

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

THE NCSTM
THE NATIONAL COMMUNITY SURVEYSM

Honolulu, HI

The National Community Survey

Report of Results
2021

Report by:



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City and County of Honolulu

Office of the City Auditor

April 2022

Honorable City Council
Honolulu, Hawai'i

National Community Survey of Honolulu Residents (2021)

This is the 13th National Community Survey of Honolulu residents conducted for the City and County of Honolulu. The National Community Survey (NCS) is a collaborative effort between the National Research Center at Polco and the International City/County Management Association. The survey and its administration are standardized to assure high quality research methods and directly comparable results across over 600 NCS communities. Great communities are partnerships of the government, private sector, community-based organizations, and residents, all geographically connected. In addition, an on-line version of the survey (open participation survey) continued to be available to all Honolulu residents, and results of that survey are reported in a separate section of the report.

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

The results from this year's NCS indicate:

- Honolulu residents place a high priority on protecting drinking water aquifers from pollution.
- Improved ethics, accountability, and transparency in government is also of high importance.
- Residents' assessment of the effectiveness of the City's response to the COVID-19 pandemic significantly improved in the last year.
- Residents believe it is important to offer an attractive coordinated public transportation system.
- Honolulu residents continue to prioritize efforts to improve and maintain the community's natural environment.
- Residents recognized the negative impact of the COVID-19 pandemic, but remained hopeful that there will be a continued economic upturn over the next six months.

We solicit inputs and any suggestions for improving this report. The 2021 National Community Survey is posted on our website at <http://www.honolulu.gov/auditor>. An interactive version of report can also be accessed at the NRC/Polco site, [The NCS report on Tableau](https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHI2021/About) (<https://public.tableau.com/app/profile/polco.nrc/viz/TheNCSReport-HonoluluHI2021/About>). Additional printed copies of the report are also available upon request; please contact:

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

Respectfully submitted,



Arushi Kumar
City Auditor

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About The NCS™

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

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

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

The report provides the opinions of a representative sample of 375 residents of the City and County of Honolulu collected from November 29th, 2021 to January 31st, 2022. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Honolulu.

How the results are reported

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

Comparisons to benchmarks

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

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City and County’s 2021 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Honolulu represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2020 and 2021 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

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

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

Conducting the survey

The 2,700 randomly selected households received mailings beginning on November 29th, 2021 and the survey remained open for nine weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,604 households that received the invitations to participate, 375 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City and County of Honolulu survey is no greater than plus or minus 5 percentage points around any given percent reported for all respondents (375 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City and County of Honolulu. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on January 3rd, 2022. The survey remained open for four weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City and County of Honolulu. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target*
Age	18-34	7%	31%	31%
	35-54	25%	32%	31%
	55+	68%	38%	37%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	92%	92%
	Spanish, Hispanic, or Latino	6%	8%	8%
Housing tenure	Own	73%	56%	56%
	Rent	27%	44%	44%
Housing type	Attached	41%	55%	55%
	Detached	59%	45%	45%
Race & Hispanic origin	Not white alone	80%	80%	80%
	White alone, not Hispanic or Latino	20%	20%	20%
Sex	Female	48%	49%	50%
	Male	52%	51%	50%
Sex/age	Female 18-34	3%	13%	14%
	Female 35-54	14%	16%	16%
	Female 55+	31%	20%	20%
	Male 18-34	5%	17%	17%
	Male 35-54	11%	16%	16%
	Male 55+	37%	17%	17%

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

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

Contact

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

Survey Validity

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

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

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Highlights

Upward trends indicate that Honolulu's economy is on the rise.

Many aspects of Honolulu's economy received higher ratings this year over the previous survey iteration. At least one-third of survey participants offered positive evaluations of employment opportunities in Honolulu, an increase of almost 15% over the city's 2020 results. Ratings for the vibrancy of Honolulu's downtown/commercial areas also saw a significant improvement (from 35% to 48% excellent or good). In addition, shopping opportunities received higher marks this year, with nearly 7 in 10 residents offering excellent or good ratings, surpassing the national average. About half of respondents were pleased with the overall quality and variety of business and service establishments, both of which were on par with comparison communities and held steady from Honolulu's prior survey results. One-quarter of respondents also favorably reviewed the city's overall economic health; although this rating was lower than national and custom benchmarks, the upward trend suggests that Honolulu's overall economy is growing stronger. A similar proportion of residents also indicated that the economy would have a positive impact on their family's income over the next 6 months, showing positive strides toward recovery after a temporary decline last year.

Honolulu residents continue to prioritize efforts to improve and maintain the community's natural environment.

Residents' evaluations of Honolulu's natural environment tended to be similar to prior survey results, with a few fluctuations. At least 8 in 10 respondents gave high marks to the city's air quality, and 6 in 10 were pleased with both the overall quality of the natural environment and the availability of paths and walking trails. About half favorably rated city and county parks and the preservation of natural areas. All of these were on par with the City's 2020 survey results. However, a few items experienced significant changes since last year. Ratings for Honolulu's open space continued to improve, with 42% providing excellent or good ratings this year (compared to 34% in 2020 and 23% in 2019). In contrast, fewer residents offered positive evaluations of the community's water resources (57%) than in 2020.

When asked generally which aspects of community livability the City should focus on in the next few years, 83% of respondents highlighted the natural environment as an essential or very important focus area. Furthermore, virtually all residents (97%) felt that the City should prioritize protecting drinking water aquifers from pollution by establishing programs, rules and directives to regulate contaminating activities. About 8 in 10 also gave high importance ratings to developing a climate adaptation strategy to assess and address climate change impacts, as well as to the improved maintenance and repair of parks and park facilities. Increased planting and caring for trees in communities across O'ahu was also deemed important by at least two-thirds of residents.

Residents appreciate Honolulu's public transportation and opportunities for alternate modes of travel.

Most mobility-related survey items remained stable from 2020, but ratings pertaining to alternate modes of transportation tended to be strongest and show the most positive change. The overall quality of the transportation system in Honolulu was rated favorably by about 4 in 10 respondents, as was the ease of travel by public transportation. A similar percentage gave high marks to the ease of travel by bicycle, which increased significantly (more than 10%) over the previous year's survey. Bus or transit services also received much more favorable ratings from residents in 2021 (58% excellent or good), bouncing back from a steep but brief decline in 2020 and surpassing benchmark comparison communities this year. At least half of respondents were pleased with the ease of walking in Honolulu and noted they had walked or biked instead of driving within the past 12 months. Higher-than-average proportions of residents also reported using public transportation instead of driving (35%) and carpooling with others (54%) within the past year.

Further improvements to mobility continue to be a top priority for residents. About 84% rated it essential or very important for the City and County to focus on the overall quality of the transportation system over the next two years. In addition, nearly 9 in 10 residents indicated that safe and sanitary streets and public walkways should be a priority. Improved walking and biking opportunities were also considered important by the majority of residents (64% and 55%, respectively). When asked about the importance of various functions of the City's rail system, 8 in 10 respondents reported that it was essential or very important that the rail system provide for easy transfers between bus and rail for a single fare. At least three-quarters also believed it should provide an attractive commuting option to current and future residents in growing areas along the rail route and should act as a functional transit system in concert with TheBus and HandiVan. Slightly fewer, but still over half, felt that optimizing rail ridership and fare revenues (72%), supporting transit-oriented development (67%), and minimizing the need for transfers to other transit modes (59%) were also important focuses for the City rail system.

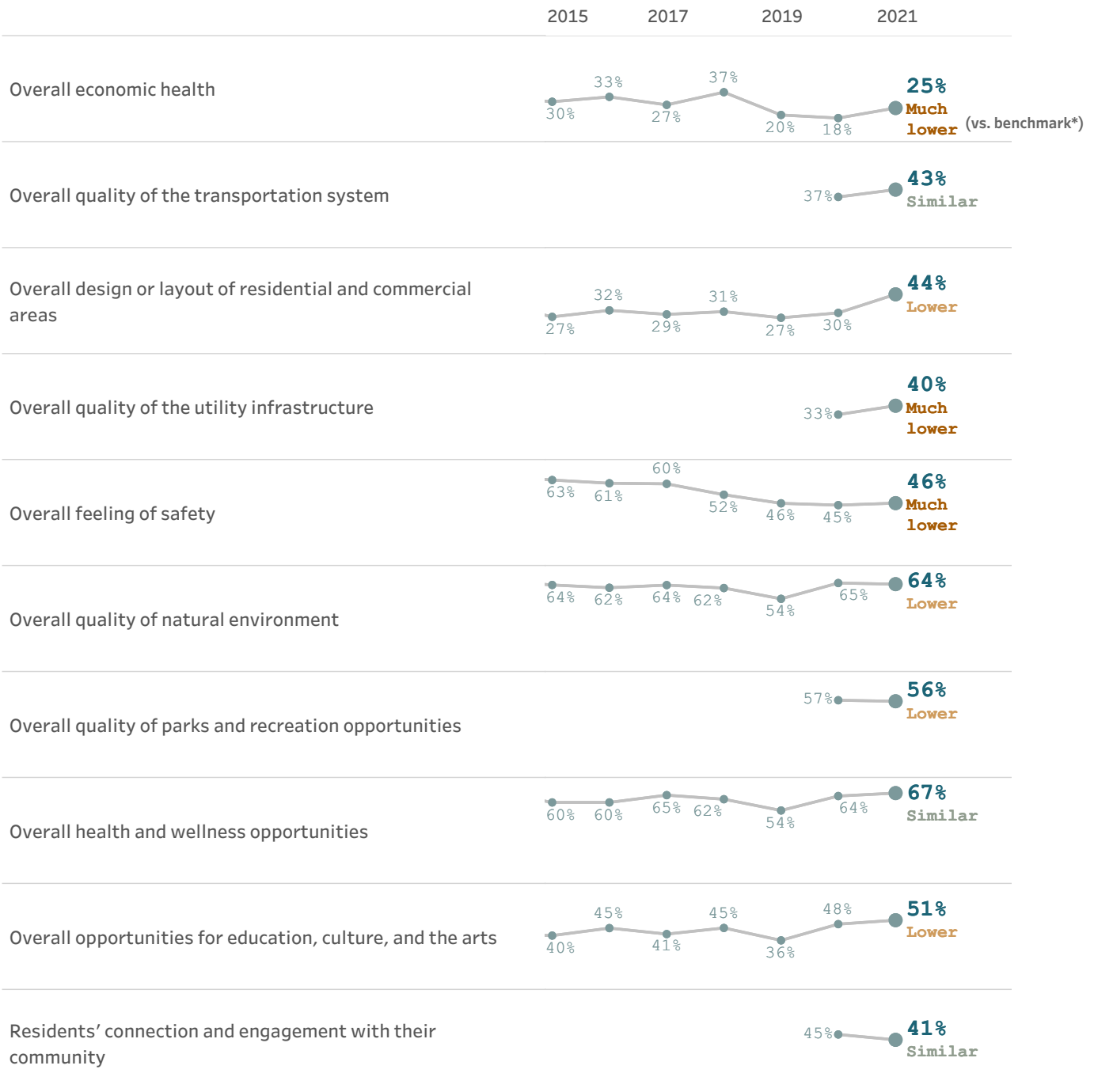
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Facets of livability

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

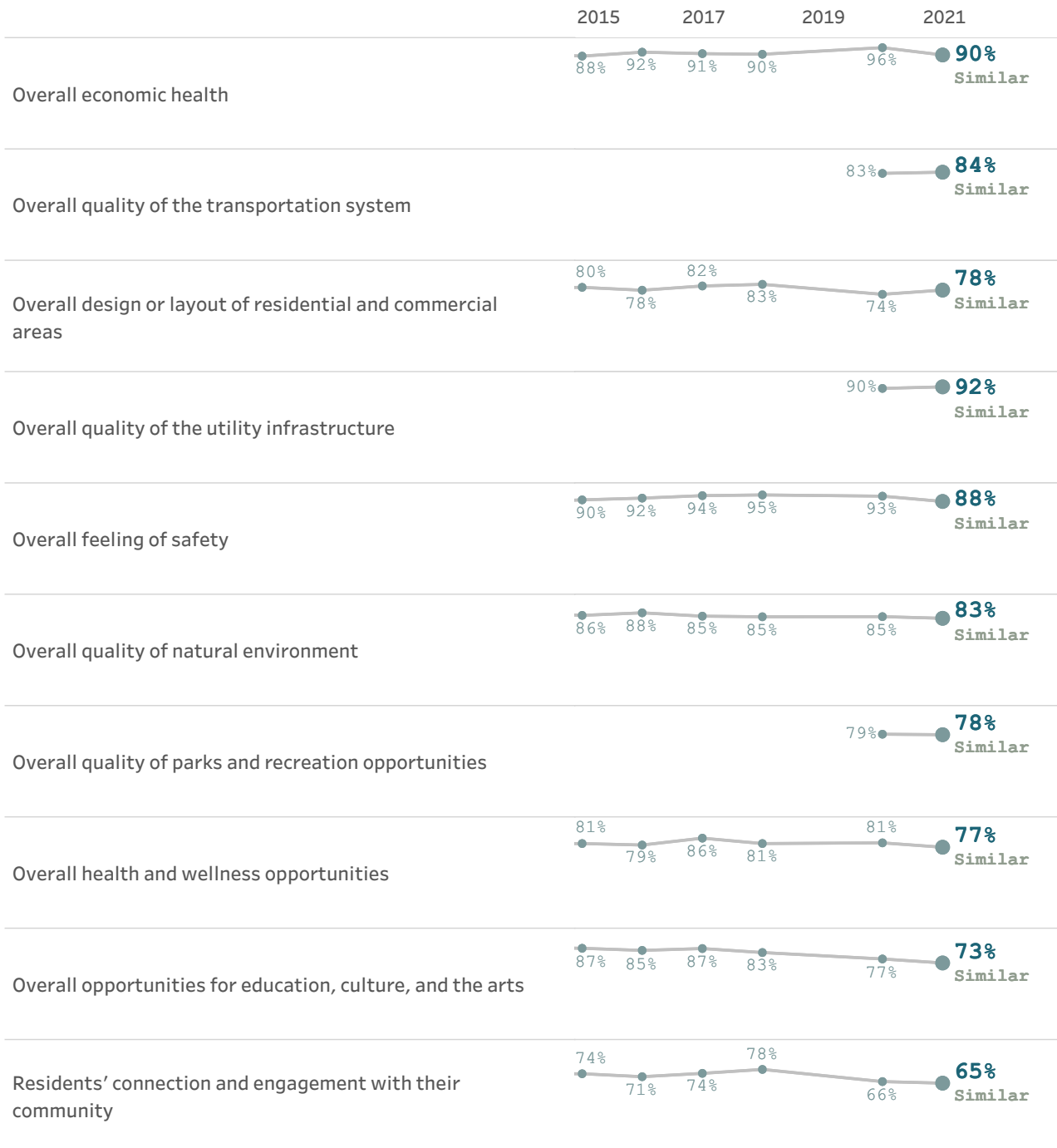
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

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



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

(% essential or very important)



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

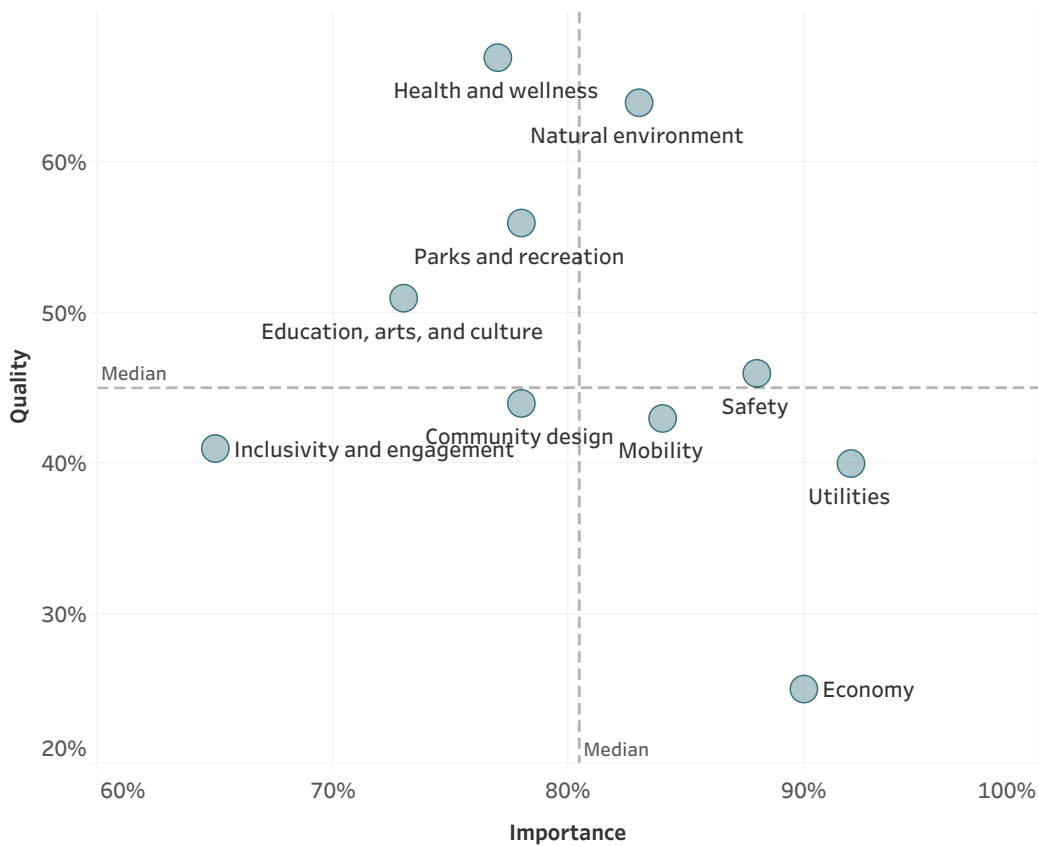
Balancing performance and importance

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

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

Services receiving quality ratings of excellent or good by 45% or more of respondents were considered of “higher quality” and those with ratings lower than 45% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 81% or more of respondents. Services were rated as “less important” if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.

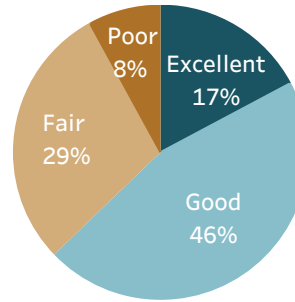


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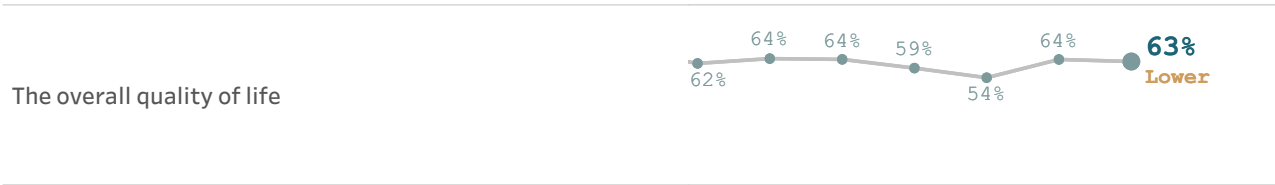
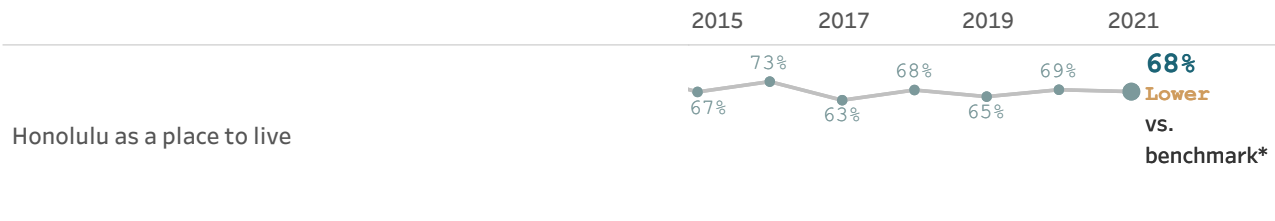
Quality of life

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

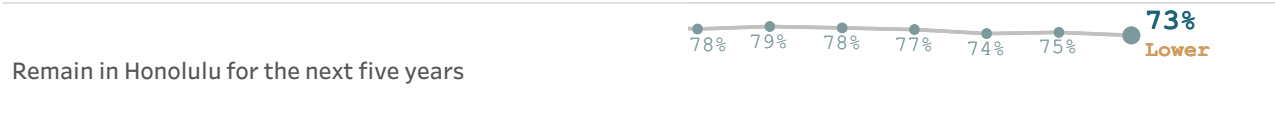
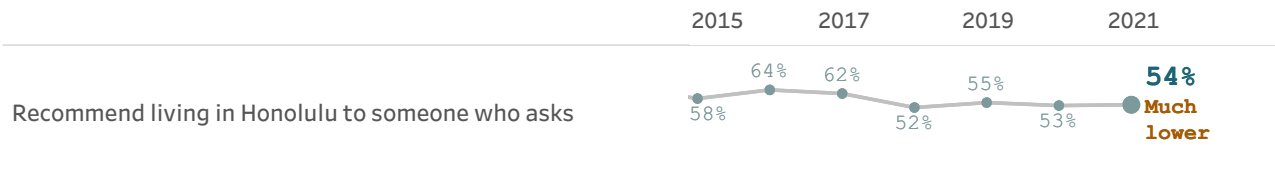
The overall quality of life in Honolulu, 2021



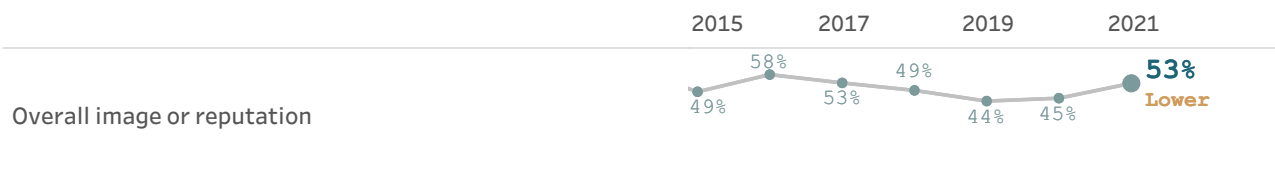
Please rate each of the following aspects of quality of life in Honolulu.
(% excellent or good)



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



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



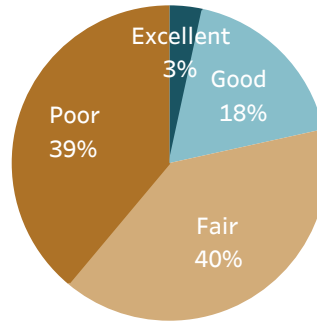
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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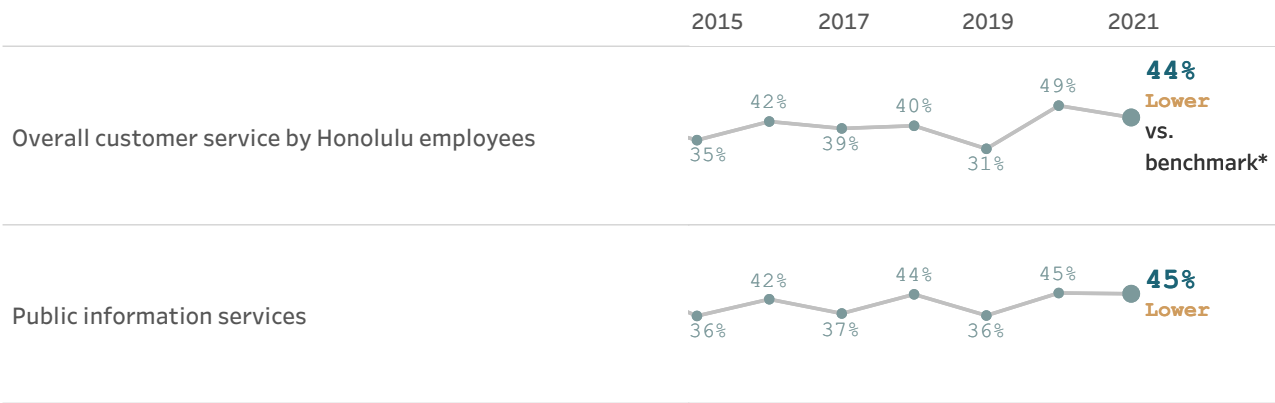
Governance

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

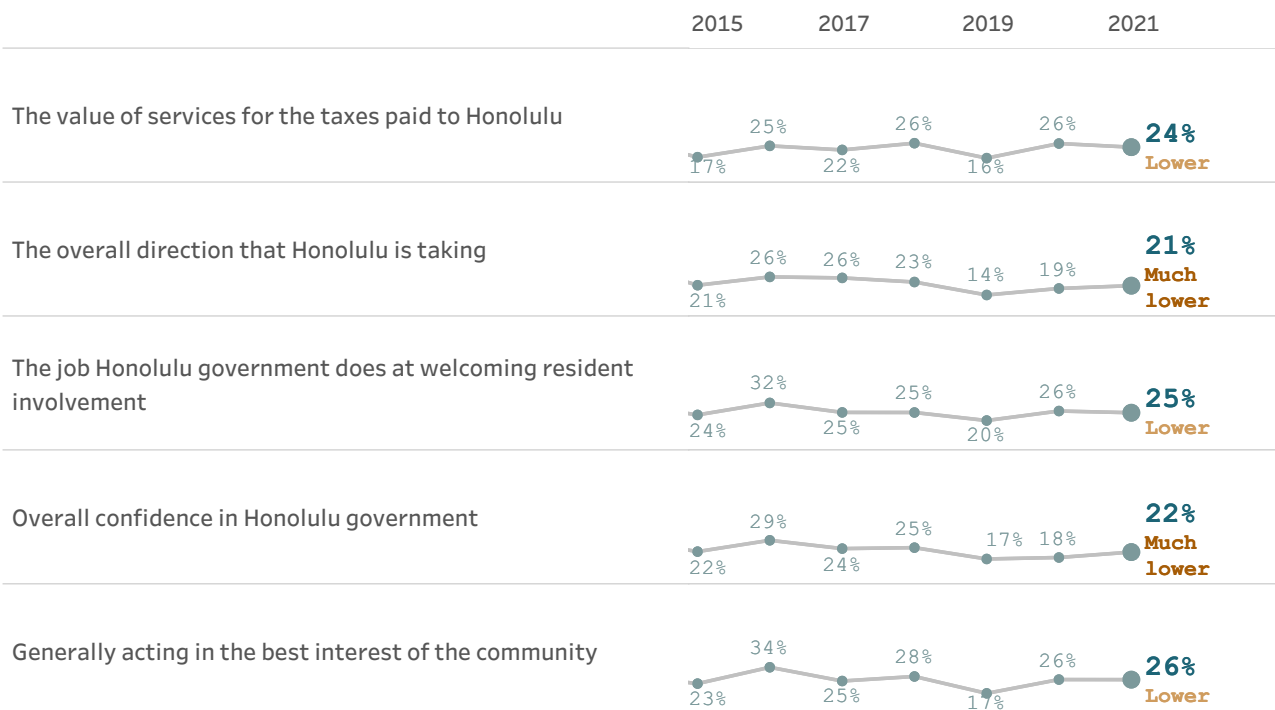
Overall confidence in Honolulu government, 2021

