old Town city, ME	7,840
Manhattan city, KS	52,281	Olmsted County, MN	144,248
Mankato city, MN	39,309	Olympia city, WA	46,478

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Orland Park village, IL.....	56,767	Round Rock city, TX.....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Oshtemo charter township, MI.....	21,705	Saco city, ME.....	18,482
Otsego County, MI.....	24,164	Sahuarita town, AZ.....	25,259
Oviedo city, FL.....	33,342	Salida city, CO.....	5,236
Paducah city, KY.....	25,024	Sammamish city, WA.....	45,780
Palm Beach Gardens city, FL.....	48,452	San Anselmo town, CA.....	12,336
Palm Coast city, FL.....	75,180	San Antonio city, TX.....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA.....	28,406
Papillion city, NE.....	18,894	San Diego city, CA.....	1,307,402
Paradise Valley town, AZ.....	12,820	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San Jose city, CA.....	945,942
Parker town, CO.....	45,297	San Juan County, NM.....	130,044
Parkland city, FL.....	23,962	San Marcos city, CA.....	83,781
Pasadena city, CA.....	137,122	San Marcos city, TX.....	44,894
Pasco city, WA.....	59,781	San Rafael city, CA.....	57,713
Pasco County, FL.....	464,697	Sanford city, FL.....	53,570
Payette city, ID.....	7,433	Sangamon County, IL.....	197,465
Pearland city, TX.....	91,252	Santa Clarita city, CA.....	176,320
Peoria city, AZ.....	154,065	Santa Fe County, NM.....	144,170
Peoria city, IL.....	115,007	Santa Monica city, CA.....	89,736
Peoria County, IL.....	186,494	Sarasota County, FL.....	379,448
Pflugerville city, TX.....	46,936	Savage city, MN.....	26,911
Phoenix city, AZ.....	1,445,632	Schaumburg village, IL.....	74,227
Pinehurst village, NC.....	13,124	Scott County, MN.....	129,928
Piqua city, OH.....	20,522	Scottsdale city, AZ.....	217,385
Pitkin County, CO.....	17,148	Seaside city, CA.....	33,025
Plano city, TX.....	259,841	Sevierville city, TN.....	14,807
Platte City city, MO.....	4,691	Shawnee city, KS.....	62,209
Plymouth city, MN.....	70,576	Sheboygan city, WI.....	49,288
Pocatello city, ID.....	54,255	Sherborn town, MA.....	4,119
Polk County, IA.....	430,640	Shoreview city, MN.....	25,043
Pompano Beach city, FL.....	99,845	Shorewood city, MN.....	7,307
Port Orange city, FL.....	56,048	Shorewood village, IL.....	15,615
Portland city, OR.....	583,776	Shorewood village, WI.....	13,162
Post Falls city, ID.....	27,574	Sierra Vista city, AZ.....	43,888
Powell city, OH.....	11,500	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
Pueblo city, CO.....	106,595	Snellville city, GA.....	18,242
Purcellville town, VA.....	7,727	South Lake Tahoe city, CA.....	21,403
Queen Creek town, AZ.....	26,361	Southborough town, MA.....	9,767
Radnor township, PA.....	31,531	Southlake city, TX.....	26,575
Ramsey city, MN.....	23,668	Spokane Valley city, WA.....	89,755
Raymond town, ME.....	4,436	Spring Hill city, KS.....	5,437
Raymore city, MO.....	19,206	Springboro city, OH.....	17,409
Redmond city, OR.....	26,215	Springfield city, MO.....	159,498
Redmond city, WA.....	54,144	Springville city, UT.....	29,466
Rehoboth Beach city, DE.....	1,327	St. Augustine city, FL.....	12,975
Reno city, NV.....	225,221	St. Charles city, IL.....	32,974
Reston CDP, VA.....	58,404	St. Cloud city, FL.....	35,183
Richmond city, CA.....	103,701	St. Cloud city, MN.....	65,842
Richmond Heights city, MO.....	8,603	St. Joseph city, MO.....	76,780
Rifle city, CO.....	9,172	St. Louis County, MN.....	200,226
Rio Rancho city, NM.....	87,521	St. Louis Park city, MN.....	45,250
River Falls city, WI.....	15,000	Stallings town, NC.....	13,831
Riverside city, CA.....	303,871	State College borough, PA.....	42,034
Riverside city, MO.....	2,937	Steamboat Springs city, CO.....	12,088
Roanoke County, VA.....	92,376	Sterling Heights city, MI.....	129,699
Rochester Hills city, MI.....	70,995	Sugar Grove village, IL.....	8,997
Rock Hill city, SC.....	66,154	Sugar Land city, TX.....	78,817
Rockville city, MD.....	61,209	Suisun City city, CA.....	28,111
Roeland Park city, KS.....	6,731	Summit city, NJ.....	21,457
Rogers city, MN.....	8,597	Summit County, UT.....	36,324
Rohnert Park city, CA.....	40,971	Summit village, IL.....	11,054
Rolla city, MO.....	19,559	Sunnyvale city, CA.....	140,081
Roselle village, IL.....	22,763	Surprise city, AZ.....	117,517
Rosemount city, MN.....	21,874	Suwanee city, GA.....	15,355
Rosenberg city, TX.....	30,618	Tacoma city, WA.....	198,397
Roseville city, MN.....	33,660	Takoma Park city, MD.....	16,715

