



The City and County of Honolulu

Citizen-Centric Report for FY 2021

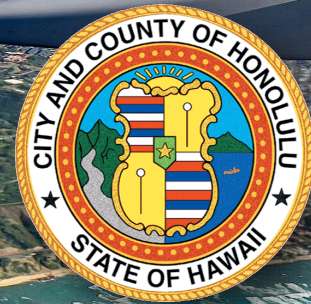


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Mission, Goals & Objectives

ACCORDING TO THE CITY CHARTER:

The purpose of the city and county government is to serve and advance the general welfare, health, happiness, safety, and aspirations of its residents, present and future, and to encourage their full participation in the process of governance. To achieve these purposes, its departments and agencies can be roughly divided into four groups:

- Public Safety and Welfare
- Culture and Recreation
- Community Development and Citizen Participation
- General Government Operations

Our Island

Hawai'i is located in the central Pacific Ocean, about 2,400 miles southwest of San Francisco, CA. The City and County of Honolulu covers the entire island of O'ahu, an area of nearly 600 square miles. According to the 2021 U.S. Census Bureau statistics, there are an estimated 1,000,890 residents in Honolulu, making up approximately 69.4% of the state's total population of 1,441,530 million people. Of Honolulu's total population, 182,162 residents (18.2%) were age 65 years and older. Tourism is the city's primary industry, followed by federal defense expenditures.

Our Government

In 1959, the Honolulu City Charter established a mayor-council form of government for Honolulu. The legislative function consists of nine city council members elected by districts. Under the charter, the council has legislative and investigative power. The mayor is the chief executive officer, assisted by a managing director who is the second ranking executive and is appointed by the mayor with council approval. All elective positions have four-year terms elected on a nonpartisan basis.

Our Economy

Tourism, Oahu's primary industry, has improved from the last fiscal year. For the 10 months ending on October 31, 2021, total visitor days leapt 100.9%, and visitor arrivals rebounded 101.0% compared to the same period a year ago. The United States military provides nearly 63,500 jobs to the island. Economic indicators such as visitor arrivals, defense spending, agricultural jobs, decreasing monthly unemployment, personal income growth, and proprietors' income suggest that the FY 2021 economy is on the rebound from COVID-19.

Selected Demographics

	2019	2020	2021
Population	980,080	974,563	1,000,890
Per Capita Personal Income	\$35,202	\$36,816	\$38,288
Unemployment Rate	2.6%	6.3%	8.6%
Households (Housing Units)	311,525	354,677	372,626
Homeownership Rate	56%	56%	57.5%

More demographics for the City and County of Honolulu can be found at <https://www.census.gov/quickfacts/fact/table/honolulucountyhawaii/>



Sources: US Census Bureau, 2020 Citizen-Centric Report, and State of Hawai'i Department of Business, Economic Development & Tourism, and the Department of Labor and Industrial Relations.



Honolulu Hale is the City and County's official seat of government

Source: Office of the City Auditor

...to promote accountability, fiscal integrity and openness in city government.



Our Progress

Citizen Centric Report for Fiscal Year 2021



FY 2021 Accomplishments

- The Department of Budget and Fiscal Services assessed 307,353 tax parcels for Assessment Year 2021, including 140,512 condominium units and 367,675 buildings, and allowed 170,564 exemptions as of Oct. 1, 2020.
- The Office of Economic Revitalization created the Immediate Response Card *City Card* program in collaboration with the financial services platform MoCaFi that provided \$500 debit cards for groceries and household essentials to 3,746 households struggling because of the COVID-19 pandemic, and infused \$1.7 million in CARES Act money into the local economy.
- The Honolulu Police Department established a coronavirus pandemic Enforcement Hotline in response to an overwhelming number of calls for service to 911 regarding COVID-19 information and violations; the hotline allowed the public to report Emergency Order violations, either by phone or email, which were then forwarded to field units for police response. The hotline received and processed approximately 32,804 calls and emails.
- The Prosecuting Attorney implemented a policy requiring the office to conduct independent investigations of all officer-involved shootings, resulting in the filing of charges in one case and one finding of a justified shooting.

Sources: City and County of Honolulu Department and Agency Report FY 2021 and City and County of Honolulu Comprehensive Annual Financial Report FY 2021

Honolulu Performance Measures	2020 Actual	2021 Actual	1 Year Change
Financial Priorities			
General Fund expenditures (millions)	\$1,737	\$1,825	5%
General Fund revenues (less carry over) (millions)	\$2,626	\$2,555	-3%
Community Design			
Availability of affordable housing (% excellent or good)	4%	6%	2%
Code enforcement (% excellent or good)	17%	17%	0%
Overall quality of the transportation system in Honolulu (% excellent or good)	37%	43%	6%
Environmental Sustainability			
Sanitation capital expenditures (millions)	\$483	\$840	74%
Diversion rate of waste diverted from landfill (Municipal Solid Waste)	80%	82%	2%
Quality of recycling services	48%	43%	-5%
Quality of open space (% excellent or good)	34%	42%	8%
Public Safety			
Police services (% excellent or good)	45%	47%	2%
Fire prevention services (% excellent or good)	63%	61%	-2%
Respond to 90% of suburban fire emergency calls within 9 minutes 30 seconds	80%	80%	0%
Ambulance/EMS services (% excellent or good)	73%	75%	2%
Emergency preparedness (% excellent or good)	54%	60%	6%
Recreation and Wellness			
Recreation services expenditures (millions)	\$26.47	\$21.48	-19%
Recreational opportunities (% of excellent or good)	66%	66%	0%