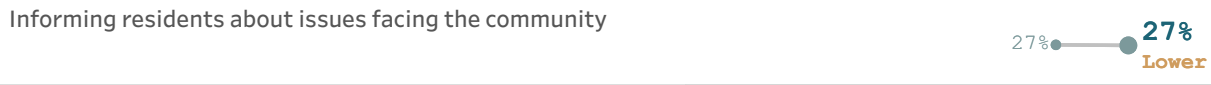
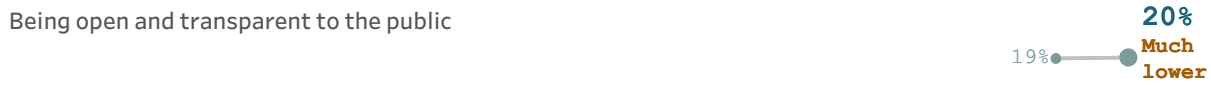


Please rate the quality of each of the following services in Honolulu. (% excellent or good)

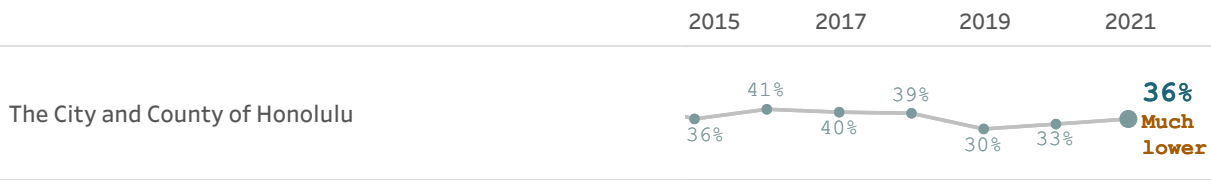


Please rate the following categories of Honolulu government performance. (% excellent or good)





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

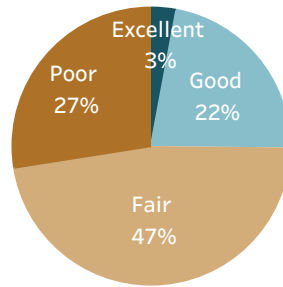


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

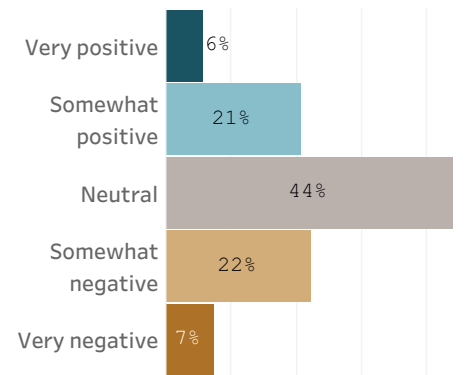
Economy

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

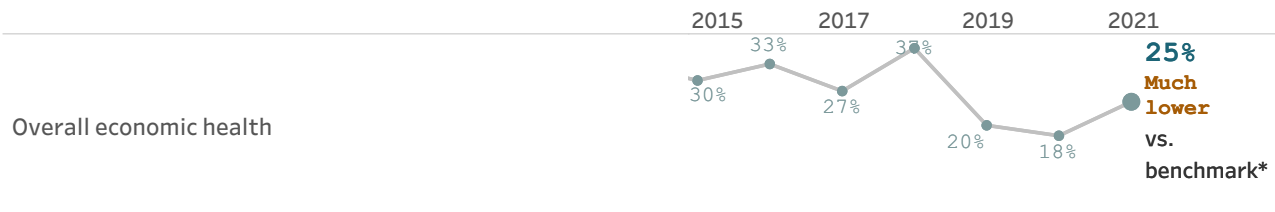
Overall economic health of Honolulu, 2021



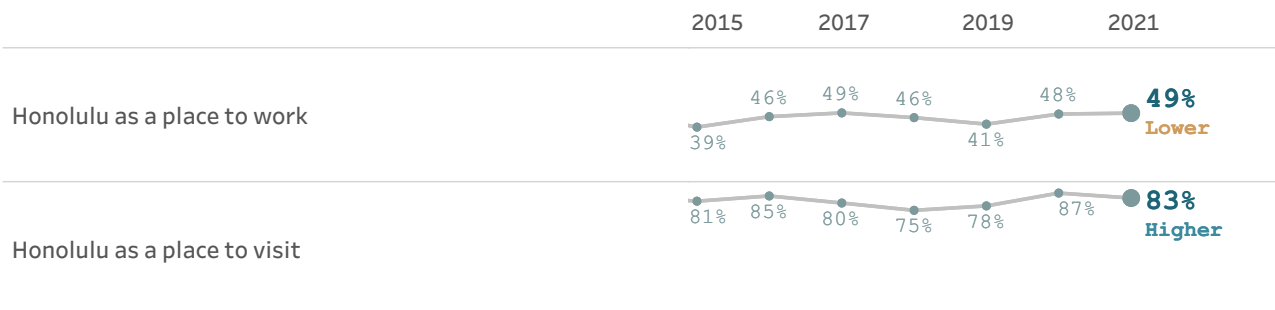
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



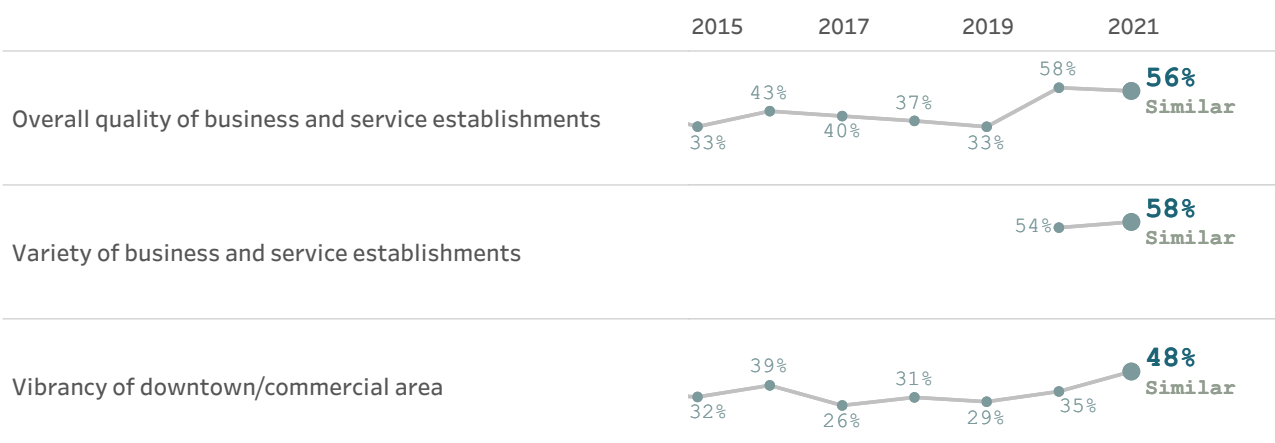
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



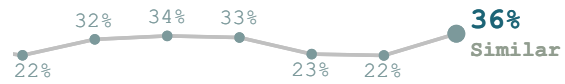
Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)



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



Employment opportunities



Shopping opportunities



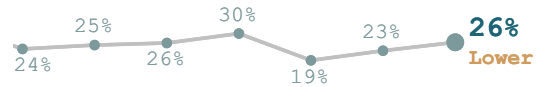
Cost of living



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

2015 2017 2019 2021

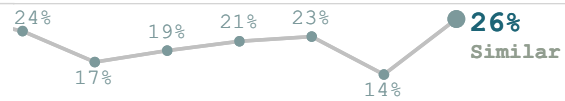
Economic development



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

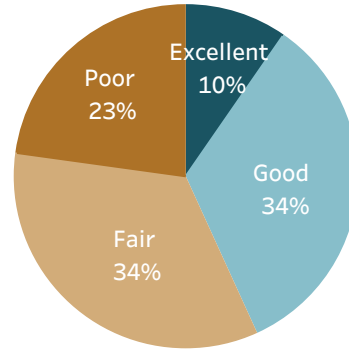
2015 2017 2019 2021

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:



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

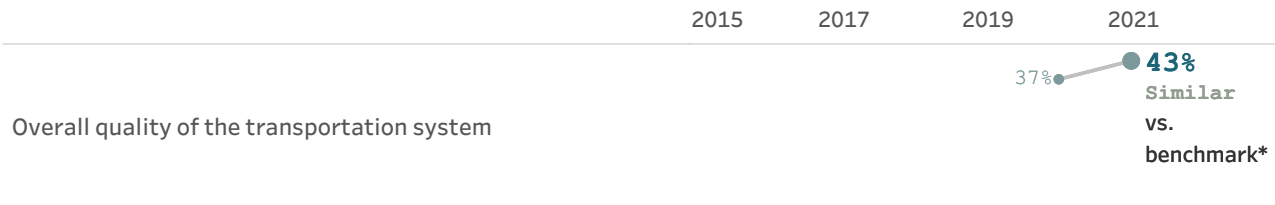
Overall quality of the transportation system in Honolulu, 2021



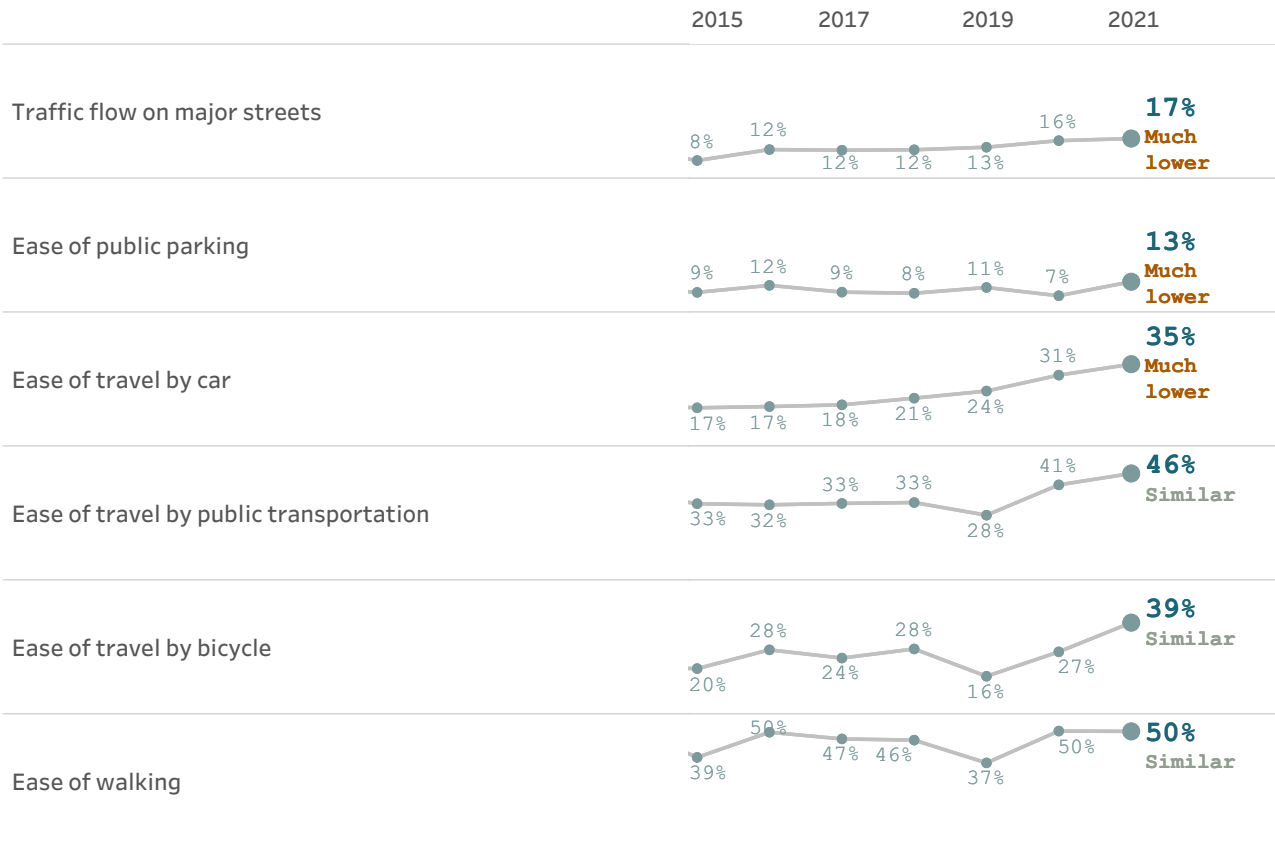
Mobility

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

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

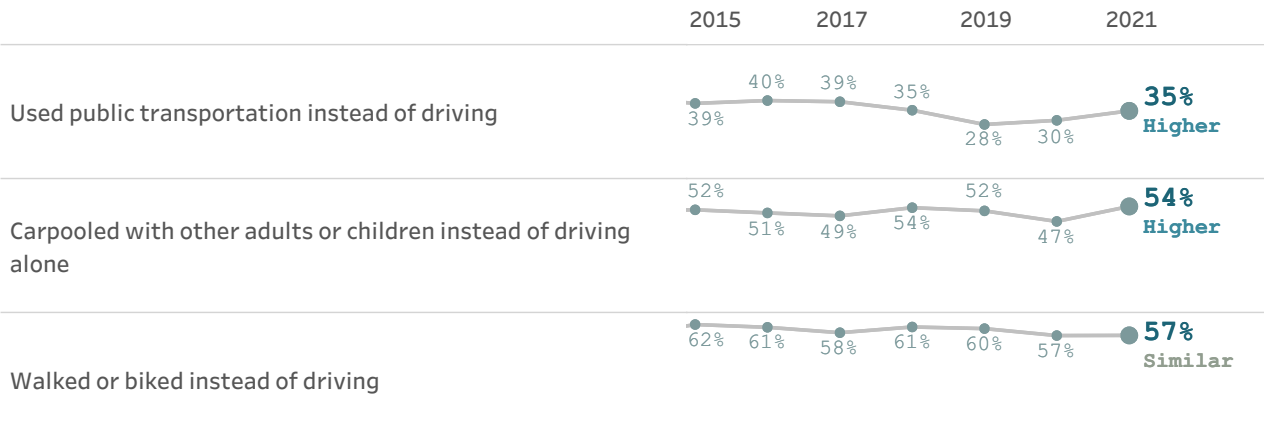


Please also rate each of the following in the Honolulu community.
(% excellent or good)



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

(% yes)



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

(% excellent or good)

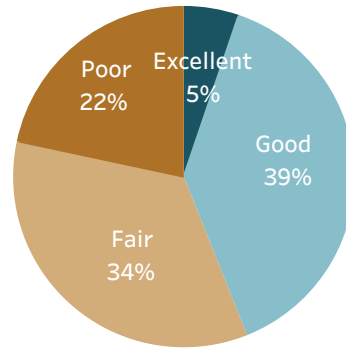


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

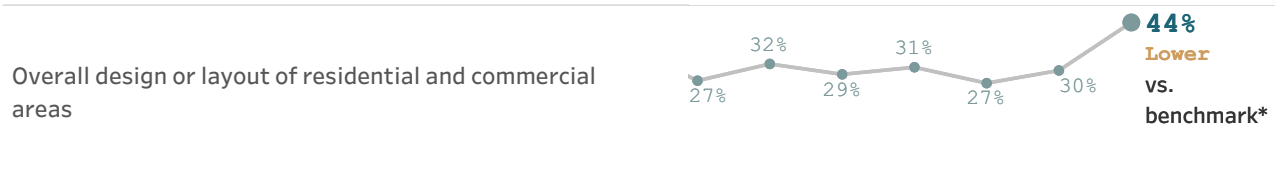
Overall design or layout of Honolulu's residential and commercial areas, 2021

Community design

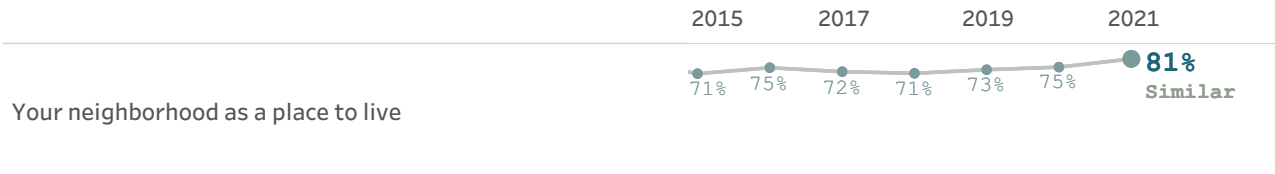
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



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



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

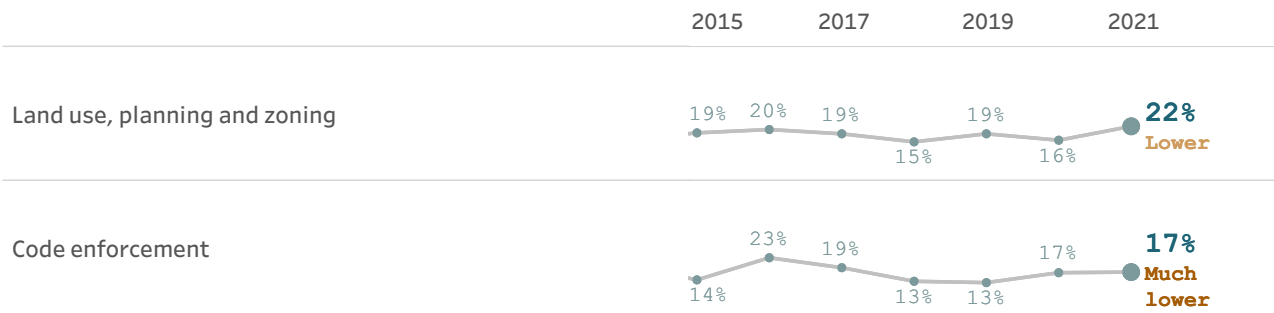


Please also rate each of the following in the Honolulu community.
(% excellent or good)



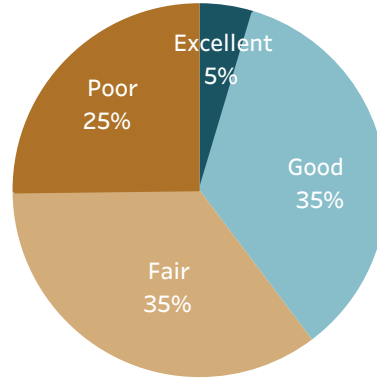


**Please rate the quality of each of the following services in Honolulu.
(% excellent or good)**



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

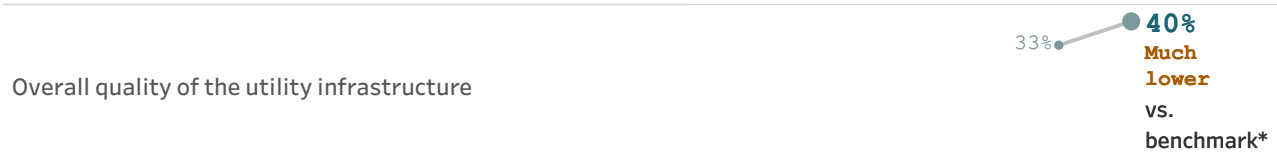
Overall quality of the utility infrastructure in Honolulu, 2021



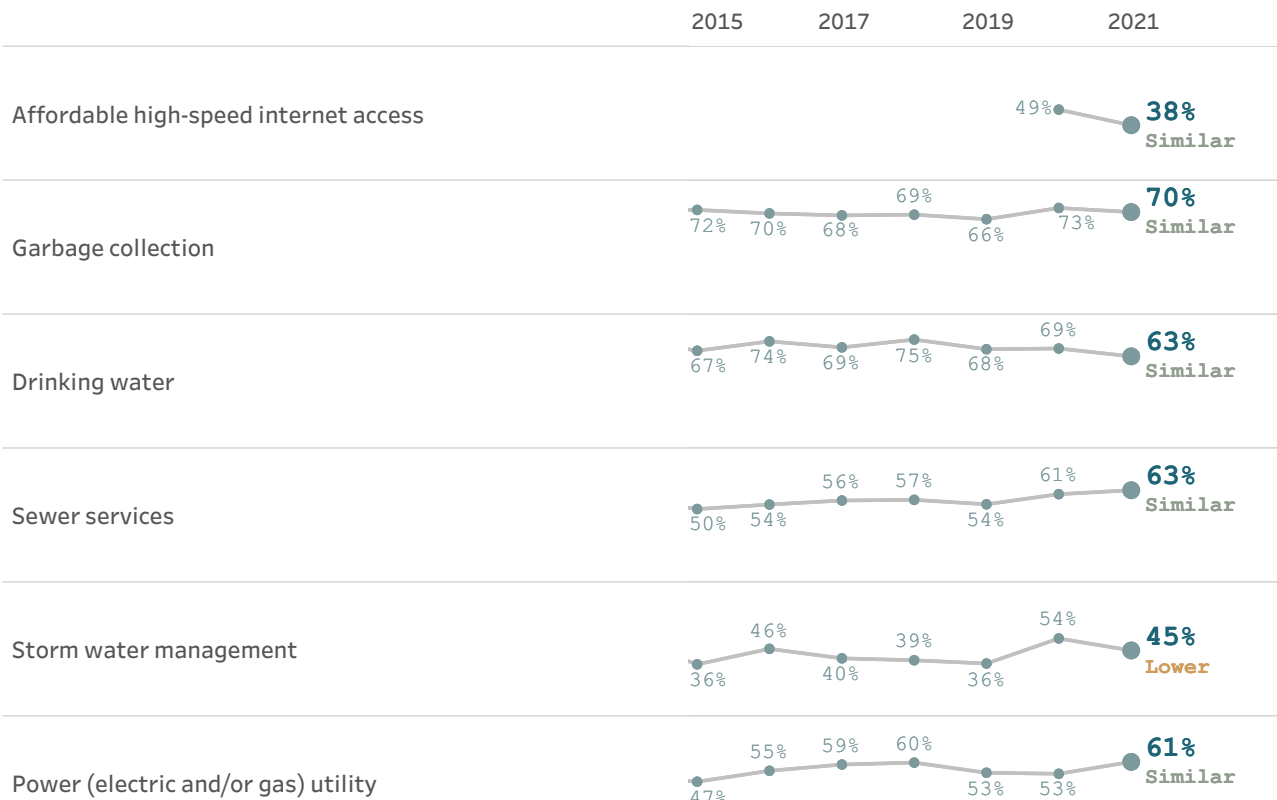
Utilities

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

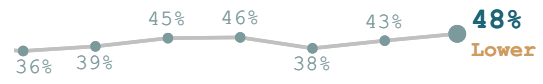
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



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



Utility billing

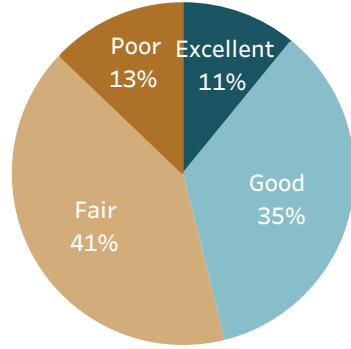


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

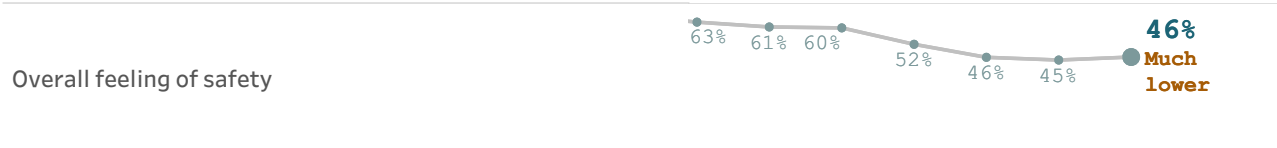
Safety

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

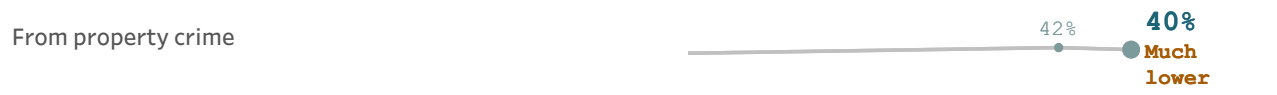
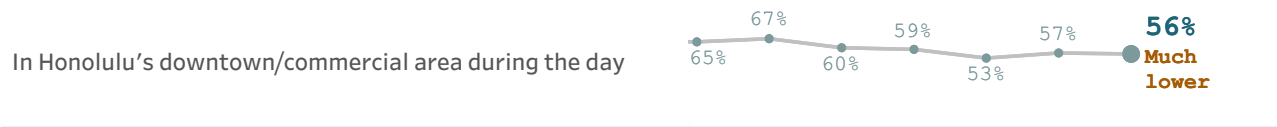
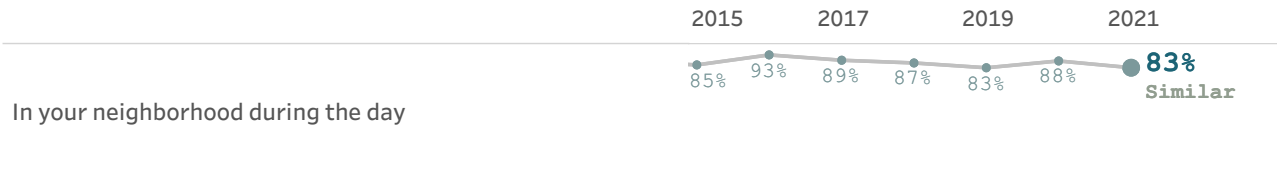
Overall feeling of safety in Honolulu, 2021