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Tamarac city, FL	60,427	Wauwatosa city, WI	46,396
Temecula city, CA	100,097	Waverly city, IA	9,874
Tempe city, AZ	161,719	Weddington town, NC	9,459
Texarkana city, TX	36,411	Wentzville city, MO.....	29,070
The Woodlands CDP, TX.....	93,847	West Carrollton city, OH	13,143
Thornton city, CO.....	118,772	West Chester borough, PA.....	18,461
Thousand Oaks city, CA.....	126,683	West Des Moines city, IA.....	56,609
Tigard city, OR.....	48,035	Western Springs village, IL	12,975
Tracy city, CA	82,922	Westerville city, OH.....	36,120
Trinidad CCD, CO	12,017	Westlake town, TX	992
Tualatin city, OR	26,054	Westminster city, CO.....	106,114
Tulsa city, OK	391,906	Weston town, MA.....	11,261
Twin Falls city, ID	44,125	White House city, TN	10,255
Tyler city, TX	96,900	Wichita city, KS.....	382,368
Umatilla city, OR	6,906	Williamsburg city, VA.....	14,068
University Park city, TX.....	23,068	Willowbrook village, IL	8,540
Upper Arlington city, OH.....	33,771	Wilmington city, NC.....	106,476
Urbandale city, IA	39,463	Wilsonville city, OR.....	19,509
Vail town, CO.....	5,305	Winchester city, VA	26,203
Vancouver city, WA.....	161,791	Windsor town, CO	18,644
Ventura CCD, CA.....	111,889	Windsor town, CT	29,044
Vernon Hills village, IL.....	25,113	Winnetka village, IL	12,187
Vestavia Hills city, AL	34,033	Winston-Salem city, NC	229,617
Victoria city, MN.....	7,345	Winter Garden city, FL.....	34,568
Vienna town, VA	15,687	Woodbury city, MN.....	61,961
Virginia Beach city, VA.....	437,994	Woodland city, CA.....	55,468
Wake Forest town, NC.....	30,117	Wrentham town, MA	10,955
Walnut Creek city, CA.....	64,173	Wyandotte County, KS	157,505
Washington County, MN	238,136	Yakima city, WA.....	91,067
Washington town, NH	1,123	York County, VA.....	65,464
Washougal city, WA	14,095	Yorktown town, IN	9,405
Watauga city, TX	23,497	Yountville city, CA	2,933

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Populations over 300,000 Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
The overall quality of life in Honolulu	64%	22	24	9%	Similar
Overall image or reputation of Honolulu	58%	11	18	41%	Similar
Honolulu as a place to live	73%	22	25	13%	Similar
Your neighborhood as a place to live	75%	12	16	27%	Similar
Honolulu as a place to raise children	58%	21	23	9%	Similar
Honolulu as a place to retire	47%	18	20	11%	Similar
Overall appearance of Honolulu	47%	15	17	13%	Similar