Per Capita Spending by Department¹

Department	FY 2020	FY 2021	Department	FY 2020	FY 2021
Budget and Fiscal Services	\$24	\$23	Information Technology	\$30	\$26
Community Services	\$106	\$129	Land Management	\$4	\$3
Corporation Counsel	\$11	\$10	Legislative Branch	\$25	\$24
Customer Services	\$26	\$25	Mayor	\$1	\$256
Design and Construction	\$18	\$14	Managing Director	\$5	\$28
Emergency Management	\$401	\$4	Royal Hawaiian Band	\$3	\$2
Emergency Services	\$55	\$55	Medical Examiner	\$3	\$3
Enterprise Services	\$25	\$22	Parks and Recreation	\$93	\$81
Environmental Services	\$275	\$256	Planning and Permitting	\$27	\$22
Facility Maintenance	\$96	\$77	Police	\$314	\$297
Fire	\$141	\$137	Prosecuting Attorney	\$25	\$24
Human Resources	\$4	\$7	Transportation Services	\$316	\$296

FY 2021 Total Per Capita Cost for City Operations = \$1,821

¹Per Capita spending is the total operating expenditures of each department divided by the population of the City and County of Honolulu.

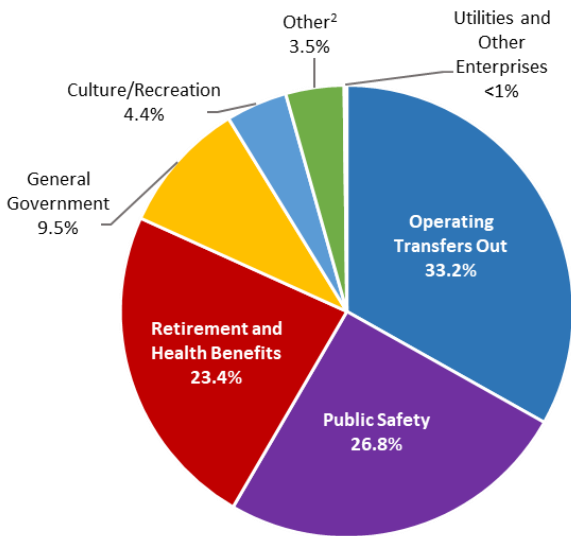
Source: City & County of Honolulu Executive Operating Program and Budget FY 2021 and 2021 National Community Survey of Honolulu Residents published by the Honolulu Office of the City Auditor.



Our Finances

Spending and Revenues for Fiscal Year 2021

Honolulu, like other cities, uses various funds to track specific categories of activities. The General Fund is used for all general revenues and governmental functions, including the Departments of Community Services, Customer Services, Design and Construction, Emergency Management and Emergency Services, Environmental Services, Fire, Information Technology, Parks and Recreation, Police, the Legislative Branch, and other support services. These services are supported by general city revenues and program fees. Proprietary Funds are used for housing, sewer, bus transportation, solid waste, water, and enterprise services such as golf courses, the zoo, and auditoriums. These services are generally supported by charges paid by users. Spending increased from \$1.7 billion FY 2020 to \$1.8 billion in FY 2021 which maintains and enhances core city services, addresses escalating nondiscretionary expenses, and allows planning for a unified transit system. Revenue was consistent with the last fiscal year with the majority of revenues coming from real property tax, other taxes, sewer charges and federal grants.

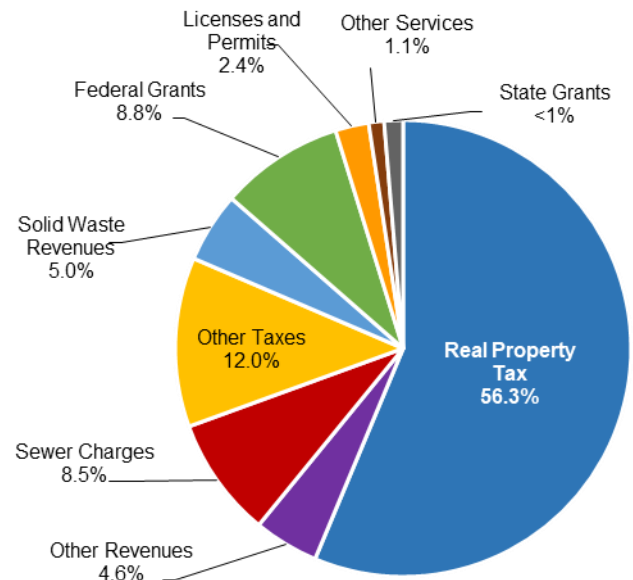


Function	FY 2020 (\$ millions)	FY 2021 (\$ millions)
Operating Transfers Out	\$605.36	\$605.39
Public Safety	\$463.26	\$460.73
Retirement and Health Benefits	\$365.94	\$426.86
General Government	\$164.86	\$173.22
Culture/Recreation	\$79.20	\$80.18
Other ²	\$58.24	\$76.08
Utilities and Other Enterprises	\$0.66	\$3.50
Total	\$1,737.51	\$ 1,825.96

Source: City and County of Honolulu's Annual Comprehensive Financial Report FY 2021.