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



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



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

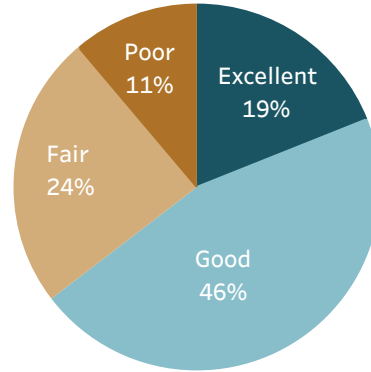


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

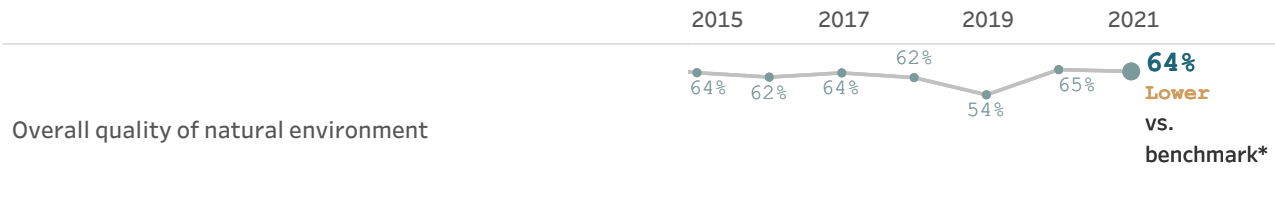
Overall quality of natural environment in Honolulu, 2021

Natural environment

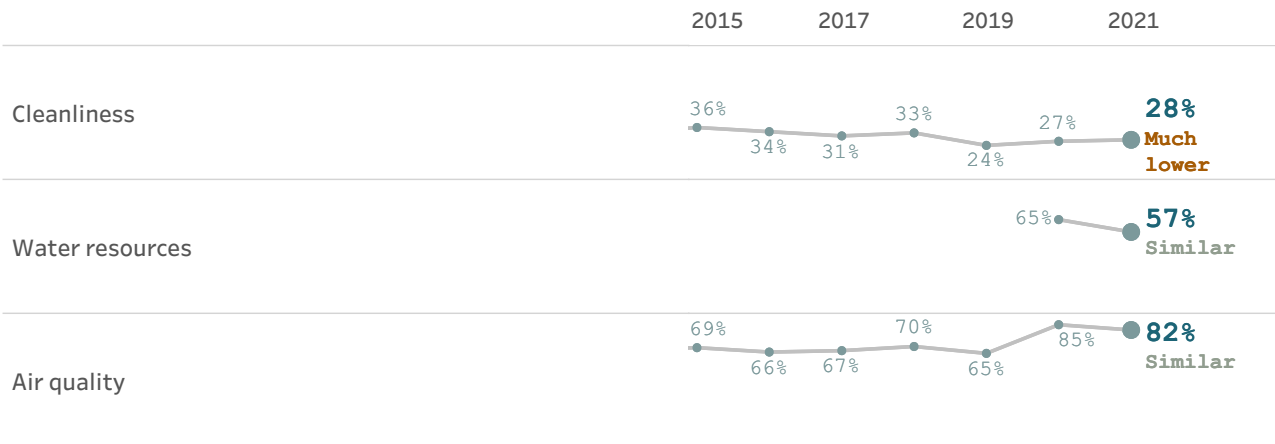
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



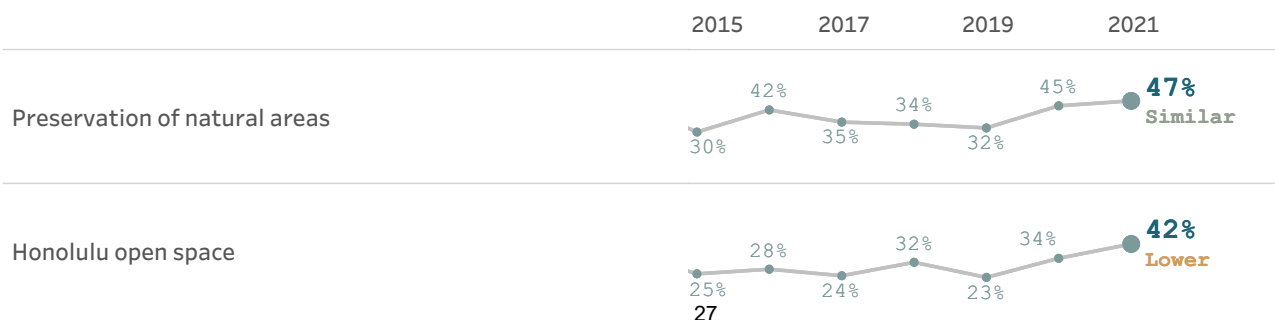
Please rate each of the following characteristics as they relate to Honolulu as a whole.
(% excellent or good)

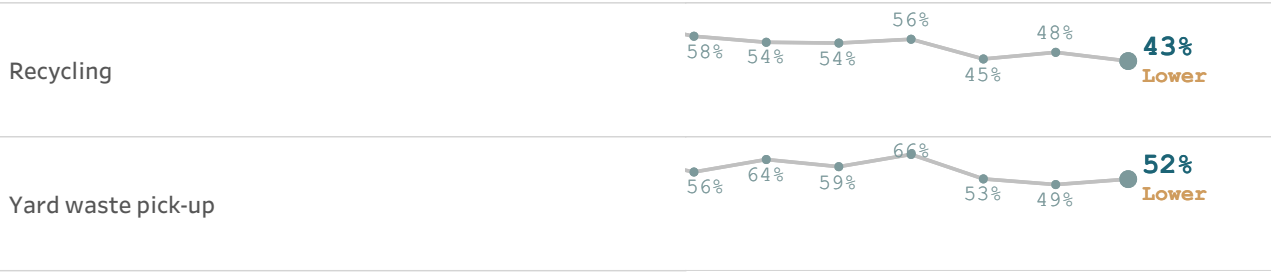


Please also rate each of the following in the Honolulu community.
(% excellent or good)



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





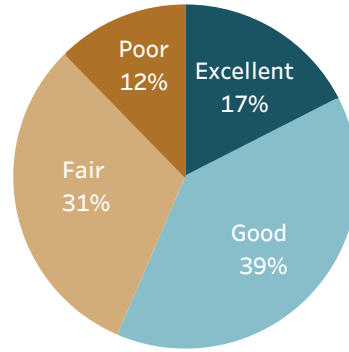
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

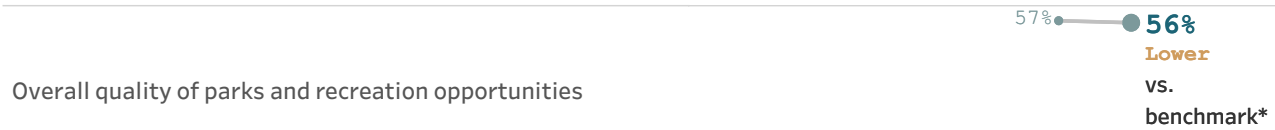
Parks and recreation

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

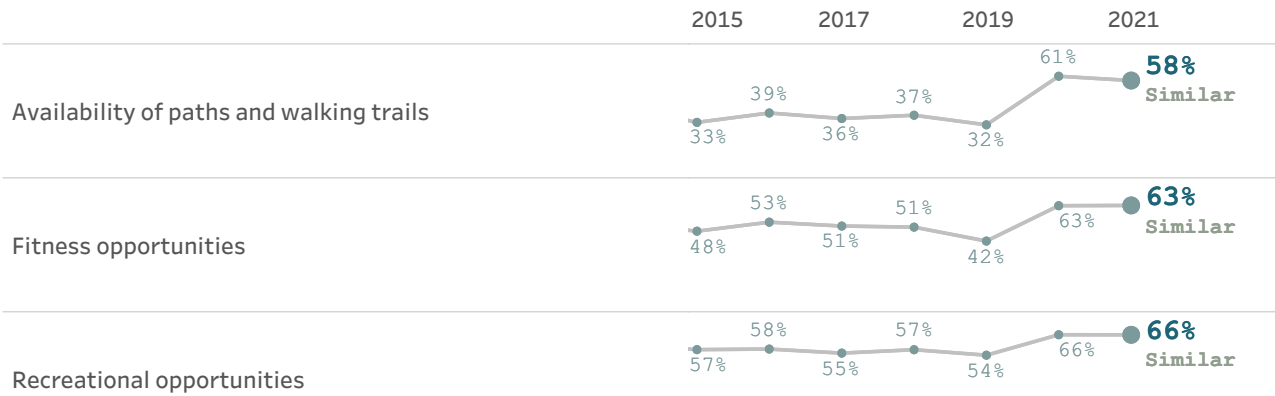
- National Recreation and Park Association



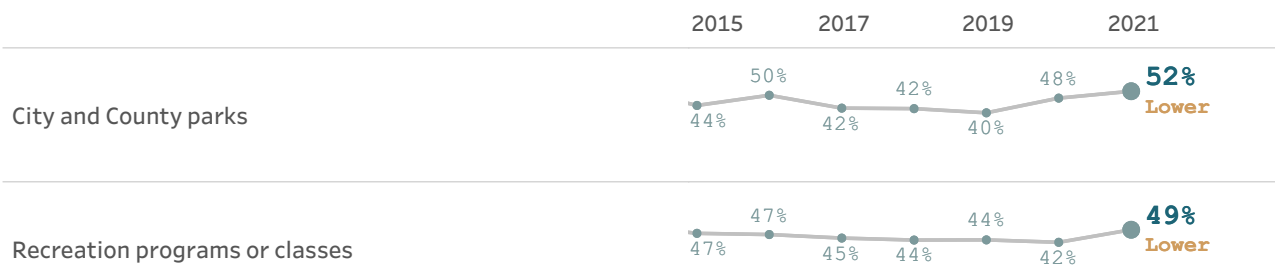
Please rate each of the following characteristics as they relate to Honolulu as a whole.
(% excellent or good)



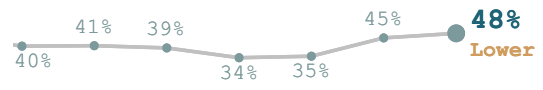
Please also rate each of the following in the Honolulu community.
(% excellent or good)



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



Recreation centers or facilities

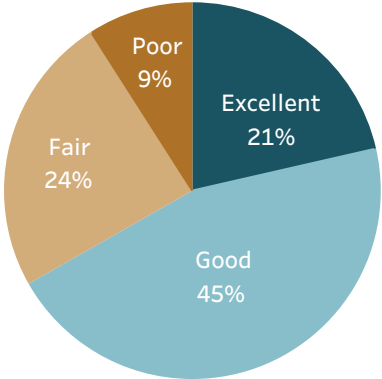


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

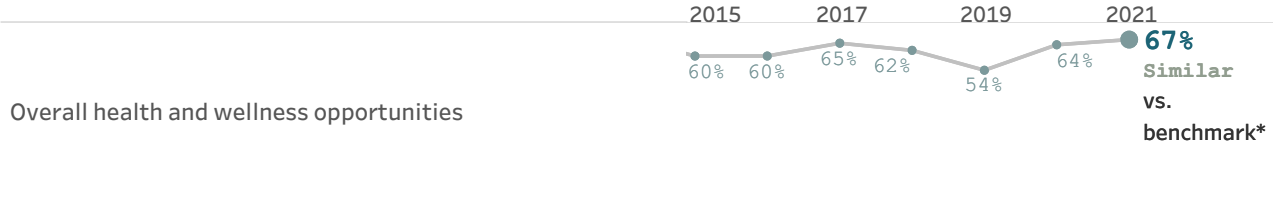
Overall health and wellness opportunities in Honolulu, 2021

Health and wellness

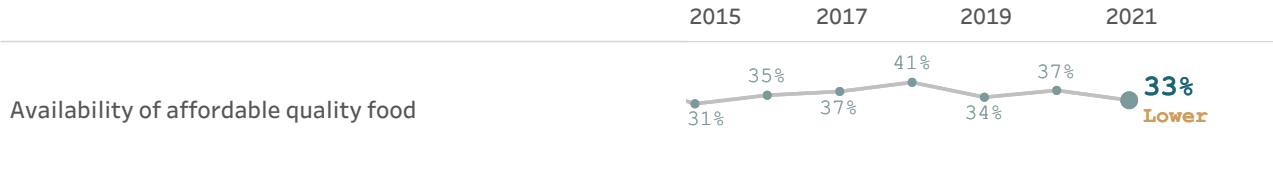
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



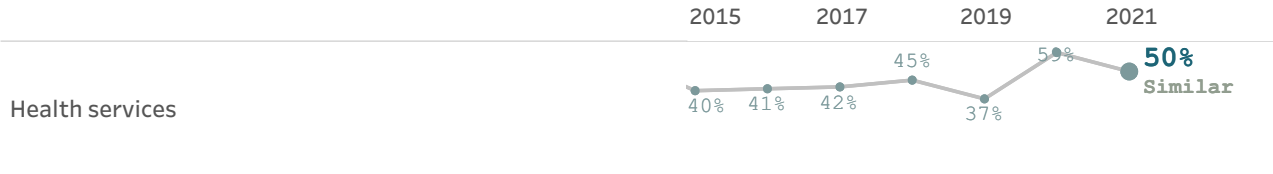
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



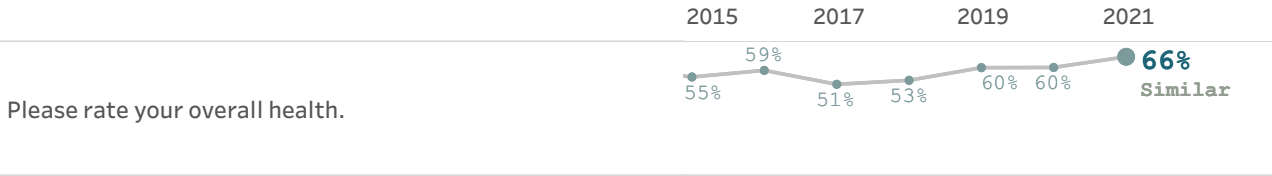
Please also rate each of the following in the Honolulu community. (% excellent or good)



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

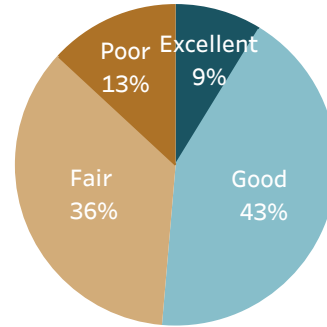


Please rate your overall health.
(% excellent or very good)



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

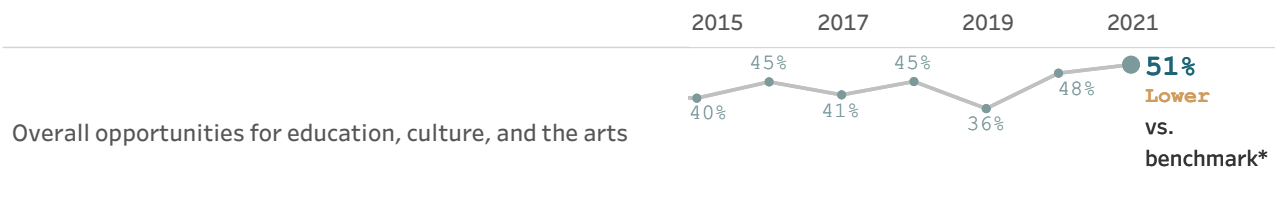
Overall opportunities for education, culture and the arts, 2021



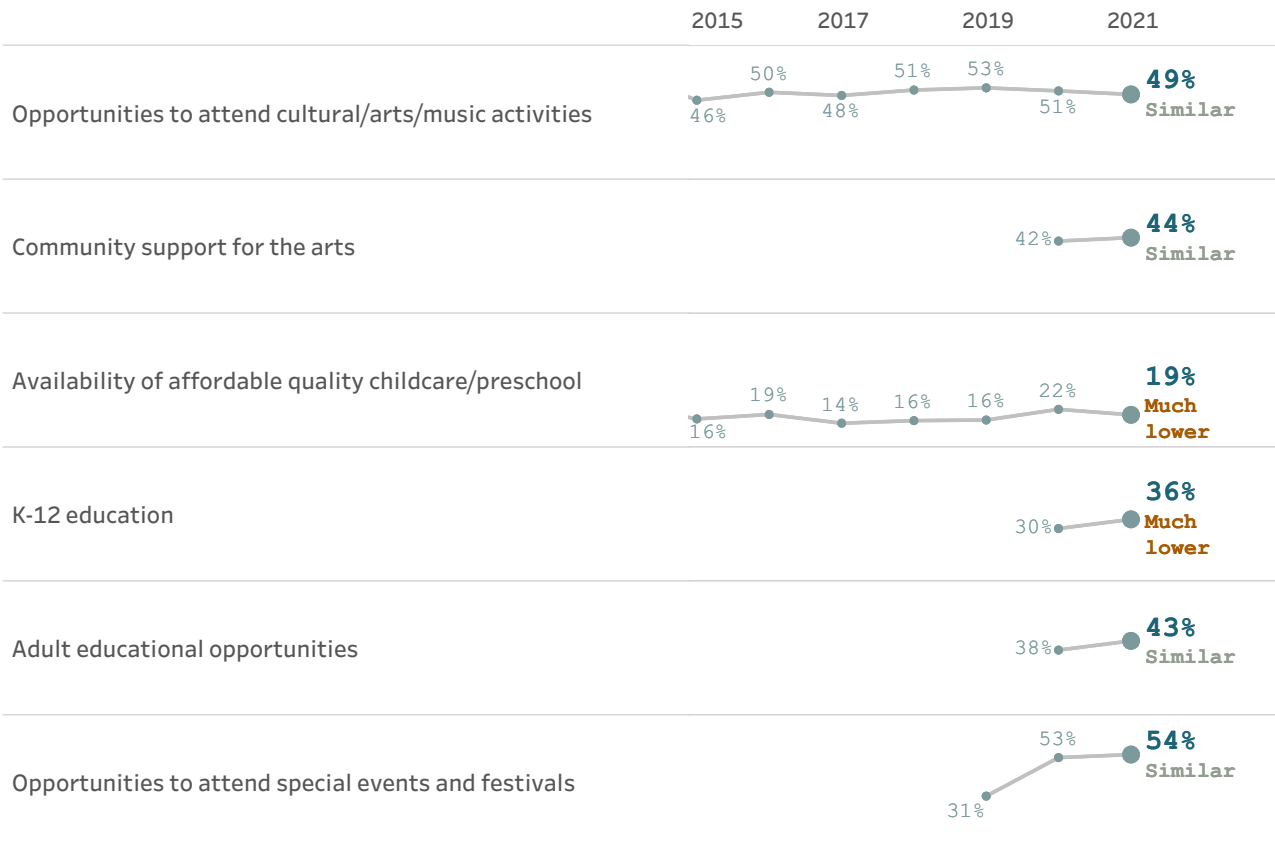
Education, arts, and culture

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

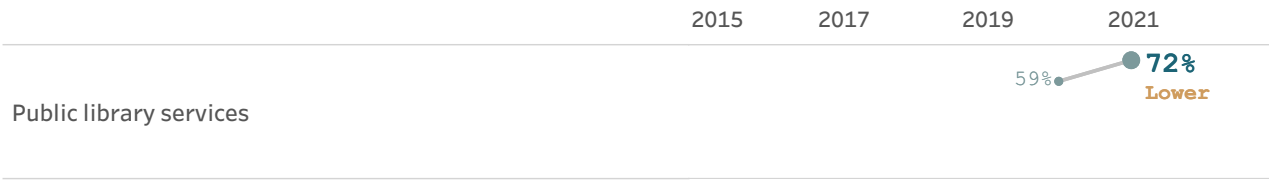
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)



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



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

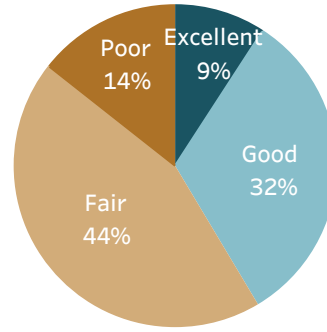


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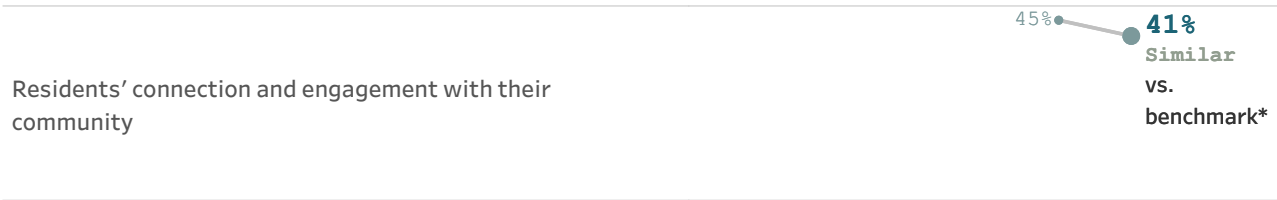
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

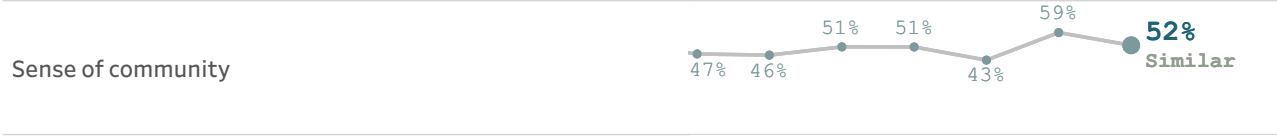
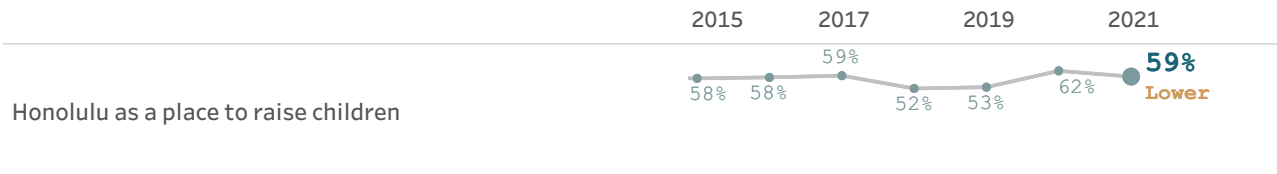
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



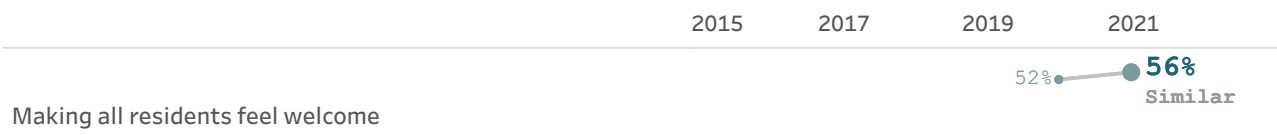
Please rate each of the following characteristics as they relate to Honolulu as a whole. (% excellent or good)

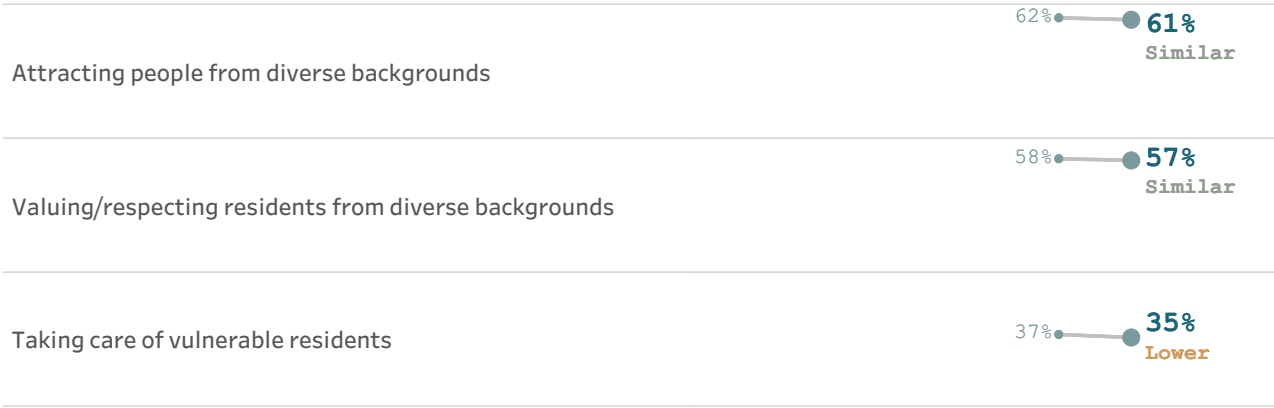


Please rate each of the following aspects of quality of life in Honolulu. (% excellent or good)