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Overall feeling of safety in Honolulu	61%	8	17	56%	Similar
	In your neighborhood during the day	93%	5	19	78%	Similar
	In Honolulu's downtown/commercial area during the day	67%	11	16	33%	Similar
Mobility	Overall ease of getting to the places you usually have to visit	40%	11	13	17%	Lower
	Availability of paths and walking trails	39%	12	15	21%	Lower
	Ease of walking in Honolulu	50%	5	13	67%	Similar
	Ease of travel by bicycle in Honolulu	28%	12	15	21%	Lower
	Ease of travel by public transportation in Honolulu	32%	4	11	70%	Similar
	Ease of travel by car in Honolulu	17%	16	16	0%	Much lower
	Ease of public parking	12%	9	9	0%	Much lower
Traffic flow on major streets	12%	15	15	0%	Much lower	
Natural Environment	Quality of overall natural environment in Honolulu	62%	7	12	45%	Similar
	Cleanliness of Honolulu	34%	11	12	9%	Lower
	Air quality	66%	3	13	83%	Similar
Built Environment	Overall "built environment" of Honolulu (including overall design, buildings, parks and transportation systems)	32%	11	12	9%	Lower
	Overall quality of new development in Honolulu	40%	12	14	15%	Similar
	Availability of affordable quality housing	8%	14	15	7%	Much lower
	Variety of housing options	15%	12	12	0%	Much lower
	Public places where people want to spend time	40%	8	10	22%	Similar
Economy	Overall economic health of Honolulu	33%	12	12	0%	Lower
	Vibrant downtown/commercial area	39%	8	11	30%	Similar
	Overall quality of business and service establishments in Honolulu	43%	10	11	10%	Similar
	Cost of living in Honolulu	8%	12	12	0%	Much lower
	Shopping opportunities	74%	9	13	33%	Similar
	Employment opportunities	32%	14	18	24%	Similar
	Honolulu as a place to visit	85%	3	16	87%	Higher
	Honolulu as a place to work	46%	18	21	15%	Lower

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		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Honolulu	60%	9	12	27%	Similar
	Availability of affordable quality mental health care	25%	11	11	0%	Lower
	Availability of preventive health services	40%	10	11	10%	Similar
	Availability of affordable quality health care	35%	10	12	18%	Similar
	Availability of affordable quality food	35%	12	12	0%	Lower
	Recreational opportunities	58%	8	15	50%	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	8	11	30%	Similar
	Overall opportunities for education and enrichment	45%	12	12	0%	Lower
	Opportunities to participate in religious or spiritual events and activities	66%	7	9	25%	Similar
	Opportunities to attend cultural/arts/music activities	50%	10	14	31%	Similar
Community Engagement	Availability of affordable quality child care/preschool	19%	11	11	0%	Lower
	Opportunities to participate in social events and activities	55%	6	10	44%	Similar
	Neighborhoodness of Honolulu	48%	4	10	67%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	59%	5	16	73%	Similar
	Opportunities to participate in community matters	54%	8	12	36%	Similar
	Opportunities to volunteer	64%	7	11	40%	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Services provided by the City and County of Honolulu	41%	27	30	10%	Similar
Overall customer service by City and County employees (police, receptionists, planners, etc.)	42%	19	21	10%	Lower
Value of services for the taxes paid to The City and County of Honolulu	25%	21	22	5%	Lower
Overall direction that Honolulu is taking	26%	15	17	13%	Lower
Job the City and County of Honolulu government does at welcoming citizen involvement	32%	13	15	14%	Similar
Overall confidence in Honolulu government	29%	10	12	18%	Similar
Generally acting in the best interest of the community	34%	11	13	17%	Similar
Being honest	23%	11	12	9%	Lower
Treating all residents fairly	29%	10	12	18%	Similar
Services provided by the Federal Government	45%	1	13	100%	Similar