What are the Sources of Revenue?³

Operating Resources	FY 2020 (\$ millions)	FY 2021 (\$ millions)
Real Property Tax	\$1,412.42	\$1,438.74
Other Revenues	\$169.29	\$117.55
Sewer Charges	\$294.51	\$217.73
Other Taxes	\$350.72	\$306.75
Solid Waste Revenues	\$139.79	\$126.96
Federal Grants	\$157.71	\$224.47
Licenses and Permits	\$58.29	\$60.56
Other Services	\$30.18	\$27.79
State Grants	\$12.79	\$34.08
Total	\$2,625.70	\$2,554.63



Sources: Executive Operating Program and Budgets FY 2021 and 2022.

²Other includes: Other Miscellaneous, Human Services, Sanitation, Highways & Streets, and Capital Outlay.

³Percentages do not total 100% due to rounding.

The City and County of Honolulu's Annual Comprehensive Financial Report was issued in January 2021. Independent audits of the city's finances were conducted, resulting in clean opinions. Complete financial information can be found at: <http://www.honolulu.gov/cms-oca-menu/site-oca-sitearticles/1348-citizen-centric-reports.html>

What's Next

Challenges and Priorities



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Priorities

On Jan. 2, 2021, Rick Blangiardi was officially inaugurated and installed as the 15th Mayor of the City and County of Honolulu. Mayor Blangiardi focused on: helping our residents, supporting our business community as we continue do the long road to recovery from the global pandemic, and outlining seven priorities that will be focus of his administration.

The seven priorities are as follows:

- The health and safety of our residents
- Economic recovery
- Serving our unsheltered population with dignity
- Creating affordable housing
- Modernizing city facilities and services
- An improved path forward for Honolulu's rail project
- Countering climate change

The mayor is committed to keeping the public safe, improving efficiency for all, and making O'ahu a great place to live, work and play.

We want to hear from you.

Do you like this report?
Would you like to see other information?
Please let us know by contacting our office at oca@honolulu.gov. For more information on our services, visit our website at <http://www.honolulu.gov/auditor.html>.

Sources: City & County of Honolulu Executive Operating Program and Budget FY 2021 and 2021 National Community Survey of Honolulu Residents published by the Honolulu Office of the City Auditor.

National Community Survey

The Office of the City Auditor reported the results of Honolulu resident opinions about community and city services in the 2021 National Community Survey (NCS).

The 2021 NCS ratings in Honolulu generally remained stable with some characteristics' ratings fluctuating from the previous year:

Facets of Livability

- The overall economic health of Honolulu was rated positively by 25% of respondents, up from 18% last year
- The overall health and wellness opportunities was rated positively by 67% of respondents

Quality of Life

- Honolulu as a place to live was rated positively by 68% of respondents
- The overall quality of life in Honolulu was again rated positively by 63% of respondents

Governance

- Overall customer service by Honolulu employees was rated positively by 44% of respondents
- Public information services in Honolulu was rated positively by 45% of respondents

Economy

- Honolulu as a place to visit was rated positively by 83% of respondents.

Mobility

- Ease of walking in Honolulu was rated positively by 50% of respondents

Utilities

- Garbage collection was rated favorably by 70% of respondents

Safety

- Fire services was rated favorably by 79% of respondents

Natural Environment

- Air quality was rated positively by 82% of respondents

Parks and Recreation

- Fitness opportunities earned a positive rating by 63% of respondents

Information on other performance measures can be found in the 2021 National Community Survey. The report is available on the City Auditor Website: <http://www.honolulu.gov/auditor/reportsworkplans.html>

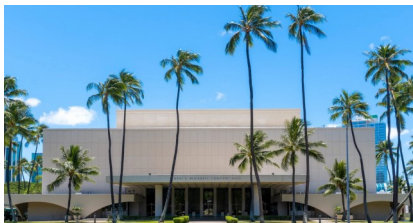
For the Future

The city continues to focus on sustaining its core services, federal resource distribution to those financially impacted by the recession, upgrading infrastructure, expanding fiber-optic connectivity, climate change adaptation strategies/projects, and providing more affordable housing opportunities.

Upcoming Capital Improvement Projects

To improve the infrastructure and maintain the physical foundation of our city, upcoming projects include:

- Improvements to the Honolulu Zoo and municipal golf courses
- Facility improvements at the Neal S. Blaisdell Center



Future capital budget includes \$6.6 million to plan, design, construct and inspect improvements for the Blaisdell Center. Source: Department of Enterprise Services