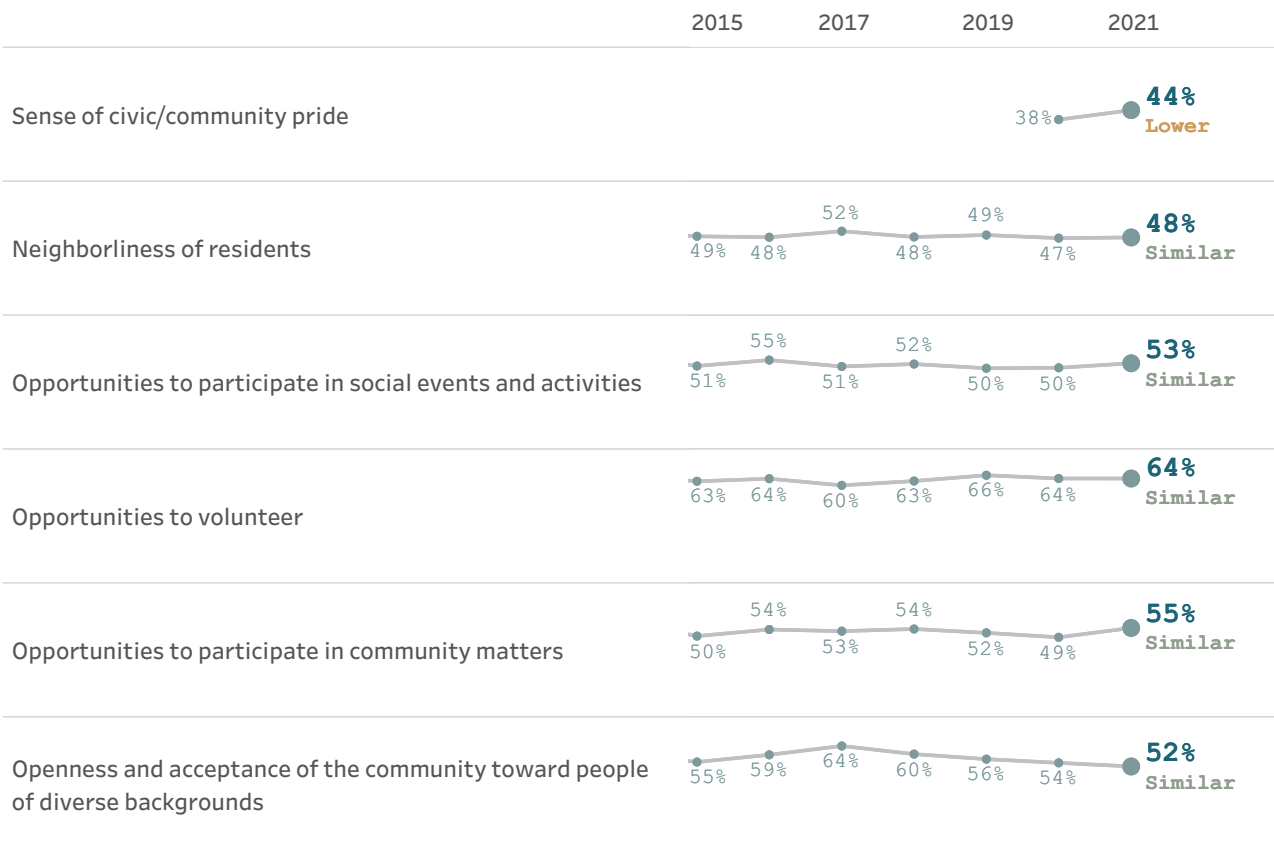


Please rate the job you feel the Honolulu community does at each of the following. (% excellent or good)





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



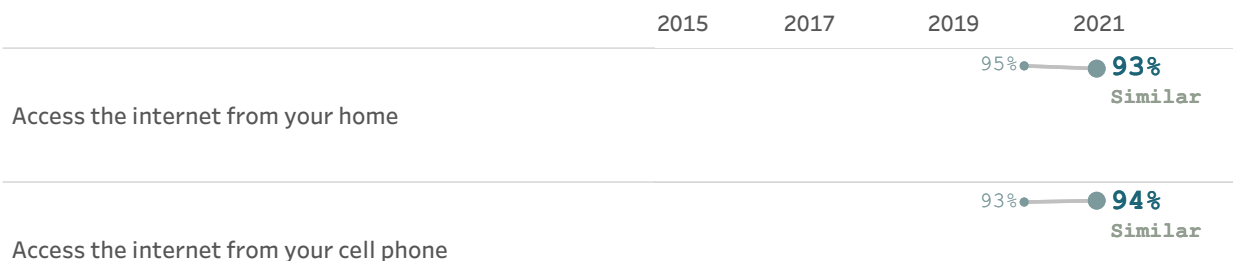
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

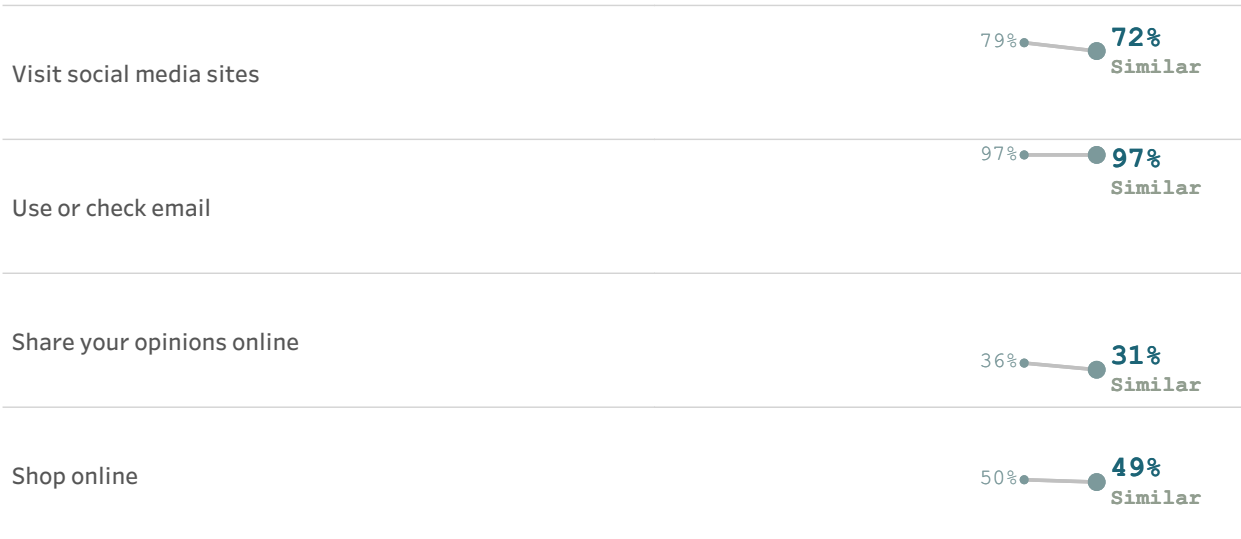
Residents' participation levels

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



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

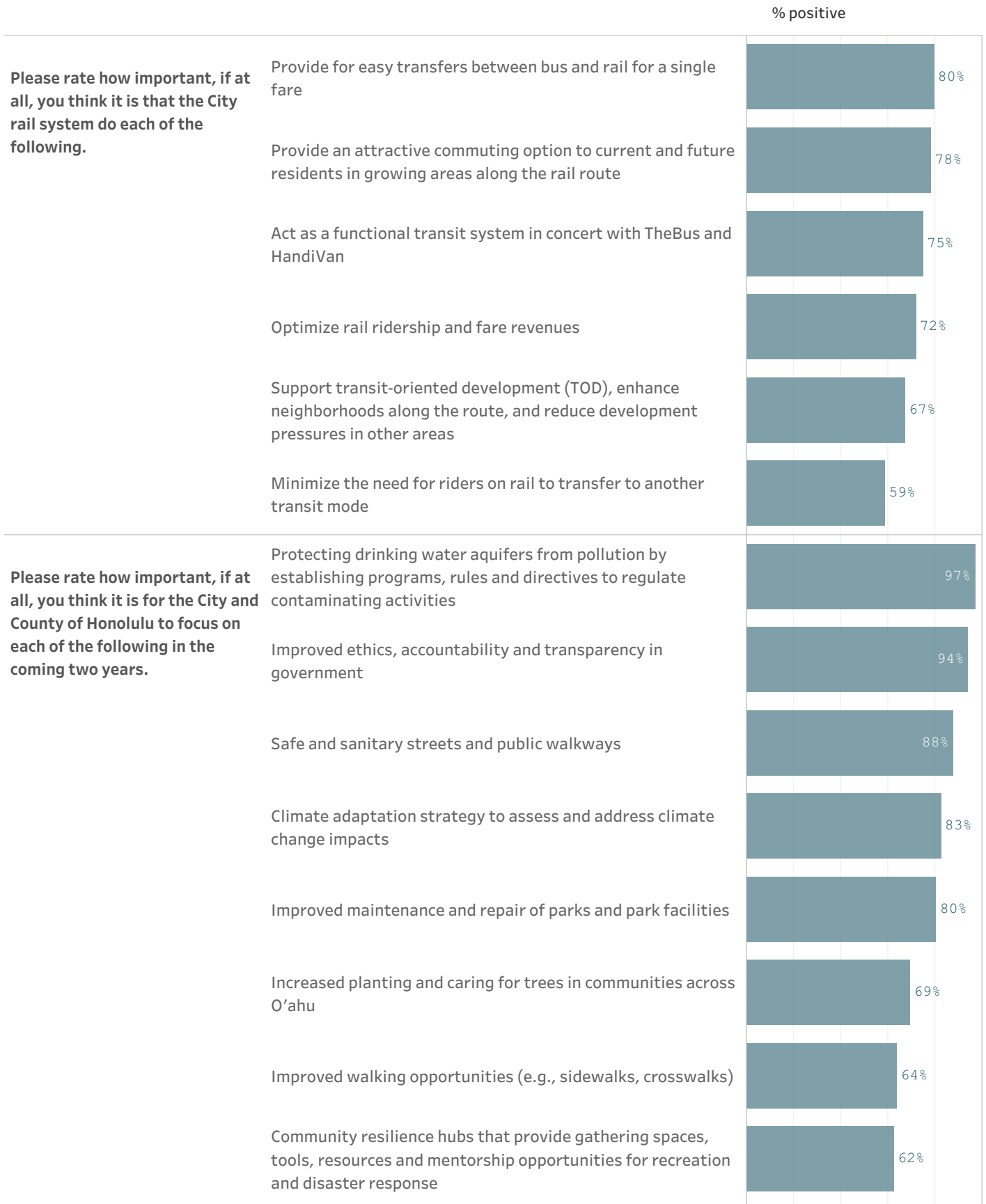


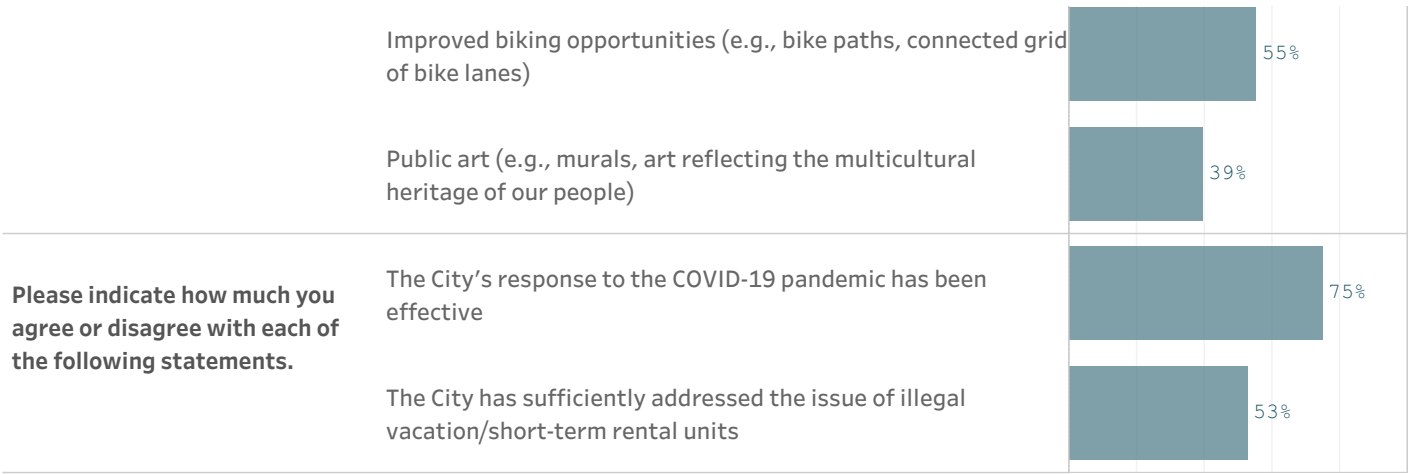


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Essential/Very important or Strongly/somewhat agree) is shown.





National benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Lower	68%	358	389	8
	Your neighborhood as a place to live	Similar	81%	240	321	25
	Honolulu as a place to raise children	Lower	59%	342	390	12
	Honolulu as a place to work	Lower	49%	299	373	20
	Honolulu as a place to visit	Higher	83%	63	315	80
	Honolulu as a place to retire	Lower	47%	328	375	12
	The overall quality of life	Lower	63%	368	431	14
	Sense of community	Similar	52%	251	323	22
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health	Much lower	25%	285	296	4
	Overall quality of the transportation system	Similar	43%	100	130	23
	Overall design or layout of residential and commercial areas	Lower	44%	263	290	9
	Overall quality of the utility infrastructure	Much lower	40%	126	127	1
	Overall feeling of safety	Much lower	46%	340	371	8
	Overall quality of natural environment	Lower	64%	260	300	13
	Overall quality of parks and recreation opportunities	Lower	56%	124	132	6
	Overall health and wellness opportunities	Similar	67%	186	291	36
	Overall opportunities for education, culture, and the arts	Lower	51%	238	294	19

following characteristics as they relate to Honolulu as a whole.	Residents' connection and engagement with their community	Similar	41%	98	128	24
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Much lower	54%	302	307	1
	Remain in Honolulu for the next five years	Lower	73%	274	300	9
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	83%	322	356	9
	In Honolulu's downtown/commercial area during the day	Much lower	56%	324	331	2
	From property crime	Much lower	40%	134	138	3
	From violent crime	Much lower	50%	132	138	3
	From fire, flood, or other natural disaster	Lower	61%	116	126	8
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Similar	56%	113	132	15
	Attracting people from diverse backgrounds	Similar	61%	57	130	56
	Valuing/respecting residents from diverse backgrounds	Similar	57%	100	130	23
	Taking care of vulnerable residents	Lower	35%	118	128	8
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	Similar	56%	211	298	29
	Variety of business and service establishments	Similar	58%	75	127	41
	Vibrancy of downtown/commercial area	Similar	48%	165	280	41
	Employment opportunities	Similar	36%	210	327	36
	Shopping opportunities	Higher	69%	89	313	71
	Cost of living	Much lower	9%	288	292	1
	Overall image or reputation	Lower	53%	286	368	22
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Much lower	17%	333	345	3
	Ease of public parking	Much lower	13%	267	270	1
	Ease of travel by car	Much lower	35%	313	323	3
	Ease of travel by public transportation	Similar	46%	75	275	73
	Ease of travel by bicycle	Similar	39%	232	325	28

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

Ease of walking	Similar	50%	249	325	23
Well-planned residential growth	Lower	22%	124	130	5
Well-planned commercial growth	Lower	21%	114	130	13
Well-designed neighborhoods	Much lower	26%	126	128	2
Preservation of the historical or cultural character of the community	Lower	46%	115	126	9
Public places where people want to spend time	Lower	46%	239	286	16
Variety of housing options	Much lower	15%	294	302	2
Availability of affordable quality housing	Much lower	6%	324	326	0
Overall quality of new development	Lower	24%	302	320	5
Overall appearance	Much lower	35%	336	357	6
Cleanliness	Much lower	28%	322	327	1
Water resources	Similar	57%	61	116	48
Air quality	Similar	82%	102	281	64
Availability of paths and walking trails	Similar	58%	221	330	33
Fitness opportunities	Similar	63%	179	282	36
Recreational opportunities	Similar	66%	163	313	48
Availability of affordable quality food	Lower	33%	268	277	3
Availability of affordable quality health care	Lower	40%	256	290	12
Availability of preventive health services	Lower	46%	227	273	17
Availability of affordable quality mental health care	Similar	29%	215	273	21
Opportunities to attend cultural/arts/music activities	Similar	49%	206	310	33
Community support for the arts	Similar	44%	91	127	29
Availability of affordable quality childcare/preschool	Much lower	19%	282	288	2
K-12 education	Much lower	36%	272	294	7

Please also rate each of the following in the Honolulu community.	Adult educational opportunities	Similar	43%	209	279	25
	Sense of civic/community pride	Lower	44%	111	127	13
	Neighborliness of residents	Similar	48%	242	286	15
	Opportunities to participate in social events and activities	Similar	53%	214	292	27
	Opportunities to attend special events and festivals	Similar	54%	253	299	15
	Opportunities to volunteer	Similar	64%	182	290	37
	Opportunities to participate in community matters	Similar	55%	226	294	23
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	52%	232	318	27
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu for help or information	Similar	38%	281	347
Contacted Honolulu elected officials to express your opinion		Similar	22%	69	288	76
Attended a local public meeting		Similar	16%	214	287	25
Watched a local public meeting		Higher	37%	31	266	88
Volunteered your time to some group/activity		Similar	40%	97	292	67
Campaigned or advocated for a local issue, cause, or candidate		Similar	18%	175	276	36
Voted in your most recent local election		Similar	72%	99	129	24
Used public transportation instead of driving		Higher	35%	54	257	79
Carpooled with other adults or children instead of driving alone		Higher	54%	25	282	91
Walked or biked instead of driving		Similar	57%	148	285	48
Please rate the quality of each of the following services in Honolulu.		Public information services	Lower	45%	294	312
	Economic development	Lower	26%	283	303	6
	Traffic enforcement	Lower	37%	359	372	3
	Traffic signal timing	Lower	31%	280	292	4
	Street repair	Much lower	13%	370	372	0
	Street cleaning	Much lower	25%	306	314	2

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

Street lighting	Lower	42%	322	353	8
Sidewalk maintenance	Lower	27%	298	318	6
Bus or transit services	Higher	58%	67	268	75
Land use, planning and zoning	Lower	22%	300	315	5
Code enforcement	Much lower	17%	363	372	2
Affordable high-speed internet access	Similar	38%	101	124	19
Garbage collection	Similar	70%	306	348	12
Drinking water	Similar	63%	228	314	27
Sewer services	Similar	63%	276	316	12
Storm water management	Lower	45%	307	339	9
Power (electric and/or gas) utility	Similar	61%	212	234	9
Utility billing	Lower	48%	253	268	5
Police/Sheriff services	Much lower	47%	413	423	2
Crime prevention	Much lower	25%	363	371	2
Animal control	Lower	41%	319	335	5
Ambulance or emergency medical services	Lower	75%	313	332	6
Fire services	Lower	79%	337	365	7
Fire prevention and education	Similar	61%	263	304	13
Emergency preparedness	Similar	60%	208	304	31
Preservation of natural areas	Similar	47%	239	284	16
Honolulu open space	Lower	42%	258	274	6
Recycling	Lower	43%	330	351	6
Yard waste pick-up	Lower	52%	256	296	13
City and County parks	Lower	52%	317	330	4

Please rate the quality of each of the following services in Honolulu.	Recreation programs or classes	Lower	49%	286	324	12
	Recreation centers or facilities	Lower	48%	262	297	12
	Health services	Similar	50%	219	265	17
	Public library services	Lower	72%	313	339	7
	Overall customer service by Honolulu employees	Lower	44%	375	386	2
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Lower	24%	387	393	1
	The overall direction that Honolulu is taking	Much lower	21%	340	340	0
	The job Honolulu government does at welcoming resident involvement	Lower	25%	320	334	4
	Overall confidence in Honolulu government	Much lower	22%	292	295	1
	Generally acting in the best interest of the community	Lower	26%	292	298	2
	Being honest	Much lower	23%	286	289	1
	Being open and transparent to the public	Much lower	20%	128	129	1
	Informing residents about issues facing the community	Lower	27%	128	136	6
	Treating all residents fairly	Lower	29%	284	295	4
	Treating residents with respect	Lower	35%	125	127	2
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Much lower	36%	385	389	1
	The Federal Government	Similar	37%	153	279	45
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	38	273	86
	Overall quality of the transportation system	Similar	84%	6	126	96
	Overall design or layout of residential and commercial areas	Similar	78%	99	273	63
	Overall quality of the utility infrastructure	Similar	92%	22	125	83
	Overall feeling of safety	Similar	88%	177	273	35
	Overall quality of natural environment	Similar	83%	72	273	73
	Overall quality of parks and recreation opportunities	Similar	78%	76	126	40

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	Similar	77%	102	273	62
	Overall opportunities for education, culture, and the arts	Similar	73%	149	273	45
	Residents' connection and engagement with their community	Similar	65%	234	273	14
In general, how many times do you:	Access the internet from your home	Similar	93%	97	126	23
	Access the internet from your cell phone	Similar	94%	46	126	64
	Visit social media sites	Similar	72%	114	125	9
	Use or check email	Similar	97%	71	126	44
	Share your opinions online	Similar	31%	65	126	49
	Shop online	Similar	49%	97	126	23
	Please rate your overall health.	Similar	66%	89	279	68
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	26%	181	282	36

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Custom benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	Similar	68%	31	33	9
	Your neighborhood as a place to live	Similar	81%	10	23	60
	Honolulu as a place to raise children	Similar	59%	28	32	15
	Honolulu as a place to work	Lower	49%	29	32	12
	Honolulu as a place to visit	Higher	83%	3	21	90
	Honolulu as a place to retire	Similar	47%	22	30	30
	The overall quality of life	Similar	63%	23	33	33
	Sense of community	Similar	52%	10	20	55
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health	Lower	25%	18	18	5
	Overall quality of the transportation system	Similar	43%	4	8	62
	Overall design or layout of residential and commercial areas	Similar	44%	15	18	22
	Overall quality of the utility infrastructure	Lower	40%	8	8	12
	Overall feeling of safety	Similar	46%	18	26	34
	Overall quality of natural environment	Similar	64%	10	17	47
	Overall quality of parks and recreation opportunities	Similar	56%	7	9	33
	Overall health and wellness opportunities	Similar	67%	8	18	61
	Overall opportunities for education, culture, and the arts	Similar	51%	15	19	26
	Residents’ connection and engagement with their community	Similar	41%	3	8	75
Please indicate how likely or unlikely you are to do	Recommend living in Honolulu to someone who asks	Much lower	54%	20	21	9

Please indicate how likely or unlikely you are to do each of the following.	Remain in Honolulu for the next five years	Similar	73%	19	20	10
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	83%	17	27	40
	In Honolulu's downtown/commercial area during the day	Lower	56%	20	22	13
	From property crime	Lower	40%	9	11	27
	From violent crime	Lower	50%	9	11	27
	From fire, flood, or other natural disaster	Lower	61%	7	8	25
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Similar	56%	6	8	37
	Attracting people from diverse backgrounds	Similar	61%	4	8	62
	Valuing/respecting residents from diverse backgrounds	Similar	57%	6	8	37
	Taking care of vulnerable residents	Similar	35%	6	8	37
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	Similar	56%	10	16	43
	Variety of business and service establishments	Similar	58%	7	7	14
	Vibrancy of downtown/commercial area	Similar	48%	13	18	33
	Employment opportunities	Similar	36%	18	21	19
	Shopping opportunities	Similar	69%	12	20	45
	Cost of living	Much lower	9%	17	18	11
	Overall image or reputation	Similar	53%	15	27	48
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Lower	17%	18	21	19
	Ease of public parking	Much lower	13%	13	14	14
	Ease of travel by car	Lower	35%	20	22	13
	Ease of travel by public transportation	Higher	46%	4	21	85
	Ease of travel by bicycle	Similar	39%	11	24	58
	Ease of walking	Similar	50%	11	24	58
	Well-planned residential growth	Lower	22%	7	8	25
	Well-planned commercial growth	Similar	21%	8	8	12

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

Well-designed neighborhoods	Lower	26%	8	8	12
Preservation of the historical or cultural character of the community	Similar	46%	7	8	25
Public places where people want to spend time	Similar	46%	12	17	35
Variety of housing options	Much lower	15%	19	19	5
Availability of affordable quality housing	Much lower	6%	24	24	4
Overall quality of new development	Lower	24%	21	21	4
Overall appearance	Lower	35%	22	23	8
Cleanliness	Lower	28%	19	21	14
Water resources	Similar	57%	2	8	87
Air quality	Higher	82%	1	17	100
Availability of paths and walking trails	Similar	58%	9	24	66
Fitness opportunities	Similar	63%	6	16	68
Recreational opportunities	Similar	66%	7	19	68
Availability of affordable quality food	Lower	33%	18	18	5
Availability of affordable quality health care	Similar	40%	18	19	10
Availability of preventive health services	Similar	46%	13	15	20
Availability of affordable quality mental health care	Similar	29%	10	16	43
Opportunities to attend cultural/arts/music activities	Similar	49%	13	20	40
Community support for the arts	Similar	44%	5	8	50
Availability of affordable quality childcare/preschool	Lower	19%	17	17	5
K-12 education	Lower	36%	14	17	23
Adult educational opportunities	Similar	43%	13	15	20
Sense of civic/community pride	Similar	44%	5	8	50
Neighborliness of residents	Similar	48%	8	16	56
Opportunities to participate in social events and activities	Similar	53%	11	15	33