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Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark	
Safety	Police services	51%	23	29	21%	Similar	
	Fire services	84%	16	22	29%	Similar	
	Ambulance or emergency medical services	81%	13	20	37%	Similar	
	Crime prevention	34%	13	18	29%	Similar	
	Fire prevention and education	60%	9	14	38%	Similar	
	Animal control	28%	17	17	0%	Lower	
Mobility	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	5	14	69%	Similar	
	Traffic enforcement	30%	17	19	11%	Lower	
	Street repair	15%	17	20	16%	Lower	
	Street cleaning	24%	14	15	7%	Lower	
	Street lighting	38%	12	14	15%	Similar	
	Sidewalk maintenance	24%	11	12	9%	Similar	
	Traffic signal timing	34%	11	12	9%	Similar	
	Bus or transit services	63%	4	13	75%	Higher	
	Natural Environment	Garbage collection	70%	12	17	31%	Similar
		Recycling	54%	19	20	5%	Lower
Yard waste pick-up		64%	7	10	33%	Similar	
Drinking water		74%	5	14	69%	Similar	
Preservation of natural areas such as open space, farmlands and greenbelts		42%	9	11	20%	Similar	
Honolulu open space		28%	9	10	11%	Lower	
Built Environment	Storm drainage	46%	13	18	29%	Similar	
	Sewer services	54%	13	13	0%	Similar	
	Power (electric and/or gas) utility	55%	NA	NA	NA	NA	
	Utility billing	39%	8	8	0%	Lower	
	Land use, planning and zoning	20%	15	15	0%	Lower	
	Code enforcement (weeds, abandoned buildings, etc.)	23%	17	18	6%	Lower	
	Cable television	48%	NA	NA	NA	NA	
Economy	Economic development	25%	17	19	11%	Lower	
	City and County parks	50%	19	20	5%	Lower	
Recreation and Wellness	Recreation programs or classes	47%	13	18	29%	Similar	
	Recreation centers or facilities	41%	14	15	7%	Similar	
	Health services	41%	8	9	13%	Similar	
Community Engagement	Public information services	42%	13	15	14%	Similar	

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Sense of community	46%	7	14	54%	Similar
Recommend living in Honolulu to someone who asks	64%	11	13	17%	Lower
Remain in Honolulu for the next five years	79%	10	13	25%	Similar
Contacted the City (in-person, phone, email or web) for help or information	37%	10	14	31%	Similar

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Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	City and County of Honolulu percentile	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	69%	1	10	100%	Much higher
	Did NOT report a crime to the police	73%	3	10	78%	Similar
	Household member was NOT a victim of a crime	86%	3	12	82%	Similar
Mobility	Used TheBus, The Handi-Van or other public transportation instead of driving	40%	7	11	40%	Similar
	Carpooled with other adults or children instead of driving alone	51%	4	11	70%	Similar
	Walked or biked instead of driving	61%	3	12	82%	Higher
Natural Environment	Made efforts to conserve water	87%	3	11	80%	Similar
	Made efforts to make your home more energy efficient	84%	2	10	89%	Similar
	Recycle at home	88%	5	11	60%	Similar
Built Environment	Did NOT observe a code violation or other hazard in Honolulu	37%	8	10	22%	Lower
	NOT experiencing housing costs stress	40%	11	11	0%	Much lower
Economy	Purchase goods or services from a business located in Honolulu	98%	1	10	100%	Similar
	Economy will have positive impact on income	17%	12	12	0%	Lower
	Work inside boundaries of Honolulu	75%	2	10	89%	Higher
Recreation and Wellness	Used City recreation centers or their services	50%	8	12	36%	Similar
	Visited a neighborhood park or City and County park	82%	8	13	42%	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	9	10	11%	Similar
	Participate in moderate or vigorous physical activity	83%	7	10	33%	Similar
	In very good to excellent health	59%	7	10	33%	Similar
Education and Enrichment	Participated in religious or spiritual activities in Honolulu	46%	6	8	29%	Similar
	Attended City and County-sponsored event	38%	7	10	33%	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	2	8	86%	Similar
	Contacted City elected officials (in-person, phone, email or web) to express your opinion	22%	3	10	78%	Similar
	Volunteered your time to some group/activity in Honolulu	47%	4	10	67%	Similar
	Participated in a club	28%	3	8	71%	Similar
	Talked to or visited with your immediate neighbors	86%	5	9	50%	Similar
	Done a favor for a neighbor	69%	9	9	0%	Similar
	Attended a local public meeting	16%	10	12	18%	Similar
	Watched (online or on television) a local public meeting	38%	4	11	70%	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	6	10	44%	Similar
	Vote in local elections	79%	8	11	30%	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.

Arapahoe County, CO.....	572,003	Maricopa County, AZ.....	3,817,117
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	New Orleans city, LA.....	343,829
Charlotte city, NC.....	731,424	Oakland city, CA.....	390,724
Chesterfield County, VA.....	316,236	Oklahoma City city, OK.....	579,999
Clackamas County, OR.....	375,992	Pasco County, FL.....	464,697
Dakota County, MN.....	398,552	Phoenix city, AZ.....	1,445,632
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
Jefferson Parish, LA.....	432,552	San Jose city, CA.....	945,942
Kansas City city, MO.....	459,787	Sarasota County, FL.....	379,448
King County, WA.....	1,931,249	Tulsa city, OK.....	391,906
Lane County, OR.....	351,715	Virginia Beach city, VA.....	437,994
Las Vegas city, NV.....	583,756	Wichita city, KS.....	382,368
Macomb County, MI.....	840,978		

