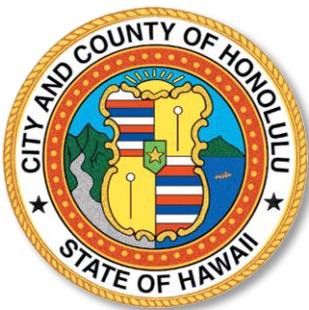


**THE NCS<sup>TM</sup>**  
The National Citizen Survey<sup>TM</sup>

# Honolulu, HI

## 2015



Office of the City Auditor  
City and County of Honolulu  
State of Hawai'i  
Report for Fiscal Year 2015



---

# City and County of Honolulu

*Office of the City Auditor*

March 2016

Honorable City Council  
Honolulu, Hawai'i

## **National Citizen Survey of Honolulu Residents (2015)**

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

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

The results from this year's NCS indicate:

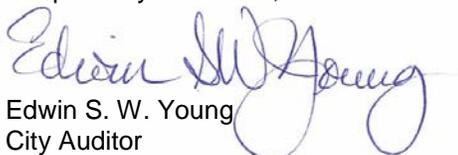
- Honolulu residents continue to enjoy a high quality of life.
- Over the past year, the majority of residents' ratings for community characteristics remained stable, while one-third showed a decrease and none showed an increase in ratings.
- Ratings for governance generally remained stable, but several did decrease.
- The Economy is important to residents.
- This year, residents rated prioritizing traffic incident management, more affordable housing, protecting City databases that contain residents' sensitive information from data breaches, and the homeless and/or homelessness, followed closely by instituting 24-7 traffic center operations for real time traffic solutions and instituting crosswalk LED lighting systems for pedestrian safety as priorities for the City to address.

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

We solicit inputs and any suggestions for improving this report. The 2015 National Citizen Survey and the Service Efforts and Accomplishments (FY 2015) reports are posted on our website at <http://www1.honolulu.gov/council/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

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

Respectfully submitted,



Edwin S. W. Young  
City Auditor

*This page intentionally left blank.*

# Contents

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

*This page intentionally left blank.*