Please also rate each of the following in the Honolulu community.	Opportunities to attend special events and festivals	Similar	54%	11	17	41
	Opportunities to volunteer	Similar	64%	9	16	50
	Opportunities to participate in community matters	Similar	55%	9	18	55
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	52%	15	22	36
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu for help or information	Similar	38%	18	24	29
	Contacted Honolulu elected officials to express your opinion	Similar	22%	8	17	58
	Attended a local public meeting	Similar	16%	14	17	23
	Watched a local public meeting	Similar	37%	6	17	70
	Volunteered your time to some group/activity	Similar	40%	5	17	76
	Campaigned or advocated for a local issue, cause, or candidate	Similar	18%	12	15	26
	Voted in your most recent local election	Similar	72%	5	8	50
	Used public transportation instead of driving	Similar	35%	7	17	64
	Carpooled with other adults or children instead of driving alone	Higher	54%	3	18	88
	Walked or biked instead of driving	Similar	57%	7	19	68
	Please rate the quality of each of the following services in Honolulu.	Public information services	Similar	45%	18	20
Economic development		Lower	26%	23	23	4
Traffic enforcement		Similar	37%	20	25	24
Traffic signal timing		Similar	31%	17	19	15
Street repair		Lower	13%	24	25	8
Street cleaning		Lower	25%	18	20	15
Street lighting		Similar	42%	16	20	25
Sidewalk maintenance		Lower	27%	16	19	21
Bus or transit services		Higher	58%	3	19	89
Land use, planning and zoning		Similar	22%	17	21	23
Code enforcement		Lower	17%	25	26	7

Please rate the quality of each of the following services in Honolulu.	Affordable high-speed internet access	Similar	38%	5	7	42
	Garbage collection	Similar	70%	16	25	40
	Drinking water	Similar	63%	12	19	42
	Sewer services	Similar	63%	16	18	16
	Storm water management	Similar	45%	17	22	27
	Power (electric and/or gas) utility	Similar	61%	8	10	30
	Utility billing	Similar	48%	9	12	33
	Police/Sheriff services	Lower	47%	29	32	12
	Crime prevention	Lower	25%	21	23	13
	Animal control	Lower	41%	21	22	9
	Ambulance or emergency medical services	Similar	75%	19	24	25
	Fire services	Similar	79%	21	27	25
	Fire prevention and education	Similar	61%	9	18	55
	Emergency preparedness	Similar	60%	11	19	47
	Preservation of natural areas	Similar	47%	9	16	50
	Honolulu open space	Similar	42%	15	16	12
	Recycling	Lower	43%	25	26	7
	Yard waste pick-up	Similar	52%	13	16	25
	City and County parks	Lower	52%	21	24	16
	Recreation programs or classes	Similar	49%	16	20	25
Recreation centers or facilities	Similar	48%	15	19	26	
Health services	Similar	50%	12	16	31	
Public library services	Similar	72%	19	24	25	
Overall customer service by Honolulu employees	Lower	44%	27	31	13	
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Lower	24%	27	28	7

Please rate the following categories of Honolulu government performance.	The overall direction that Honolulu is taking	Much lower	21%	26	26	3
	The job Honolulu government does at welcoming resident involvement	Similar	25%	21	23	13
	Overall confidence in Honolulu government	Lower	22%	18	18	5
	Generally acting in the best interest of the community	Lower	26%	19	20	10
	Being honest	Lower	23%	18	19	10
	Being open and transparent to the public	Lower	20%	8	8	12
	Informing residents about issues facing the community	Similar	27%	7	8	25
	Treating all residents fairly	Lower	29%	17	19	15
	Treating residents with respect	Lower	35%	7	8	25
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Lower	36%	30	31	6
	The Federal Government	Similar	37%	5	17	76
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	4	17	82
	Overall quality of the transportation system	Similar	84%	1	8	100
	Overall design or layout of residential and commercial areas	Similar	78%	6	17	70
	Overall quality of the utility infrastructure	Similar	92%	2	8	87
	Overall feeling of safety	Similar	88%	14	17	23
	Overall quality of natural environment	Similar	83%	7	17	64
	Overall quality of parks and recreation opportunities	Similar	78%	2	8	87
	Overall health and wellness opportunities	Similar	77%	12	17	35
	Overall opportunities for education, culture, and the arts	Similar	73%	15	17	17
	Residents' connection and engagement with their community	Similar	65%	14	17	23
In general, how many times do you:	Access the internet from your home	Similar	93%	7	8	25
	Access the internet from your cell phone	Similar	94%	3	8	75
	Visit social media sites	Similar	72%	8	8	12
	Use or check email	Similar	97%	6	8	37
































In general, how many times do you:	Share your opinions online	Similar	31%	4	8	62
	Shop online	Similar	49%	7	8	25
	Please rate your overall health.	Similar	66%	2	16	93
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	26%	11	17	41































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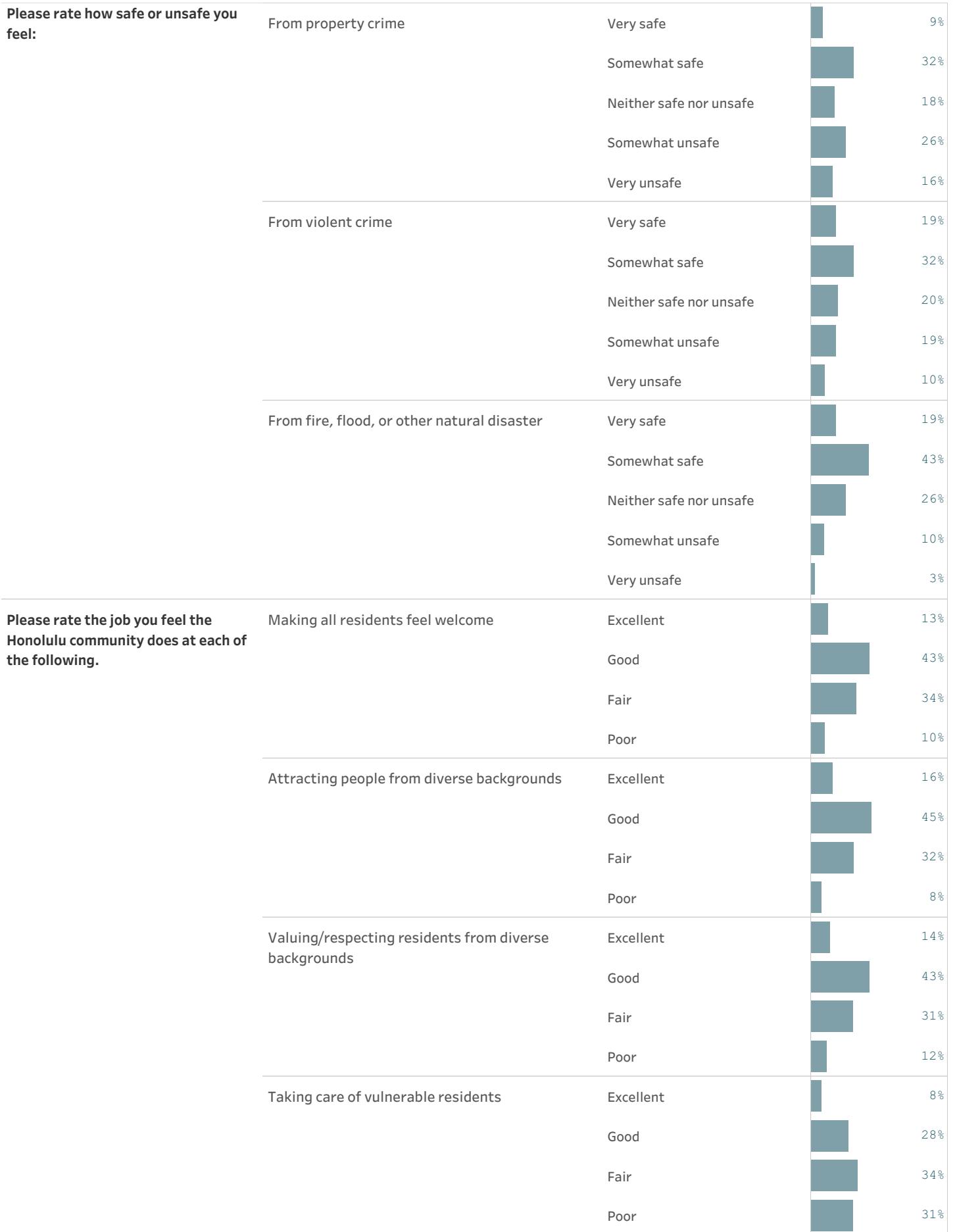
Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Honolulu.	Question	Rating	Frequency	
			Percentage	Count
Honolulu as a place to live	Honolulu as a place to live	Excellent	17%	17
		Good	51%	51
		Fair	24%	24
		Poor	9%	9
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	28%	28
		Good	53%	53
		Fair	14%	14
		Poor	5%	5
Honolulu as a place to raise children	Honolulu as a place to raise children	Excellent	17%	17
		Good	42%	42
		Fair	23%	23
		Poor	18%	18
Honolulu as a place to work	Honolulu as a place to work	Excellent	13%	13
		Good	36%	36
		Fair	33%	33
		Poor	18%	18
Honolulu as a place to visit	Honolulu as a place to visit	Excellent	39%	39
		Good	44%	44
		Fair	15%	15
		Poor	2%	2
Honolulu as a place to retire	Honolulu as a place to retire	Excellent	19%	19
		Good	28%	28
		Fair	26%	26
		Poor	27%	27
The overall quality of life	The overall quality of life	Excellent	17%	17
		Good	46%	46
		Fair	29%	29
		Poor	8%	8































Please rate each of the following aspects of quality of life in Honolulu.	Sense of community	Excellent		17%
		Good		35%
		Fair		33%
		Poor		15%
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health	Excellent		3%
		Good		22%
		Fair		47%
		Poor		27%
	Overall quality of the transportation system	Excellent		10%
		Good		34%
		Fair		34%
		Poor		23%
	Overall design or layout of residential and commercial areas	Excellent		5%
		Good		39%
		Fair		34%
		Poor		22%
	Overall quality of the utility infrastructure	Excellent		5%
		Good		35%
		Fair		35%
		Poor		25%
	Overall feeling of safety	Excellent		11%
		Good		35%
		Fair		41%
		Poor		13%
	Overall quality of natural environment	Excellent		19%
		Good		46%
		Fair		24%
		Poor		11%
	Overall quality of parks and recreation opportunities	Excellent		17%
		Good		39%
		Fair		31%
































Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall quality of parks and recreation opportunities	Poor		12%
	Overall health and wellness opportunities	Excellent		21%
		Good		45%
		Fair		24%
		Poor		9%
	Overall opportunities for education, culture, and the arts	Excellent		9%
		Good		43%
		Fair		36%
		Poor		13%
	Residents' connection and engagement with their community	Excellent		9%
		Good		32%
		Fair		44%
		Poor		14%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	Very likely		19%
		Somewhat likely		35%
		Somewhat unlikely		25%
		Very unlikely		21%
	Remain in Honolulu for the next five years	Very likely		54%
		Somewhat likely		20%
		Somewhat unlikely		14%
		Very unlikely		13%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		49%
		Somewhat safe		34%
		Neither safe nor unsafe		8%
		Somewhat unsafe		7%
		Very unsafe		2%
	In Honolulu's downtown/commercial area during the day	Very safe		20%
		Somewhat safe		36%
		Neither safe nor unsafe		15%
		Somewhat unsafe		24%
		Very unsafe		6%



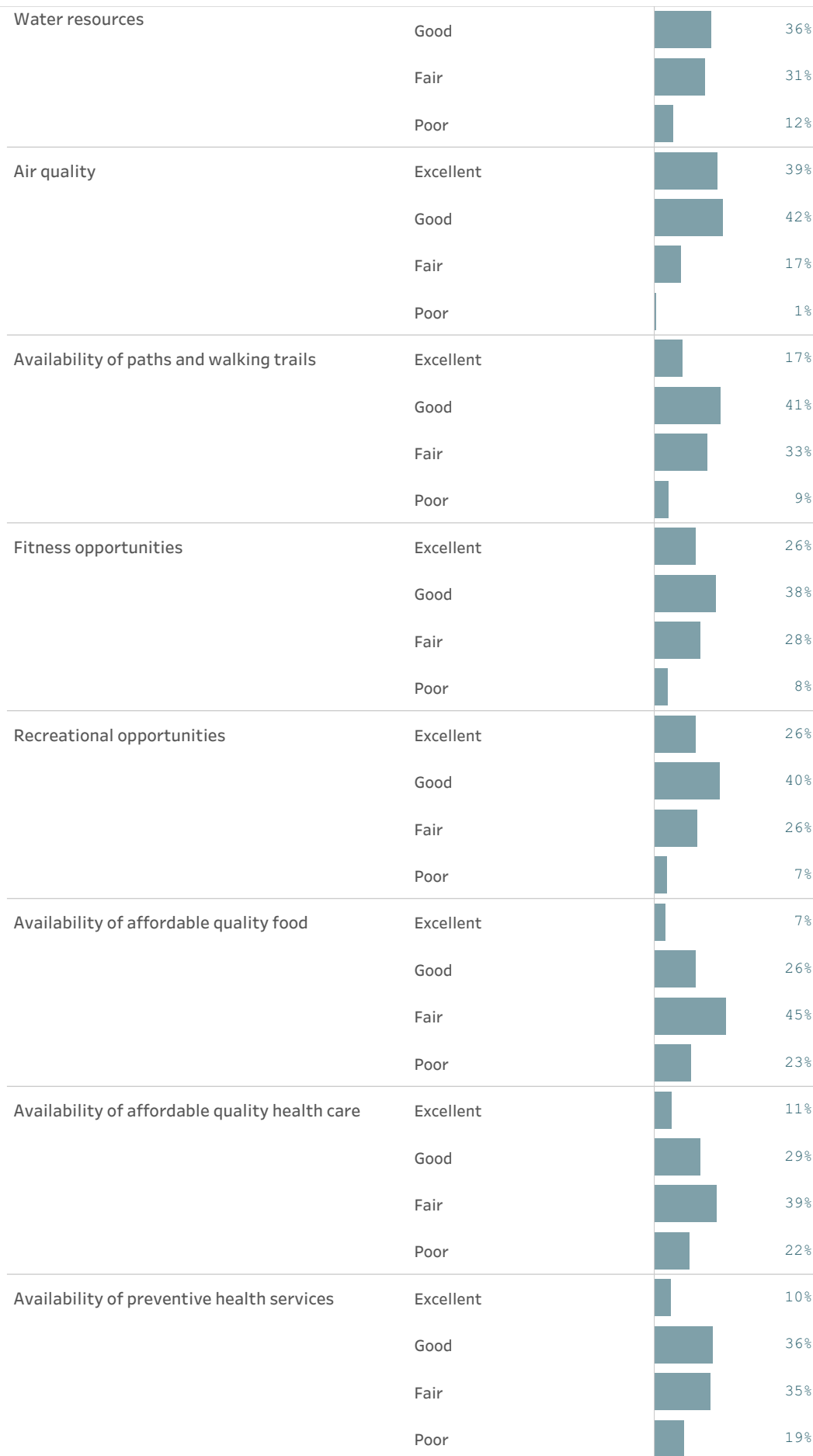
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	Excellent		12%
		Good		43%
		Fair		41%
		Poor		4%
	Variety of business and service establishments	Excellent		16%
		Good		42%
		Fair		35%
		Poor		7%
	Vibrancy of downtown/commercial area	Excellent		10%
		Good		38%
		Fair		37%
		Poor		15%
	Employment opportunities	Excellent		5%
		Good		31%
		Fair		45%
		Poor		19%
	Shopping opportunities	Excellent		21%
		Good		49%
		Fair		27%
		Poor		3%
	Cost of living	Excellent		3%
		Good		6%
		Fair		18%
		Poor		73%
	Overall image or reputation	Excellent		10%
		Good		44%
		Fair		39%
		Poor		8%
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	Excellent		3%
		Good		14%
		Fair		33%

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

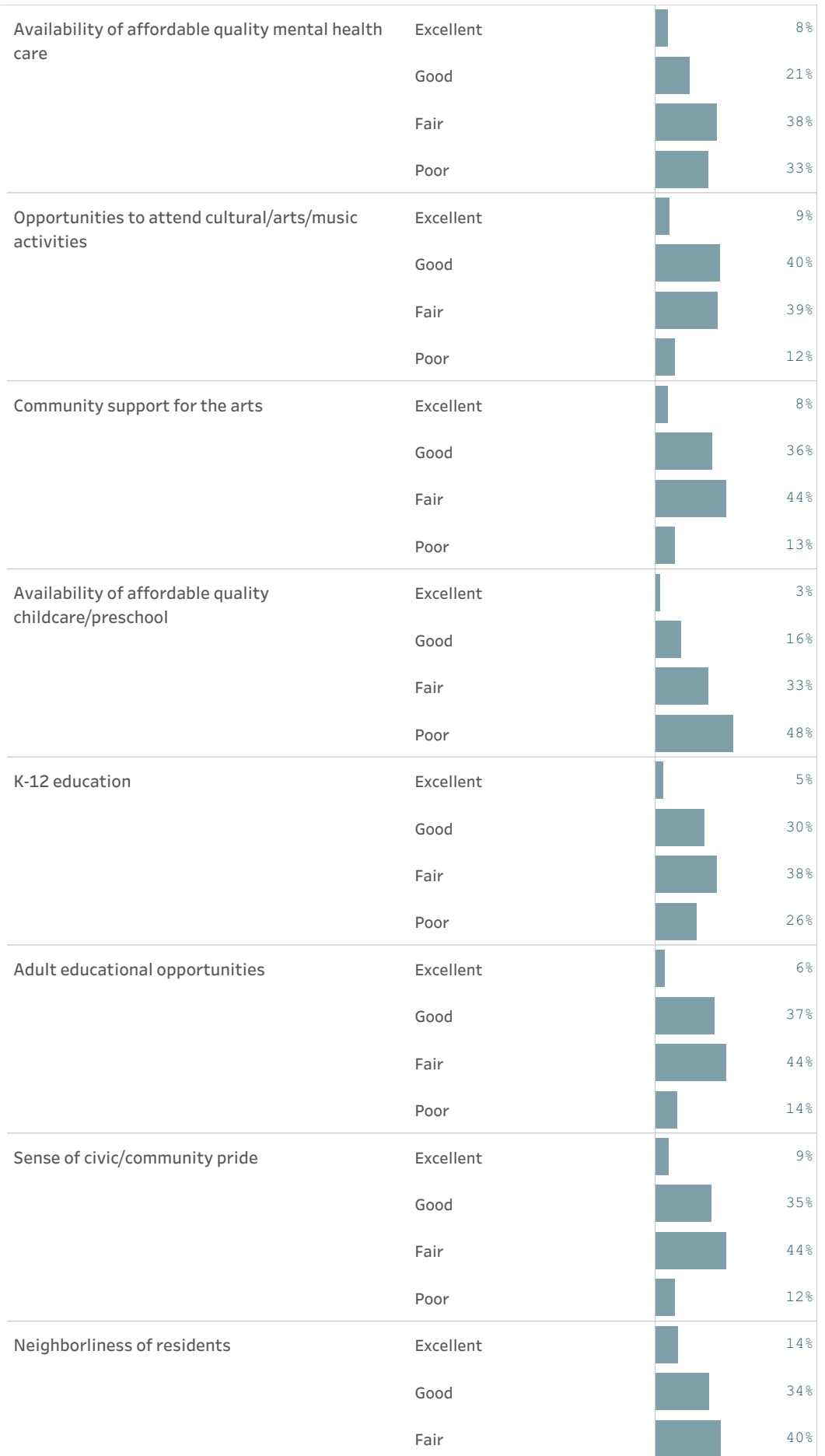
Traffic flow on major streets	Poor		50%
Ease of public parking	Excellent		3%
	Good		10%
	Fair		35%
	Poor		51%
Ease of travel by car	Excellent		8%
	Good		27%
	Fair		38%
	Poor		27%
Ease of travel by public transportation	Excellent		15%
	Good		31%
	Fair		35%
	Poor		18%
Ease of travel by bicycle	Excellent		12%
	Good		28%
	Fair		34%
	Poor		27%
Ease of walking	Excellent		11%
	Good		39%
	Fair		38%
	Poor		11%
Well-planned residential growth	Excellent		6%
	Good		16%
	Fair		37%
	Poor		41%
Well-planned commercial growth	Excellent		4%
	Good		17%
	Fair		50%
	Poor		29%
Well-designed neighborhoods	Excellent		4%
	Good		22%
































Please also rate each of the following in the Honolulu community.			
Well-designed neighborhoods	Fair		47%
	Poor		27%
Preservation of the historical or cultural character of the community	Excellent		8%
	Good		38%
	Fair		36%
	Poor		17%
Public places where people want to spend time	Excellent		13%
	Good		34%
	Fair		38%
	Poor		16%
Variety of housing options	Excellent		3%
	Good		12%
	Fair		29%
	Poor		56%
Availability of affordable quality housing	Excellent		2%
	Good		5%
	Fair		14%
	Poor		80%
Overall quality of new development	Excellent		6%
	Good		18%
	Fair		48%
	Poor		28%
Overall appearance	Excellent		7%
	Good		28%
	Fair		52%
	Poor		13%
Cleanliness	Excellent		4%
	Good		24%
	Fair		45%
	Poor		27%
Water resources	Excellent		21%

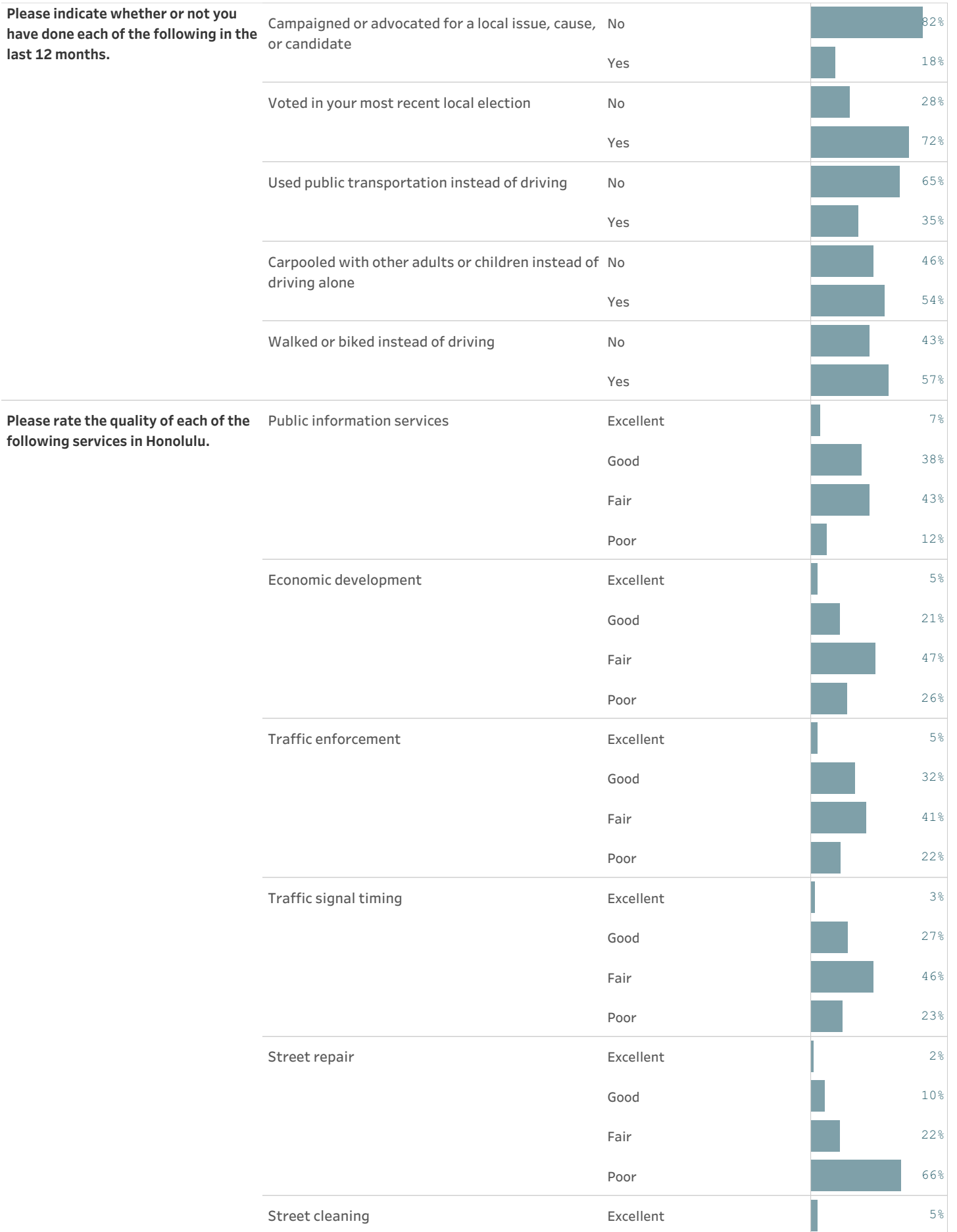
Please also rate each of the following in the Honolulu community.