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The National Citizen Survey™

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

The National Citizen Survey™

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

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

Survey Sampling

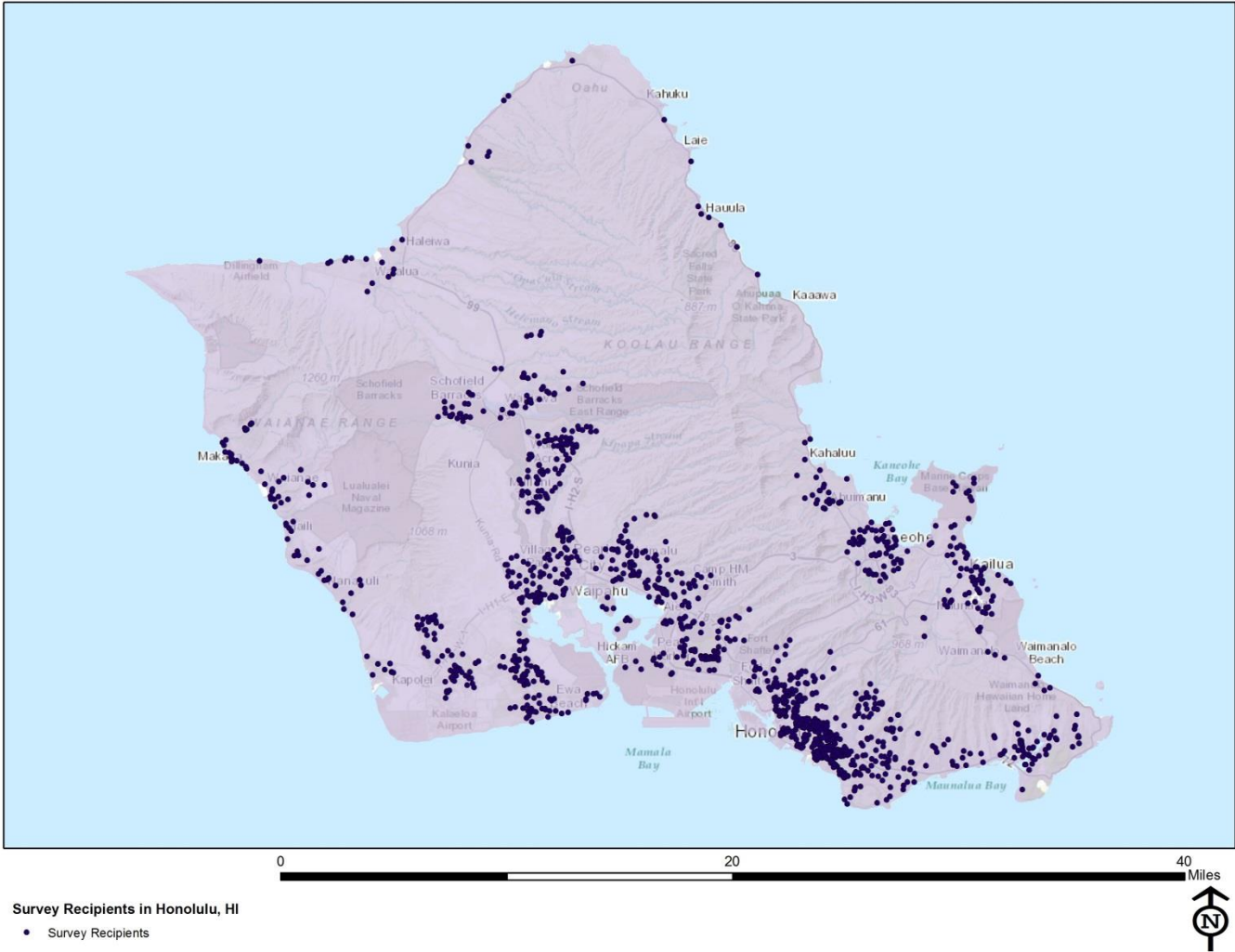
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City and County of Honolulu were eligible to participate in the survey. A list of all households within the zip codes serving Honolulu was purchased based on updated listings from the United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

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

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

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Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 26, 2016. 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. Completed surveys were collected over the following eight weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,445 households that received the survey, 436 completed the survey, providing an overall response rate of 30%.

