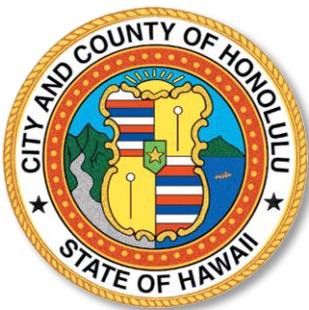


THE NCSTM
The National Citizen SurveyTM

Honolulu, HI
2016



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

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City and County of Honolulu

Office of the City Auditor

January 2017

Honorable City Council
Honolulu, Hawai'i

National Citizen Survey of Honolulu Residents (2016)

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

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

The results from this year's NCS indicate:

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

The NCS is issued under a separate cover, ahead of the 2016 Service Efforts and Accomplishments Report (SEA). The SEA report provides data about the costs, quality, quantity and timeliness of city services. By reviewing both reports, readers have an independent, impartial assessment of performance trends that can be used to strengthen governmental accountability and transparency, improve governmental efficiency and effectiveness, and improve the delivery of public services.

We solicit inputs and any suggestions for improving this report. The 2016 National Citizen Survey is posted on our website at <http://www.honolulu.gov/auditor>. Copies of these reports are also available by contacting the Office of the City Auditor at:

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Respectfully submitted,



Edwin S. W. Young
City Auditor

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