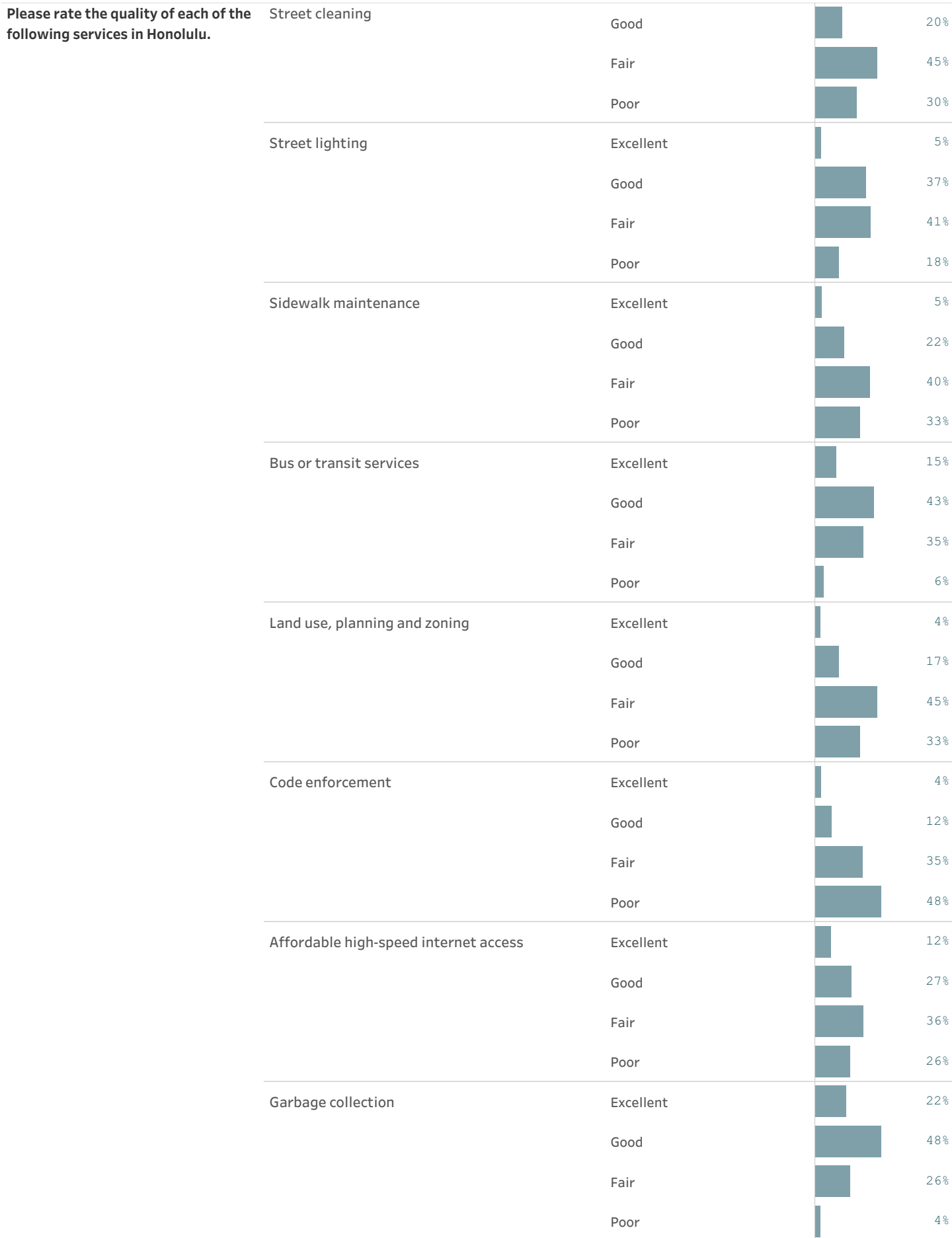


Please also rate each of the following in the Honolulu community.

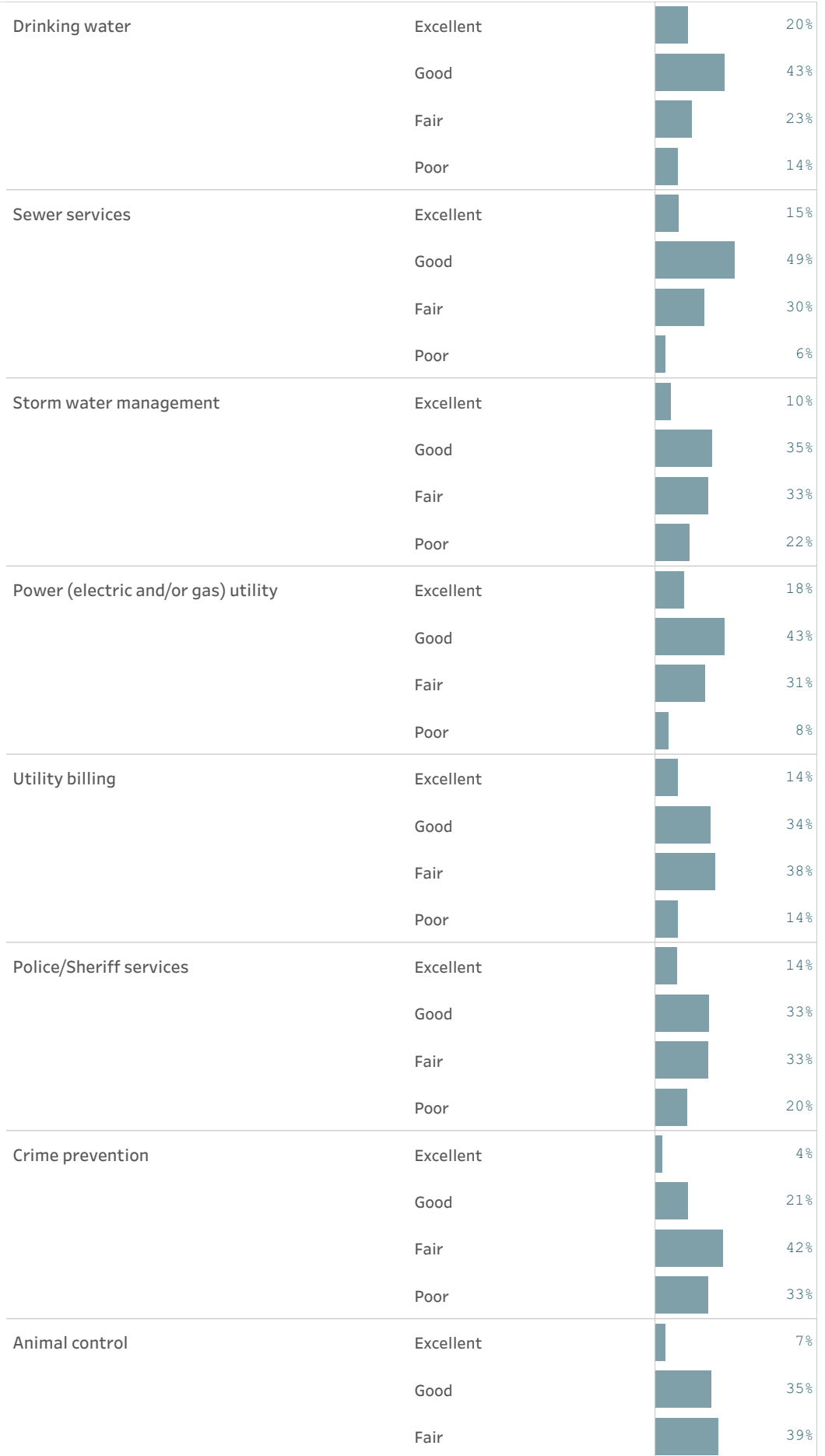


Please also rate each of the following in the Honolulu community.	Neighborliness of residents	Poor		12%
	Opportunities to participate in social events and activities	Excellent		8%
		Good		45%
		Fair		39%
		Poor		8%
	Opportunities to attend special events and festivals	Excellent		7%
		Good		47%
		Fair		34%
		Poor		12%
	Opportunities to volunteer	Excellent		17%
		Good		48%
		Fair		31%
		Poor		5%
	Opportunities to participate in community matters	Excellent		11%
		Good		44%
		Fair		34%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		12%
		Good		40%
		Fair		36%
Poor			12%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu for help or information	No		62%
		Yes		38%
	Contacted Honolulu elected officials to express your opinion	No		78%
		Yes		22%
	Attended a local public meeting	No		84%
		Yes		16%
	Watched a local public meeting	No		63%
		Yes		37%
	Volunteered your time to some group/activity	No		59%
		Yes		41%































































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



Please rate the quality of each of the following services in Honolulu.			
Animal control	Poor		19%
Ambulance or emergency medical services	Excellent		20%
	Good		55%
	Fair		23%
	Poor		2%
Fire services	Excellent		25%
	Good		54%
	Fair		21%
	Poor		0%
Fire prevention and education	Excellent		17%
	Good		44%
	Fair		35%
	Poor		4%
Emergency preparedness	Excellent		16%
	Good		44%
	Fair		30%
	Poor		10%
Preservation of natural areas	Excellent		14%
	Good		33%
	Fair		32%
	Poor		20%
Honolulu open space	Excellent		13%
	Good		29%
	Fair		32%
	Poor		26%
Recycling	Excellent		12%
	Good		32%
	Fair		37%
	Poor		20%
Yard waste pick-up	Excellent		17%
	Good		35%

Please rate the quality of each of the following services in Honolulu.	Yard waste pick-up	Fair		35%
		Poor		13%
	City and County parks	Excellent		14%
		Good		38%
		Fair		33%
		Poor		15%
	Recreation programs or classes	Excellent		9%
		Good		40%
		Fair		40%
		Poor		10%
	Recreation centers or facilities	Excellent		7%
		Good		40%
		Fair		40%
		Poor		12%
	Health services	Excellent		10%
		Good		40%
		Fair		40%
		Poor		10%
	Public library services	Excellent		22%
		Good		50%
		Fair		21%
		Poor		7%
	Overall customer service by Honolulu employees	Excellent		10%
		Good		34%
		Fair		43%
		Poor		13%
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Excellent		4%
		Good		20%
		Fair		41%
		Poor		35%
	The overall direction that Honolulu is taking	Excellent		4%

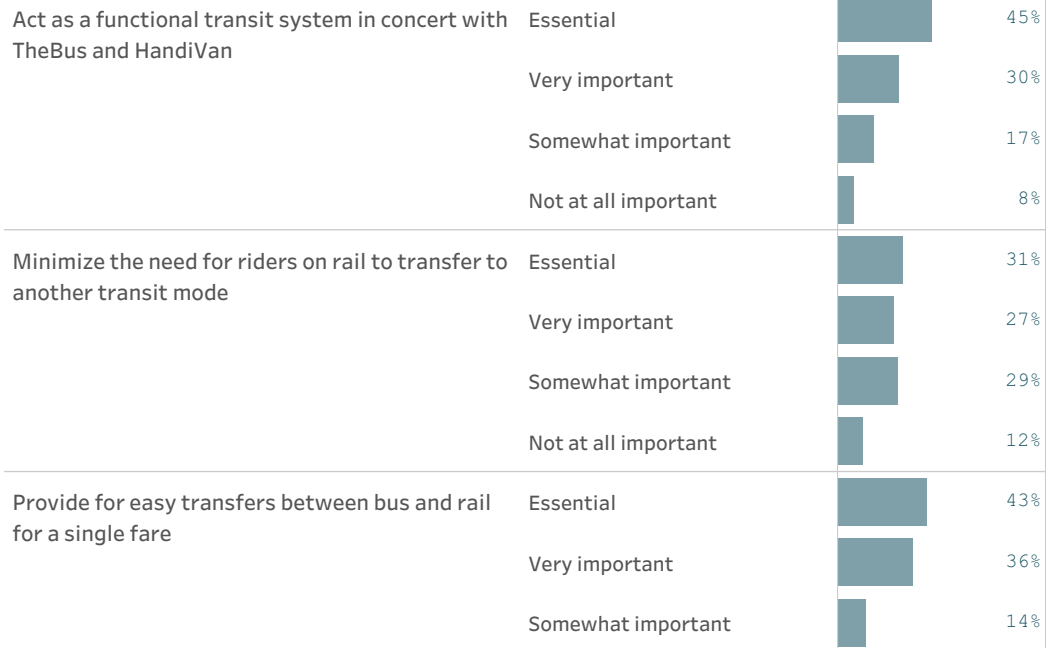
Please rate the following categories of Honolulu government performance.				
The overall direction that Honolulu is taking	Good		17%	
	Fair		41%	
	Poor		38%	
The job Honolulu government does at welcoming resident involvement	Excellent		5%	
	Good		20%	
	Fair		44%	
	Poor		30%	
Overall confidence in Honolulu government	Excellent		3%	
	Good		18%	
	Fair		40%	
	Poor		39%	
Generally acting in the best interest of the community	Excellent		7%	
	Good		19%	
	Fair		36%	
	Poor		38%	
Being honest	Excellent		7%	
	Good		16%	
	Fair		36%	
	Poor		41%	
Being open and transparent to the public	Excellent		6%	
	Good		14%	
	Fair		39%	
	Poor		41%	
Informing residents about issues facing the community	Excellent		6%	
	Good		21%	
	Fair		46%	
	Poor		28%	
Treating all residents fairly	Excellent		4%	
	Good		25%	
	Fair		40%	
	Poor		31%	

Please rate the following categories of Honolulu government performance.	Treating residents with respect	Excellent		8%
		Good		27%
		Fair		43%
		Poor		23%
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Excellent		5%
		Good		31%
		Fair		41%
		Poor		23%
	The Federal Government	Excellent		6%
		Good		31%
		Fair		42%
		Poor		21%
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health	Essential		57%
		Very important		33%
		Somewhat important		10%
	Overall quality of the transportation system	Essential		44%
		Very important		40%
		Somewhat important		16%
		Not at all important		0%
	Overall design or layout of residential and commercial areas	Essential		35%
		Very important		42%
		Somewhat important		20%
		Not at all important		2%
	Overall quality of the utility infrastructure	Essential		58%
		Very important		34%
		Somewhat important		8%
		Not at all important		0%
	Overall feeling of safety	Essential		52%
Very important			36%	
Somewhat important			10%	
Not at all important			2%	

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.

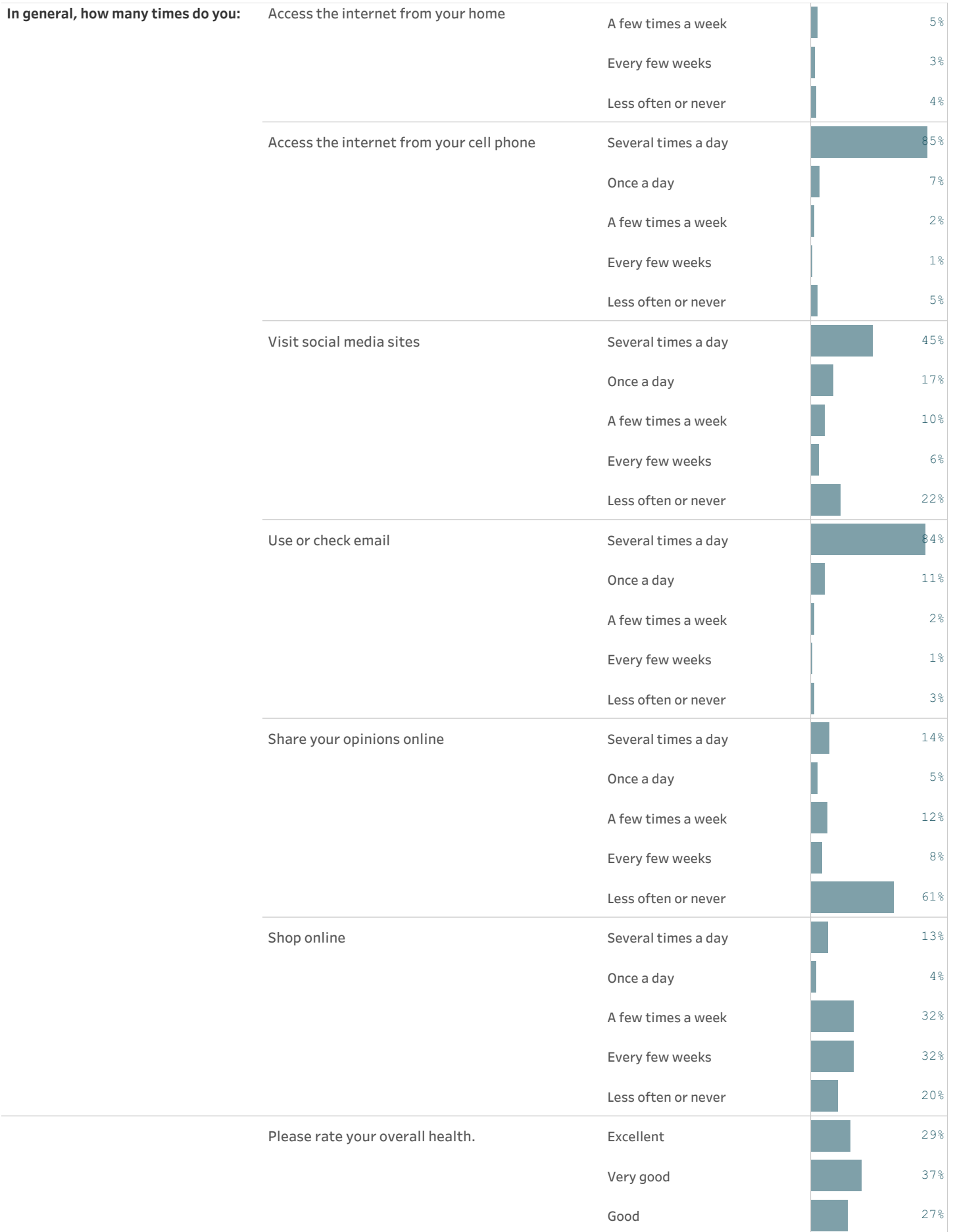


Please rate how important, if at all, you think it is that the City rail system do each of the following.

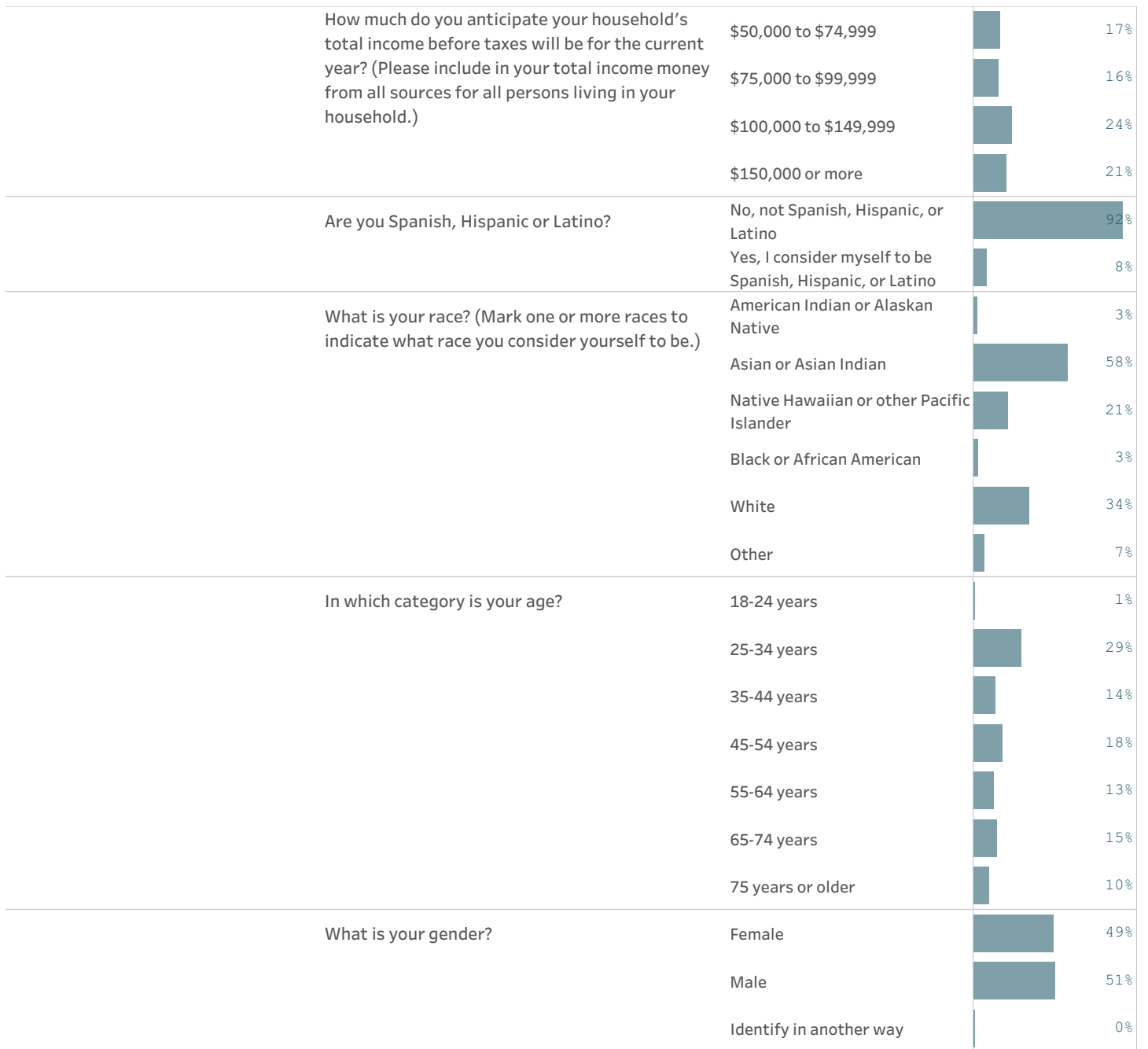


Please rate how important, if at all, you think it is that the City rail system do each of the following.	Provide for easy transfers between bus and rail for a single fare	Not at all important		7%
	Provide an attractive commuting option to current and future residents in growing areas along the rail route	Essential		49%
		Very important		29%
		Somewhat important		14%
		Not at all important		8%
	Optimize rail ridership and fare revenues	Essential		42%
		Very important		30%
		Somewhat important		18%
		Not at all important		10%
	Support transit-oriented development (TOD), enhance neighborhoods along the route, and reduce development pressures in other areas	Essential		34%
		Very important		33%
		Somewhat important		25%
		Not at all important		8%
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Improved walking opportunities (e.g., sidewalks, crosswalks)	Essential		33%
		Very important		31%
		Somewhat important		33%
		Not at all important		3%
	Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)	Essential		26%
		Very important		30%
		Somewhat important		35%
		Not at all important		9%
	Safe and sanitary streets and public walkways	Essential		56%
		Very important		31%
		Somewhat important		11%
		Not at all important		1%
	Increased planting and caring for trees in communities across O'ahu	Essential		33%
Very important			37%	
Somewhat important			25%	
Not at all important			6%	
Climate adaptation strategy to assess and address climate change impacts	Essential		50%	
	Very important		32%	

Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Climate adaptation strategy to assess and address climate change impacts	Somewhat important		12%
		Not at all important		5%
Public art (e.g., murals, art reflecting the multicultural heritage of our people)	Essential		15%	
	Very important		25%	
	Somewhat important		47%	
	Not at all important		14%	
Improved maintenance and repair of parks and park facilities	Essential		36%	
	Very important		44%	
	Somewhat important		17%	
	Not at all important		3%	
Protecting drinking water aquifers from pollution by establishing programs, rules and directives to regulate contaminating activities	Essential		83%	
	Very important		14%	
	Somewhat important		1%	
	Not at all important		1%	
Community resilience hubs that provide gathering spaces, tools, resources and mentorship opportunities for recreation and disaster response	Essential		32%	
	Very important		30%	
	Somewhat important		31%	
	Not at all important		7%	
Improved ethics, accountability and transparency in government	Essential		70%	
	Very important		24%	
	Somewhat important		6%	
Please indicate how much you agree or disagree with each of the following statements.	The City's response to the COVID-19 pandemic has been effective	Strongly agree		29%
		Somewhat agree		46%
		Somewhat disagree		12%
		Strongly disagree		13%
	The City has sufficiently addressed the issue of illegal vacation/short-term rental units	Strongly agree		16%
		Somewhat agree		37%
		Somewhat disagree		27%
		Strongly disagree		21%
In general, how many times do you:	Access the internet from your home	Several times a day		77%
		Once a day		10%



Please rate your overall health.	Fair		5%
	Poor		2%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		6%
	Somewhat positive		21%
	Neutral		44%
	Somewhat negative		22%
	Very negative		7%
How many years have you lived in Honolulu?	Less than 2 years		5%
	2-5 years		12%
	6-10 years		16%
	11-20 years		9%
	More than 20 years		58%
Which best describes the building you live in?	One family house detached from any other houses		43%
	Building with two or more homes (duplex, townhome, apa..		53%
	Other		5%
Do you rent or own your home?	Rent		44%
	Own		56%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3%
	\$500 to \$999		8%
	\$1,000 to \$1,499		16%
	\$1,500 to \$1,999		17%
	\$2,000 to \$2,499		19%
	\$2,500 to \$2,999		13%
	\$3,000 to \$3,499		9%
	\$3,500 or more		15%
Do any children 17 or under live in your household?	No		70%
	Yes		30%
Are you or any other members of your household aged 65 or older?	No		62%
	Yes		38%
How much do you anticipate your household's total income before taxes will be for the current year?	Less than \$25,000		8%
	\$25,000 to \$49,999		15%



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Full trends

This table contains the trends over time for the City and County of Honolulu. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2020 and 2021 surveys is greater than seven percentage points, the change is statistically significant.