Table 85: Survey Response Rates

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Overall	1,500	55	1,445	436	30%

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,

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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 (436 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 (rent or own), housing type (attached or detached), ethnicity, sex, and age. The results of the weighting scheme are presented in the following table.

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

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Table 86: Honolulu, HI 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	24%	42%
Own home	56%	76%	58%
Detached unit	48%	56%	49%
Attached unit	52%	44%	51%
Race and Ethnicity			
Asian	48%	48%	46%
Native Hawaiian or other PI	9%	11%	9%
Not Asian/PI	43%	41%	44%
White	23%	22%	21%
Not white	77%	78%	79%
Not Hispanic	94%	93%	91%
Hispanic	6%	7%	9%
Sex and Age			
Female	51%	52%	52%
Male	49%	48%	48%
18-34 years of age	30%	7%	28%
35-54 years of age	35%	24%	35%
55+ years of age	35%	69%	37%
Females 18-34	15%	4%	14%
Females 35-54	18%	13%	18%
Females 55+	19%	35%	20%
Males 18-34	15%	4%	14%
Males 35-54	18%	11%	18%
Males 55+	16%	34%	17%

Survey Data Analysis and Reporting

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


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

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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


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



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

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First Class Mail
US Postage
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CITY AND COUNTY OF HONOLULU
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EDWIN S.W. YOUNG
CITY AUDITOR

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

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

November 2016

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 2016 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/honolulu2016.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".

Edwin S. W. Young
City Auditor



EDWIN S.W. YOUNG
CITY AUDITOR

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

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November 2016

Dear City and County of Honolulu Resident:

Here's a second chance if you haven't already responded to the 2016 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 2016 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!

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City Auditor

The City and County of Honolulu 2016 Citizen Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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



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

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

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

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

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

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

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

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

The City and County of Honolulu 2016 Citizen Survey

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

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

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

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

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

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

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

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

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

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Encouraging the development of affordable housing	1	2	3	4	5
Providing basic health care services to homeless persons to reduce hospital emergency room use	1	2	3	4	5
Enforcing zoning ordinances to close down illegal vacation rentals	1	2	3	4	5
Providing security at City parks with comfort stations that have been vandalized	1	2	3	4	5
Repairing damaged and uplifted sidewalks.....	1	2	3	4	5
Extending lifeguard services to additional beaches	1	2	3	4	5

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

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Customer wait times at Satellite City Halls.....	1	2	3	4	5
HART construction detours and lane closures	1	2	3	4	5
The length of time asphalt pavement conditions remain rough or patched following the completion of sewer/other repairs.....	1	2	3	4	5
Repairing damaged and uplifted sidewalks.....	1	2	3	4	5
Cars parked in tow away zones during morning and afternoon peak hours.....	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage facility leaks	1	2	3	4	5
Instituting 24-7 traffic center operations to provide real time solutions to traffic gridlock.	1	2	3	4	5
Reporting annual statistics on the City’s inventory of affordable for sale and rental housing including units that are no longer classified as affordable.....	1	2	3	4	5
The homeless and/or homelessness.....	1	2	3	4	5
Restoring the Honolulu Zoo’s national accreditation	1	2	3	4	5
Reducing the number of sewer main breaks and spills on O’ahu	1	2	3	4	5

17. Under the City’s current policy, designated rentals and for sale units remain classified as “affordable housing” for 10 years. In your opinion, how long should affordable for sale and rental housing units remain classified as “affordable housing”?

- 10 years (Current policy)
 25 years
 50 years
 Permanently affordable
 Don’t know

18. If you have automated recycling pick-up, please answer the questions below. If you do not, skip to question D1.

18a. In the past 12 months about how many times, if at all, have you placed your blue recycle bin at the curb for the City’s recycling pickup service:

- 1 to 5 times
 6 to 13 times
 14 to 20 times
 21 times or more
 Not at all

18b. To what extent would you support or oppose changing bi-weekly blue recycle bin pick up to once a month, if it would reduce the City’s recycling costs?

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

The City and County of Honolulu 2016 Citizen Survey

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

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

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

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

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

D5. Do you work inside the boundaries of Honolulu?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Honolulu?

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

D7. Which best describes the building you live in?

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

D8. Is this house or apartment...

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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



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CITY AND COUNTY OF HONOLULU
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