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

		2006	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Please rate each of the following aspects of quality of life in Honolulu.	Honolulu as a place to live	77%	84%	80%	81%	76%	77%	67%	73%	63%	68%	65%	69%	68%	
	Your neighborhood as a place to live	82%	78%	70%	76%	74%	80%	71%	75%	72%	71%	73%	75%	81%	
	Honolulu as a place to raise children	71%	66%	60%	63%	63%	58%	58%	58%	59%	52%	53%	62%	59%	
	Honolulu as a place to work	53%	53%	57%	51%	49%	39%	46%	49%	46%	41%	48%	49%		
	Honolulu as a place to visit					84%	85%	81%	85%	80%	75%	78%	87%	83%	
	Honolulu as a place to retire	68%	63%	53%	63%	52%	52%	46%	47%	39%	39%	39%	42%	47%	
	The overall quality of life	77%	75%	70%	74%	71%	68%	62%	64%	64%	59%	54%	64%	63%	
	Sense of community	54%	50%	61%	51%	52%	47%	46%	51%	51%	43%	59%	52%		
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health					32%	33%	30%	33%	27%	37%	20%	18%	25%	
	Overall quality of the transportation system												37%	43%	
	Overall design or layout of residential and commercial areas					34%	37%	27%	32%	29%	31%	27%	30%	44%	
	Overall quality of the utility infrastructure												33%	40%	
	Overall feeling of safety					64%	66%	63%	61%	60%	52%	46%	45%	46%	
	Overall quality of natural environment		67%	67%	71%	65%	67%	64%	62%	64%	62%	54%	65%	64%	
	Overall quality of parks and recreation opportunities													57%	56%
	Overall health and wellness opportunities					66%	68%	60%	60%	65%	62%	54%	64%	67%	
	Overall opportunities for education, culture, and the arts					44%	41%	40%	45%	41%	45%	36%	48%	51%	
	Residents’ connection and engagement with their community													45%	41%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks	81%	73%	77%	68%	66%	58%	64%	62%	52%	55%	53%	54%		
	Remain in Honolulu for the next five years	88%	80%	85%	77%	81%	78%	79%	78%	77%	74%	75%	73%		
Please rate how safe or unsafe you feel:	In your neighborhood during the day	89%	87%	92%	93%	88%	85%	93%	89%	87%	83%	88%	83%		
	In Honolulu’s downtown/commercial area during the day	71%	66%	68%	71%	66%	65%	67%	60%	59%	53%	57%	56%		

Please rate how safe or unsafe you feel:	From property crime	33% 35% 35%	42% 40%
	From violent crime	55% 52% 55%	55% 50%
	From fire, flood, or other natural disaster		67% 61%
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome		52% 56%
	Attracting people from diverse backgrounds		62% 61%
	Valuing/respecting residents from diverse backgrounds		58% 57%
	Taking care of vulnerable residents		37% 35%
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments	43% 51% 57% 42% 45% 33% 43% 40% 37% 33% 58% 56%	
	Variety of business and service establishments		54% 58%
	Vibrancy of downtown/commercial area	32% 34% 32% 39% 26% 31% 29% 35% 48%	
	Employment opportunities	22% 26% 34% 24% 28% 22% 32% 34% 33% 23% 22% 36%	
	Shopping opportunities	70% 72% 74% 64% 73% 67% 74% 72% 69% 66% 63% 69%	
	Cost of living	6% 7% 3% 8% 5% 3% 3% 3% 9%	
	Overall image or reputation	65% 66% 65% 59% 62% 49% 58% 53% 49% 44% 45% 53%	
Please also rate each of the following in the Honolulu community.	Traffic flow on major streets	13% 10% 12% 11% 10% 13% 8% 12% 12% 12% 13% 16% 17%	
	Ease of public parking	7% 11% 9% 12% 9% 8% 11% 7% 13%	
	Ease of travel by car	25% 23% 20% 15% 18% 17% 17% 18% 21% 24% 31% 35%	
	Ease of travel by public transportation	42% 38% 33% 32% 33% 33% 28% 41% 46%	
	Ease of travel by bicycle	22% 21% 21% 18% 20% 20% 28% 24% 28% 16% 27% 39%	
	Ease of walking	47% 51% 52% 45% 52% 39% 50% 47% 46% 37% 50% 50%	
	Well-planned residential growth		17% 22%
	Well-planned commercial growth		17% 21%
	Well-designed neighborhoods		24% 26%
	Preservation of the historical or cultural character of the community		40% 46%
	Public places where people want to spend time	44% 48% 35% 40% 34% 33% 33% 43% 46%	
	Variety of housing options	24% 25% 24% 19% 20% 13% 15% 11% 14% 10% 18% 15%	
	Availability of affordable quality housing	6% 9% 9% 9% 8% 9% 8% 5% 8% 5% 4% 6%	

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

Overall quality of new development	39% 39% 40% 29% 37% 38% 40% 35% 34% 33% 24% 24%
Overall appearance	52% 53% 54% 50% 46% 42% 47% 36% 36% 33% 33% 35%
Cleanliness	40% 41% 40% 43% 33% 36% 34% 31% 33% 24% 27% 28%
Water resources	65% 57%
Air quality	75% 70% 72% 69% 68% 69% 66% 67% 70% 65% 85% 82%
Availability of paths and walking trails	31% 37% 36% 37% 42% 33% 39% 36% 37% 32% 61% 58%
Fitness opportunities	45% 53% 48% 53% 51% 51% 42% 63% 63%
Recreational opportunities	71% 69% 73% 57% 60% 57% 58% 55% 57% 54% 66% 66%
Availability of affordable quality food	48% 40% 43% 40% 41% 31% 35% 37% 41% 34% 37% 33%
Availability of affordable quality health care	33% 34% 37% 44% 49% 37% 35% 36% 43% 34% 42% 40%
Availability of preventive health services	40% 41% 47% 46% 53% 36% 40% 39% 43% 34% 46% 46%
Availability of affordable quality mental health care	30% 34% 22% 25% 19% 32% 20% 29% 29%
Opportunities to attend cultural/arts/music activities	70% 71% 69% 51% 62% 46% 50% 48% 51% 53% 51% 49%
Community support for the arts	42% 44%
Availability of affordable quality childcare/preschool	14% 15% 14% 23% 24% 16% 19% 14% 16% 16% 22% 19%
K-12 education	30% 36%
Adult educational opportunities	38% 43%
Sense of civic/community pride	38% 44%
Neighborliness of residents	53% 52% 49% 48% 52% 48% 49% 47% 48%
Opportunities to participate in social events and activities	59% 60% 65% 50% 58% 51% 55% 51% 52% 50% 50% 53%
Opportunities to attend special events and festivals	31% 53% 54%
Opportunities to volunteer	73% 70% 75% 66% 66% 63% 64% 60% 63% 66% 64% 64%
Opportunities to participate in community matters	56% 58% 58% 56% 59% 50% 54% 53% 54% 52% 49% 55%
Openness and acceptance of the community toward people of diverse backgrounds	62% 63% 67% 57% 60% 55% 59% 64% 60% 56% 54% 52%
Please indicate whether or not you have done each of the following in the last 12 months.	
Contacted the City and County of Honolulu for help or information	47% 40% 44% 43% 37% 38% 37% 41% 41% 42% 43% 38%
Contacted Honolulu elected officials to express your opinion	25% 21% 24% 22% 20% 27% 17% 20% 22%
Attended a local public meeting	25% 21% 24% 19% 18% 18% 16% 11% 21% 13% 18% 16%

Please indicate whether or not you have done each of the following in the last 12 months.	Watched a local public meeting	59%	47%	56%	43%	44%	39%	38%	37%	45%	30%	41%	37%		
	Volunteered your time to some group/activity	48%	50%	53%	42%	47%	49%	47%	43%	53%	46%	40%	40%		
	Campaigned or advocated for a local issue, cause, or candidate				26%	27%	27%	27%	26%	29%	22%	22%	18%		
	Voted in your most recent local election	65%	63%	69%									82%	72%	
	Used public transportation instead of driving				42%	42%	39%	40%	39%	35%	28%	30%	35%		
	Carpooled with other adults or children instead of driving alone				52%	52%	52%	51%	49%	54%	52%	47%	54%		
	Walked or biked instead of driving				57%	56%	62%	61%	58%	61%	60%	57%	57%		
Please rate the quality of each of the following services in Honolulu.	Public information services	62%	41%	47%	42%	40%	48%	36%	42%	37%	44%	36%	45%	45%	
	Economic development	49%	24%	27%	30%	22%	34%	24%	25%	26%	30%	19%	23%	26%	
	Traffic enforcement	52%	40%	42%	35%	33%	34%	34%	30%	33%	31%	26%	31%	37%	
	Traffic signal timing	46%	37%	35%	30%	25%	33%	31%	34%	29%	27%	22%	34%	31%	
	Street repair	27%	13%	13%	17%	11%	18%	11%	15%	10%	12%	9%	10%	13%	
	Street cleaning		27%	30%	27%	20%	29%	22%	24%	19%	23%	23%	29%	25%	
	Street lighting	76%	41%	46%	40%	37%	39%	39%	38%	39%	32%	37%	42%	42%	
	Sidewalk maintenance	53%	28%	26%	26%	20%	26%	24%	24%	25%	19%	20%	39%	27%	
	Bus or transit services	77%	67%	68%	58%	62%	61%	61%	63%	61%	62%	58%	39%	58%	
	Land use, planning and zoning	36%	21%	29%	24%	16%	16%	19%	20%	19%	15%	19%	16%	22%	
	Code enforcement	49%	22%	28%	19%	18%	20%	14%	23%	19%	13%	13%	17%	17%	
	Affordable high-speed internet access													49%	38%
	Garbage collection	83%	73%	76%	73%	72%	72%	72%	70%	68%	69%	66%	73%	70%	
	Drinking water	84%	75%	74%	72%	74%	75%	67%	74%	69%	75%	68%	69%	63%	
	Sewer services	48%	57%	59%	59%	57%	58%	50%	54%	56%	57%	54%	61%	63%	
	Storm water management	46%	51%	50%	47%	45%	53%	36%	46%	40%	39%	36%	54%	45%	
	Power (electric and/or gas) utility						50%	51%	47%	55%	59%	60%	53%	61%	
	Utility billing						37%	39%	36%	39%	45%	46%	38%	43%	48%
	Police/Sheriff services	74%	64%	63%	64%	53%	52%	56%	51%	58%	58%	51%	45%	47%	
	Crime prevention	50%	44%	42%	42%	37%	42%	35%	34%	34%	39%	27%	36%	25%	

Please rate the quality of each of the following services in Honolulu.	Animal control	40%	37%	39%	28%	33%	28%	28%	30%	31%	25%	48%	41%	
	Ambulance or emergency medical services	84%	90%	86%	86%	85%	85%	77%	81%	80%	88%	80%	73%	75%
	Fire services	92%	91%	89%	89%	85%	86%	85%	84%	84%	88%	82%	73%	79%
	Fire prevention and education	74%	67%	70%	72%	68%	66%	59%	60%	51%	63%	60%	63%	61%
	Emergency preparedness	57%	67%	60%	58%	73%	64%	64%	48%	51%	43%	54%	60%	
	Preservation of natural areas	39%	49%	39%	31%	48%	30%	42%	35%	34%	32%	45%	47%	
	Honolulu open space					26%	38%	25%	28%	24%	32%	23%	34%	42%
	Recycling	70%	63%	63%	63%	66%	58%	54%	54%	56%	45%	48%	43%	
	Yard waste pick-up	67%	64%	65%	64%	64%	65%	56%	64%	59%	66%	53%	49%	52%
	City and County parks	70%	54%	60%	52%	49%	54%	44%	50%	42%	42%	40%	48%	52%
	Recreation programs or classes	70%	54%	56%	56%	44%	52%	47%	47%	45%	44%	44%	42%	49%
	Recreation centers or facilities	45%	52%	50%	40%	46%	40%	41%	39%	34%	35%	45%	48%	
	Health services					49%	55%	40%	41%	42%	45%	37%	59%	50%
	Public library services												59%	72%
	Overall customer service by Honolulu employees	67%	65%	60%	63%	37%	43%	35%	42%	39%	40%	31%	49%	44%
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	68%	33%	35%	33%	24%	29%	17%	25%	22%	26%	16%	26%	24%
	The overall direction that Honolulu is taking	76%	29%	32%	30%	25%	35%	21%	26%	26%	23%	14%	19%	21%
	The job Honolulu government does at welcoming resident involvement	81%	33%	37%	35%	30%	31%	24%	32%	25%	25%	20%	26%	25%
	Overall confidence in Honolulu government					23%	30%	22%	29%	24%	25%	17%	18%	22%
	Generally acting in the best interest of the community					25%	29%	23%	34%	25%	28%	17%	26%	26%
	Being honest					24%	30%	21%	23%	22%	25%	19%	21%	23%
	Being open and transparent to the public												19%	20%
	Informing residents about issues facing the community												27%	27%
	Treating all residents fairly					22%	34%	23%	29%	25%	27%	21%	29%	29%
	Treating residents with respect												34%	35%
Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	71%	45%	53%	53%	40%	46%	36%	41%	40%	39%	30%	33%	36%
	The Federal Government	48%	48%	54%	36%	47%	38%	45%	37%	40%	30%	37%	37%	

Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health	91%	88%	92%	91%	90%	96%	90%					
	Overall quality of the transportation system						83%	84%					
	Overall design or layout of residential and commercial areas	80%	80%	78%	82%	83%	74%	78%					
	Overall quality of the utility infrastructure						90%	92%					
	Overall feeling of safety	88%	90%	92%	94%	95%	93%	88%					
	Overall quality of natural environment	88%	86%	88%	85%	85%	85%	83%					
	Overall quality of parks and recreation opportunities						79%	78%					
	Overall health and wellness opportunities	81%	81%	79%	86%	81%	81%	77%					
	Overall opportunities for education, culture, and the arts	88%	87%	85%	87%	83%	77%	73%					
	Residents' connection and engagement with their community	73%	74%	71%	74%	78%	66%	65%					
In general, how many times do you:	Access the internet from your home						95%	93%					
	Access the internet from your cell phone						93%	94%					
	Visit social media sites						79%	72%					
	Use or check email						97%	97%					
	Share your opinions online						36%	31%					
	Shop online						50%	49%					
	Please rate your overall health.	59%	60%	55%	59%	51%	53%	60%	60%	66%			
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	20%	16%	19%	25%	27%	24%	17%	19%	21%	23%	14%	26%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City and County of Honolulu conducted a survey of 375 residents. Survey invitations were mailed to randomly selected households and data were collected from November 29th, 2021 to January 31st, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City and County of Honolulu. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on January 3rd, 2022. The survey remained open for four weeks and there were 98 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

































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

































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Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Honolulu.	Question	Rating	Percentage	
			Bar	Value
Honolulu as a place to live	Honolulu as a place to live	Excellent		11%
		Good		42%
		Fair		35%
		Poor		11%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		18%
		Good		55%
		Fair		22%
		Poor		4%
Honolulu as a place to raise children	Honolulu as a place to raise children	Excellent		12%
		Good		35%
		Fair		29%
		Poor		24%
Honolulu as a place to work	Honolulu as a place to work	Excellent		4%
		Good		28%
		Fair		34%
		Poor		34%
Honolulu as a place to visit	Honolulu as a place to visit	Excellent		28%
		Good		38%
		Fair		23%
		Poor		12%
Honolulu as a place to retire	Honolulu as a place to retire	Excellent		7%
		Good		24%
		Fair		27%
		Poor		42%
The overall quality of life in Honolulu	The overall quality of life in Honolulu	Excellent		10%
		Good		34%
		Fair		38%
		Poor		18%

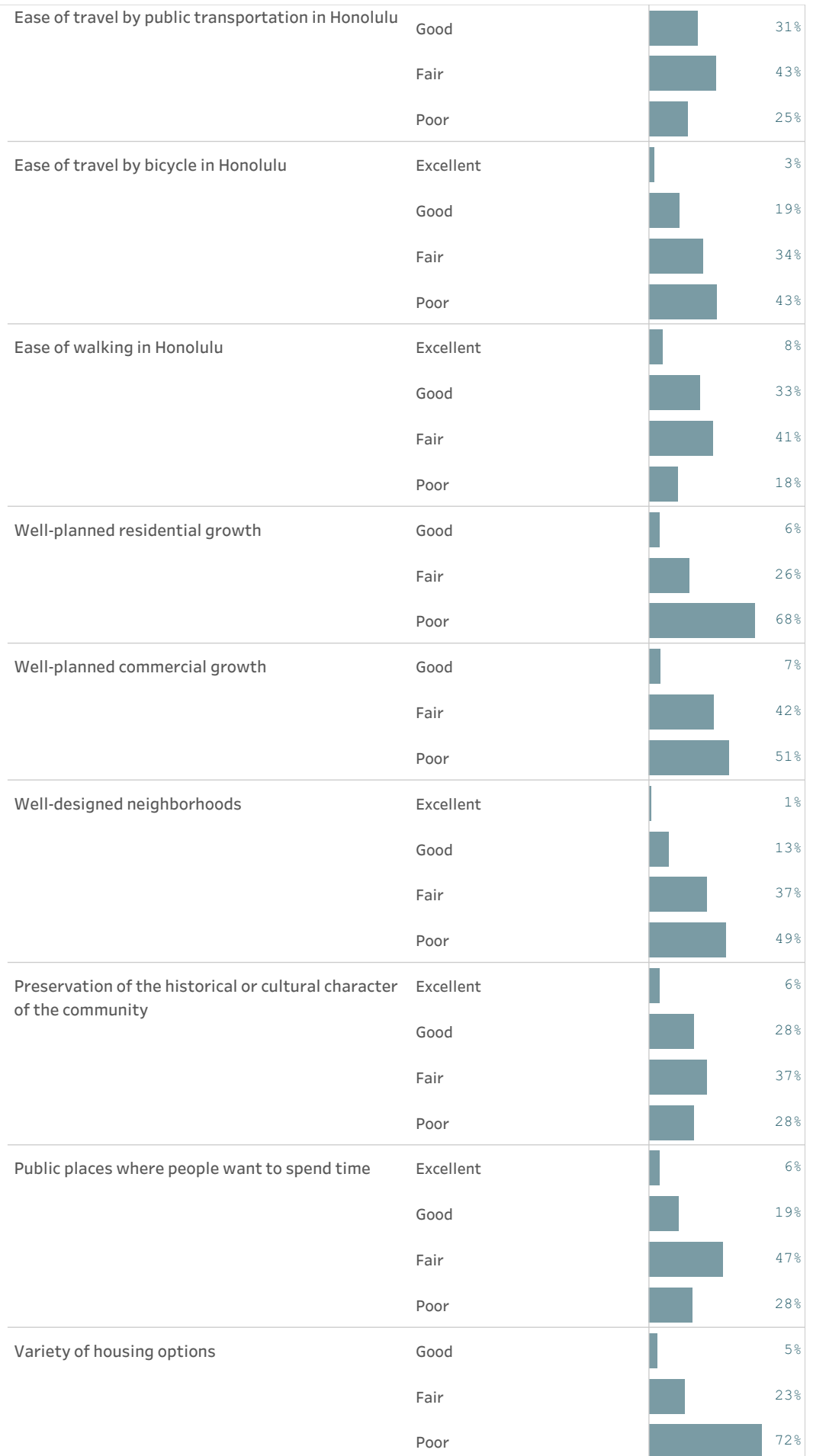
Please rate each of the following aspects of quality of life in Honolulu.	Sense of community	Excellent		13%
		Good		27%
		Fair		39%
		Poor		21%
Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall economic health of Honolulu	Good		8%
		Fair		37%
		Poor		55%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Excellent		5%
		Good		19%
		Fair		41%
		Poor		35%
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		1%
		Good		21%
		Fair		45%
		Poor		33%
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric, gas)	Excellent		3%
Good			16%	
Fair			34%	
Poor			47%	
Overall feeling of safety in Honolulu	Excellent		4%	
	Good		33%	
	Fair		32%	
	Poor		30%	
Overall quality of natural environment in Honolulu	Excellent		16%	
	Good		38%	
	Fair		34%	
	Poor		13%	
Overall quality of parks and recreation opportunities	Excellent		9%	
	Good		28%	
	Fair		37%	
	Poor		25%	
Overall health and wellness opportunities in Honolulu	Excellent		14%	

Please rate each of the following characteristics as they relate to Honolulu as a whole.	Overall health and wellness opportunities in Honolulu	Good		34%
		Fair		36%
		Poor		16%
	Overall opportunities for education, culture, and the arts	Excellent		7%
		Good		22%
		Fair		40%
		Poor		30%
	Residents' connection and engagement with their community	Excellent		4%
		Good		23%
Fair			48%	
Poor			24%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Honolulu to someone who asks you	Very likely		4%
		Somewhat likely		38%
		Somewhat unlikely		20%
		Very unlikely		38%
	Remain in Honolulu for the next five years	Very likely		56%
		Somewhat likely		22%
		Somewhat unlikely		9%
		Very unlikely		12%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		38%
		Somewhat safe		38%
		Neither safe nor unsafe		12%
		Somewhat unsafe		8%
		Very unsafe		3%
	In Honolulu's downtown/commercial area during the day	Very safe		10%
		Somewhat safe		30%
		Neither safe nor unsafe		20%
		Somewhat unsafe		27%
		Very unsafe		13%
	From property crime	Very safe		6%
		Somewhat safe		19%
Neither safe nor unsafe			14%	

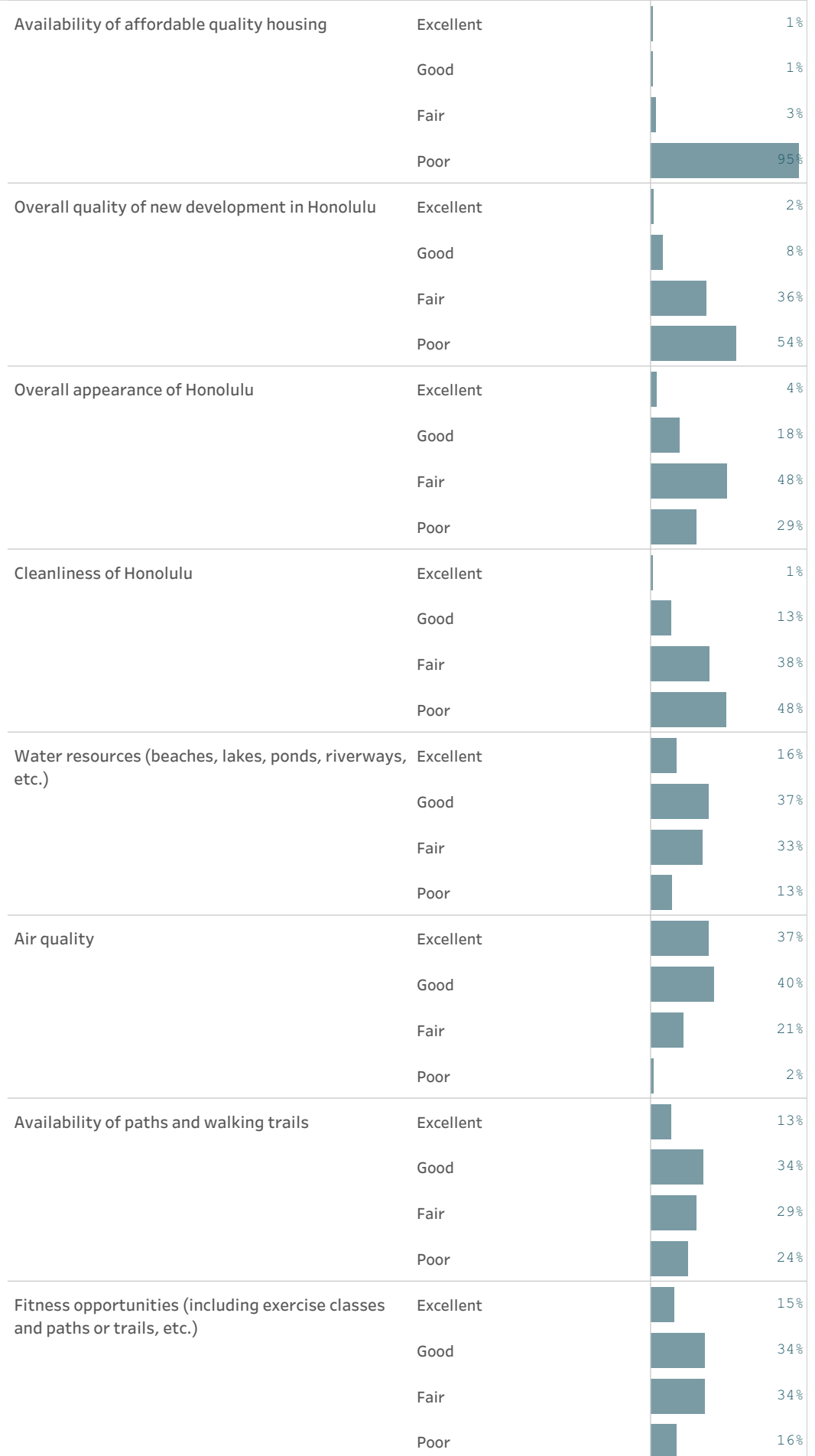
Please rate how safe or unsafe you feel:	From property crime	Somewhat unsafe		40%
		Very unsafe		20%
	From violent crime	Very safe		9%
		Somewhat safe		21%
		Neither safe nor unsafe		24%
		Somewhat unsafe		34%
		Very unsafe		12%
	From fire, flood, or other natural disaster	Very safe		8%
		Somewhat safe		43%
		Neither safe nor unsafe		27%
Somewhat unsafe			15%	
Very unsafe			7%	
Please rate the job you feel the Honolulu community does at each of the following.	Making all residents feel welcome	Excellent		3%
		Good		32%
		Fair		35%
		Poor		29%
	Attracting people from diverse backgrounds	Excellent		16%
		Good		37%
		Fair		29%
		Poor		18%
	Valuing/respecting residents from diverse backgrounds	Excellent		12%
		Good		29%
		Fair		37%
		Poor		22%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		1%
		Good		15%
		Fair		28%
		Poor		56%
Please rate each of the following in the Honolulu community.	Overall quality of business and service establishments in Honolulu	Excellent		5%
		Good		40%
		Fair		42%
		Poor		13%

Please rate each of the following in the Honolulu community.			
Variety of business and service establishments in Honolulu	Excellent		4%
	Good		42%
	Fair		34%
	Poor		20%
Vibrancy of downtown/commercial area	Good		24%
	Fair		50%
	Poor		26%
Employment opportunities	Excellent		3%
	Good		11%
	Fair		45%
	Poor		41%
Shopping opportunities	Excellent		7%
	Good		44%
	Fair		40%
	Poor		8%
Cost of living in Honolulu	Fair		7%
	Poor		93%
Overall image or reputation of Honolulu	Excellent		4%
	Good		27%
	Fair		48%
	Poor		21%
Please also rate each of the following in the Honolulu community. Traffic flow on major streets	Good		4%
	Fair		26%
	Poor		70%
Ease of public parking	Good		8%
	Fair		24%
	Poor		68%
Ease of travel by car in Honolulu	Excellent		2%
	Good		17%
	Fair		36%
	Poor		45%
Ease of travel by public transportation in Honolulu	Excellent		1%

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



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

































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

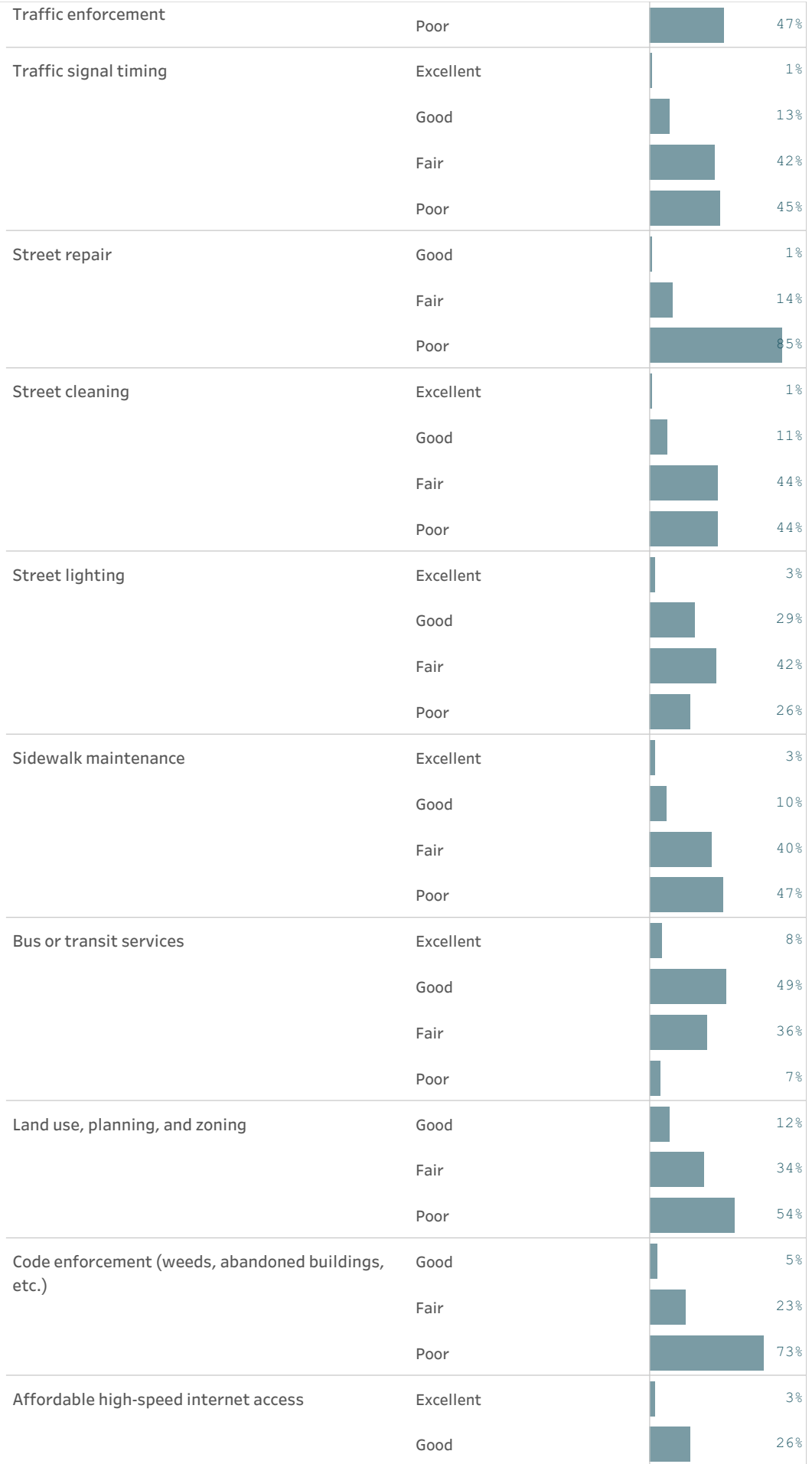


Please also rate each of the following in the Honolulu community.



































Please also rate each of the following in the Honolulu community.	Openness and acceptance of the community toward people of diverse backgrounds	Fair		35%
		Poor		21%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City and County of Honolulu (in-person, phone, email, or web) for help or information	No		31%
		Yes		69%
	Contacted Honolulu elected officials (in-person, phone, email, or web) to express your opinion	No		49%
		Yes		51%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		74%
		Yes		26%
	Watched (online or on television) a local public meeting	No		42%
		Yes		58%
	Volunteered your time to some group/activity in Honolulu	No		51%
		Yes		49%
	Campaigned or advocated for a local issue, cause, or candidate	No		67%
		Yes		33%
	Voted in your most recent local election	No		10%
		Yes		90%
Used bus, rail, subway, or other public transportation instead of driving	No		69%	
	Yes		31%	
Carpooled with other adults or children instead of driving alone	No		50%	
	Yes		50%	
Walked or biked instead of driving	No		36%	
	Yes		64%	
Please rate the quality of each of the following services in Honolulu.	Public information services	Excellent		2%
		Good		24%
		Fair		45%
		Poor		28%
	Economic development	Excellent		1%
		Good		9%
		Fair		46%
		Poor		44%
	Traffic enforcement	Good		13%
		Fair		39%

































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






























































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

Affordable high-speed internet access	Fair		41%
	Poor		30%
Garbage collection	Excellent		22%
	Good		51%
	Fair		18%
	Poor		9%
Drinking water	Excellent		12%
	Good		44%
	Fair		23%
	Poor		21%
Sewer services	Excellent		11%
	Good		48%
	Fair		31%
	Poor		10%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		3%
	Good		18%
	Fair		43%
	Poor		36%
Power (electric and/or gas) utility	Excellent		8%
	Good		38%
	Fair		36%
	Poor		18%
Utility billing	Excellent		7%
	Good		26%
	Fair		37%
	Poor		31%
Police/Sheriff services	Excellent		10%
	Good		29%
	Fair		39%
	Poor		22%
Crime prevention	Excellent		1%
	Good		13%

Please rate the quality of each of the following services in Honolulu.				
Crime prevention	Fair			33%
	Poor			53%
Animal control	Good			23%
	Fair			36%
	Poor			41%
Ambulance or emergency medical services	Excellent			21%
	Good			49%
	Fair			23%
	Poor			7%
Fire services	Excellent			29%
	Good			54%
	Fair			13%
	Poor			4%
Fire prevention and education	Excellent			13%
	Good			38%
	Fair			32%
	Poor			17%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent			16%
	Good			36%
	Fair			33%
	Poor			14%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent			7%
	Good			24%
	Fair			35%
	Poor			34%
Honolulu open space	Excellent			5%
	Good			18%
	Fair			38%
	Poor			38%
Recycling	Excellent			8%
	Good			30%
	Fair			28%

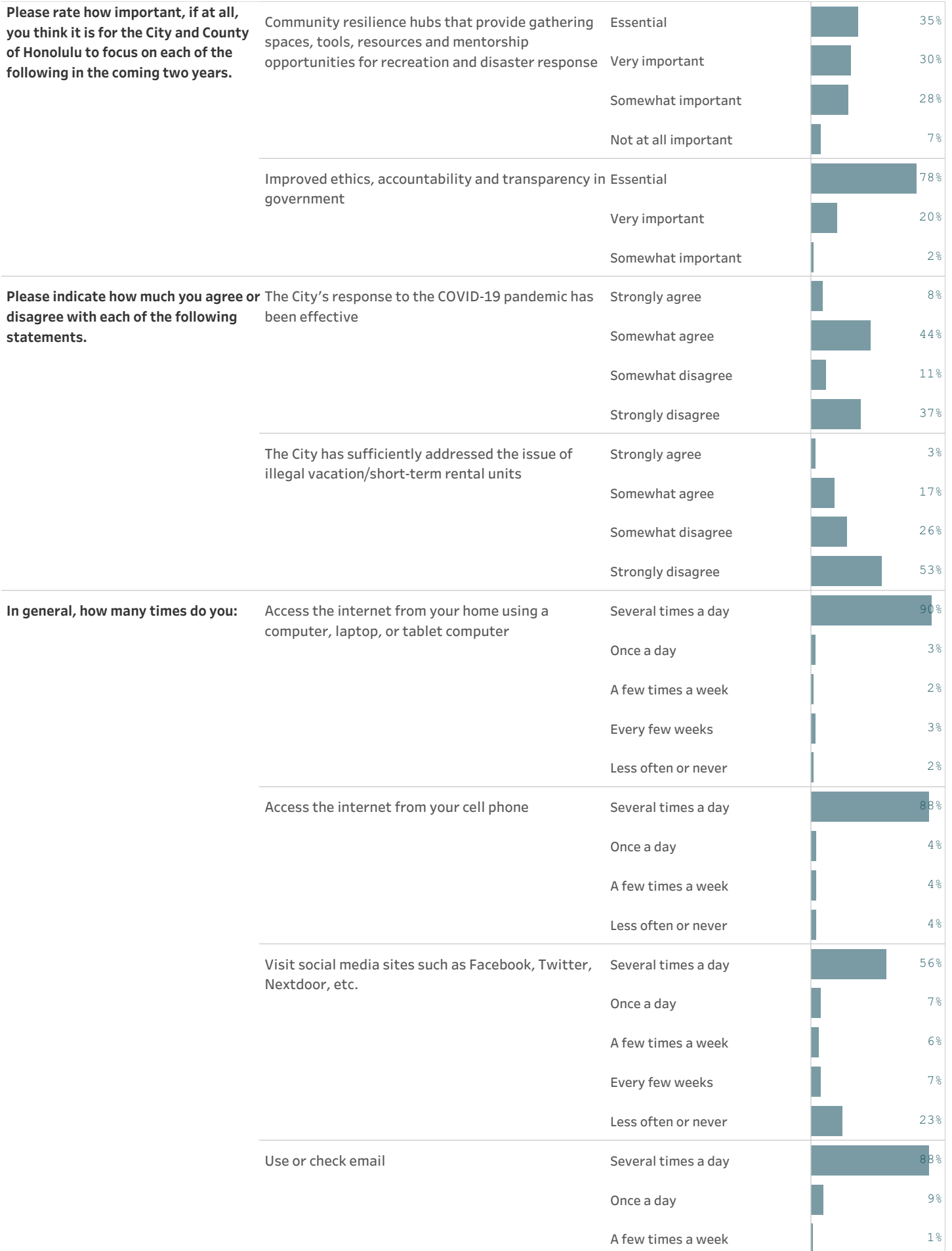
Please rate the quality of each of the following services in Honolulu.	Recycling	Poor		34%
	Yard waste pick-up	Excellent		18%
		Good		37%
		Fair		29%
		Poor		16%
City and County parks	Excellent		5%	
	Good		33%	
	Fair		39%	
	Poor		23%	
Recreation programs or classes	Excellent		4%	
	Good		25%	
	Fair		48%	
	Poor		23%	
Recreation centers or facilities	Excellent		4%	
	Good		22%	
	Fair		48%	
	Poor		26%	
Health services	Excellent		7%	
	Good		33%	
	Fair		40%	
	Poor		20%	
Public library services	Excellent		21%	
	Good		38%	
	Fair		28%	
	Poor		12%	
Overall customer service by Honolulu employees (police, receptionists, planners, etc.)	Excellent		8%	
	Good		38%	
	Fair		40%	
	Poor		14%	
Please rate the following categories of Honolulu government performance.	The value of services for the taxes paid to Honolulu	Excellent		1%
		Good		7%
		Fair		31%

Please rate the following categories of Honolulu government performance.			
The value of services for the taxes paid to Honolulu	Poor		61%
The overall direction that Honolulu is taking	Good		9%
	Fair		28%
	Poor		64%
The job Honolulu government does at welcoming resident involvement	Excellent		1%
	Good		6%
	Fair		37%
	Poor		56%
Overall confidence in Honolulu government	Excellent		1%
	Good		5%
	Fair		26%
	Poor		68%
Generally acting in the best interest of the community	Good		13%
	Fair		31%
	Poor		57%
Being honest	Excellent		1%
	Good		7%
	Fair		27%
	Poor		66%
Being open and transparent to the public	Good		5%
	Fair		22%
	Poor		73%
Informing residents about issues facing the community	Excellent		2%
	Good		11%
	Fair		41%
	Poor		46%
Treating all residents fairly	Good		14%
	Fair		33%
	Poor		53%
Treating residents with respect	Excellent		1%
	Good		22%
	Fair		38%

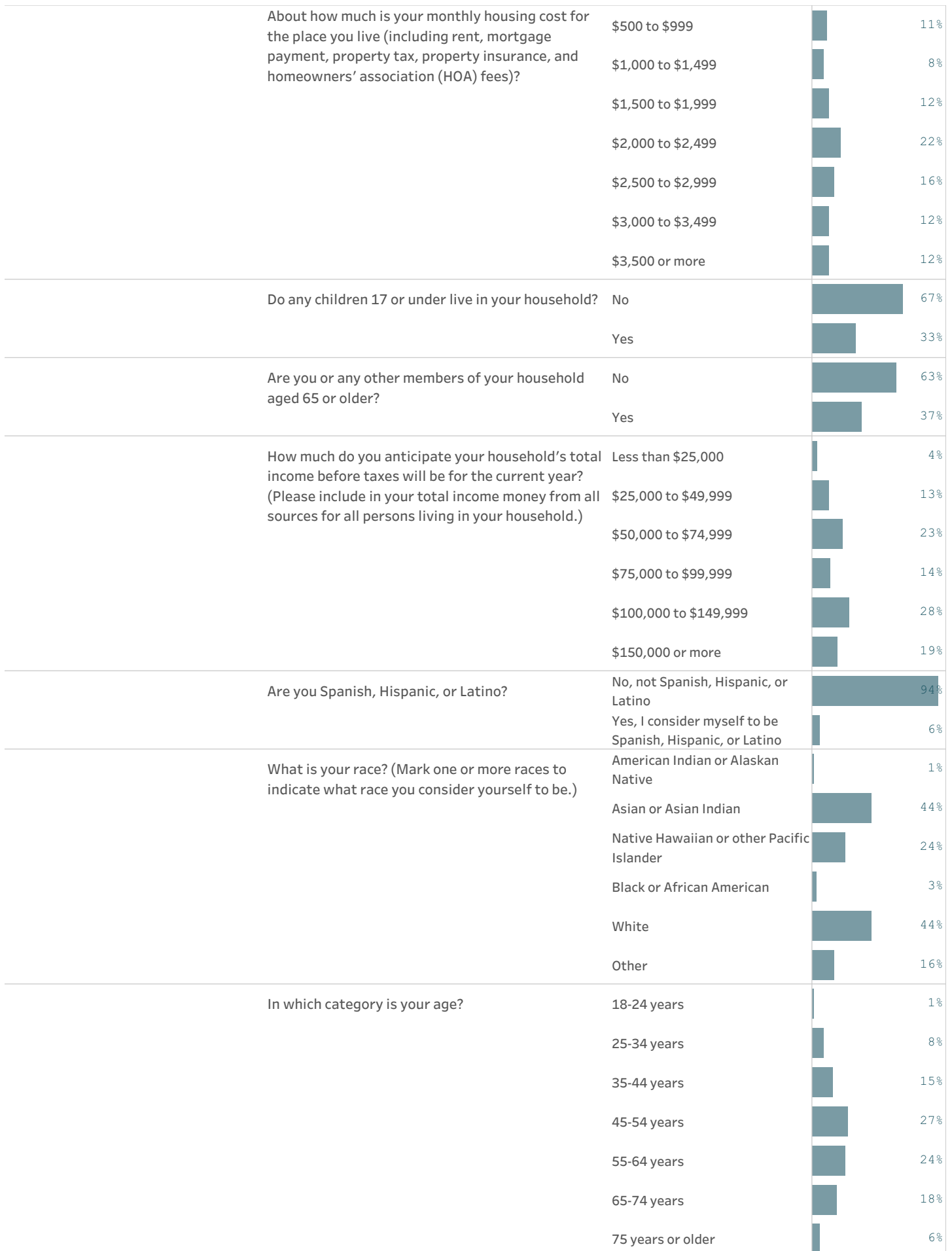
Please rate the following categories of Honolulu government performance.	Treating residents with respect	Poor		38%
	Overall, how would you rate the quality of the services provided by each of the following?	The City and County of Honolulu	Excellent	
Good				20%
Fair				47%
Poor				32%
	The Federal Government	Excellent		5%
		Good		22%
		Fair		34%
		Poor		39%
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall economic health of Honolulu	Essential		70%
		Very important		25%
		Somewhat important		5%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Honolulu	Essential		44%
		Very important		43%
		Somewhat important		12%
	Overall design or layout of Honolulu's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		36%
		Very important		39%
		Somewhat important		22%
		Not at all important		3%
	Overall quality of the utility infrastructure in Honolulu (water, sewer, storm water, electric, gas)	Essential		71%
		Very important		24%
Somewhat important			4%	
Not at all important			1%	
Overall feeling of safety in Honolulu	Essential		62%	
	Very important		32%	
	Somewhat important		6%	
Overall quality of natural environment in Honolulu	Essential		56%	
	Very important		30%	
	Somewhat important		14%	
Overall quality of parks and recreation opportunities	Essential		36%	
	Very important		40%	
	Somewhat important		23%	

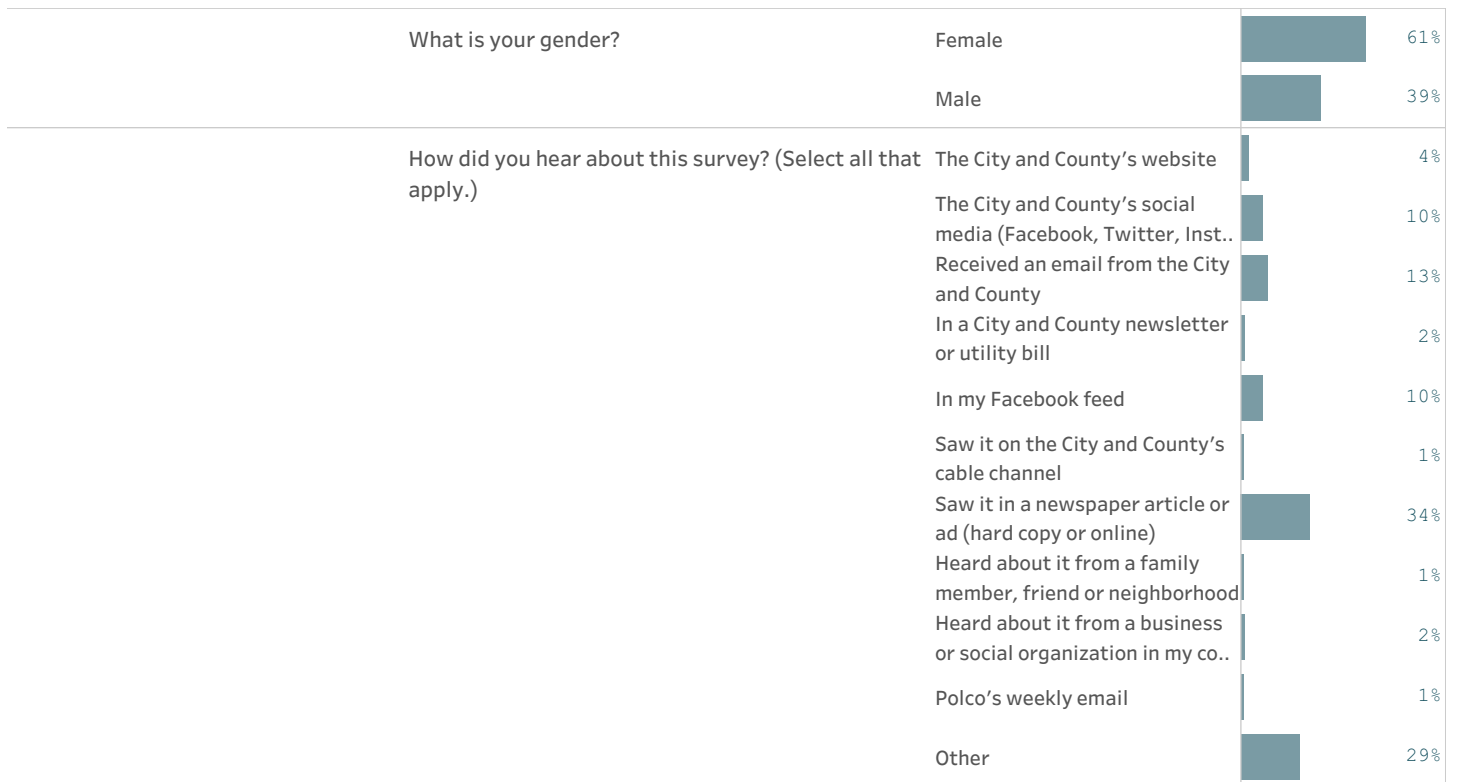
Please rate how important, if at all, you think it is for the Honolulu community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Not at all important		1%
	Overall health and wellness opportunities in Honolulu	Essential		42%
		Very important		32%
		Somewhat important		27%
	Overall opportunities for education, culture, and the arts	Essential		39%
		Very important		33%
		Somewhat important		28%
	Residents' connection and engagement with their community	Essential		37%
		Very important		42%
		Somewhat important		18%
		Not at all important		3%
	Please rate how important, if at all, you think it is that the City rail system do each of the following.	Act as a functional transit system in concert with TheBus and HandiVan	Essential	
Very important				21%
Somewhat important				10%
Not at all important				23%
Minimize the need for riders on rail to transfer to another transit mode		Essential		36%
		Very important		23%
		Somewhat important		25%
		Not at all important		16%
Provide for easy transfers between bus and rail for a single fare		Essential		54%
		Very important		23%
		Somewhat important		13%
		Not at all important		10%
Provide an attractive commuting option to current and future residents in growing areas along the rail route	Essential		46%	
	Very important		20%	
	Somewhat important		22%	
	Not at all important		12%	
Optimize rail ridership and fare revenues	Essential		41%	
	Very important		25%	
	Somewhat important		21%	
	Not at all important		13%	
Support transit-oriented development (TOD), enhance neighborhoods along the route, and reduce development pressures in other areas	Essential		29%	

Please rate how important, if at all, you think it is that the City rail system do each of the following.	Support transit-oriented development (TOD), enhance neighborhoods along the route, and reduce development pressures in other areas	Very important		29%
		Somewhat important		30%
		Not at all important		13%
Please rate how important, if at all, you think it is for the City and County of Honolulu to focus on each of the following in the coming two years.	Improved walking opportunities (e.g., sidewalks, crosswalks)	Essential		41%
		Very important		29%
		Somewhat important		26%
		Not at all important		4%
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)		Essential		27%
		Very important		21%
		Somewhat important		35%
		Not at all important		17%
Safe and sanitary streets and public walkways		Essential		73%
		Very important		23%
		Somewhat important		4%
Increased planting and caring for trees in communities across O'ahu		Essential		40%
		Very important		28%
		Somewhat important		27%
		Not at all important		5%
Climate adaptation strategy to assess and address climate change impacts		Essential		48%
		Very important		19%
		Somewhat important		16%
		Not at all important		16%
Public art (e.g., murals, art reflecting the multicultural heritage of our people)		Essential		13%
		Very important		19%
		Somewhat important		40%
		Not at all important		28%
Improved maintenance and repair of parks and park facilities		Essential		46%
		Very important		42%
		Somewhat important		11%
Protecting drinking water aquifers from pollution by establishing programs, rules and directives to regulate contaminating activities		Essential		88%
		Very important		10%
		Somewhat important		2%



In general, how many times do you:	Use or check email	Every few weeks	2%
	Share your opinions online	Several times a day	7%
		Once a day	5%
		A few times a week	19%
		Every few weeks	20%
		Less often or never	48%
Shop online	Several times a day	10%	
	Once a day	6%	
	A few times a week	35%	
	Every few weeks	27%	
	Less often or never	22%	
Please rate your overall health.	Excellent	26%	
	Very good	28%	
	Good	32%	
	Fair	12%	
	Poor	3%	
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	1%	
	Somewhat positive	13%	
	Neutral	41%	
	Somewhat negative	34%	
	Very negative	11%	
How many years have you lived in Honolulu?	Less than 2 years	1%	
	2-5 years	12%	
	6-10 years	10%	
	11-20 years	9%	
	More than 20 years	67%	
Which best describes the building you live in?	One family house detached from any other houses	51%	
	Building with two or more homes (duplex, townhome, apa..	48%	
	Other	1%	
Do you rent or own your home?	Rent	35%	
	Own	65%	
About how much is your monthly housing cost for the place you live?	Less than \$500	5%	





The City and County of Honolulu 2021 Community Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Improved walking opportunities (e.g., sidewalks, crosswalks).....	1	2	3	4
Improved biking opportunities (e.g., bike paths, connected grid of bike lanes)....	1	2	3	4
Safe and sanitary streets and public walkways	1	2	3	4
Increased planting and caring for trees in communities across O'ahu.....	1	2	3	4
Climate adaptation strategy to assess and address climate change impacts....	1	2	3	4
Public art (e.g., murals, art reflecting the multicultural heritage of our people)....	1	2	3	4
Improved maintenance and repair of parks and park facilities	1	2	3	4
Protecting drinking water aquifers from pollution by establishing programs, rules and directives to regulate contaminating activities.....	1	2	3	4
Community resilience hubs that provide gathering spaces, tools, resources and mentorship opportunities for recreation and disaster response	1	2	3	4
Improved ethics, accountability and transparency in government.....	1	2	3	4

15. Please indicate how much you agree or disagree with each of the following statements.

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
The City's response to the COVID-19 pandemic has been effective	1	2	3	4	5
The City has sufficiently addressed the issue of illegal vacation/short-term rental units.....	1	2	3	4	5

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

D1. In general, how many times do you:

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

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

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

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Honolulu?

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

D5. Which best describes the building you live in?

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

D6. Do you rent or own your home?

- Rent
 Own

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

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

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

- No Yes

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

- No Yes

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

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

D11. Are you Spanish, Hispanic or Latino?

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

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

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

D13. In which category is your age?

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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! 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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