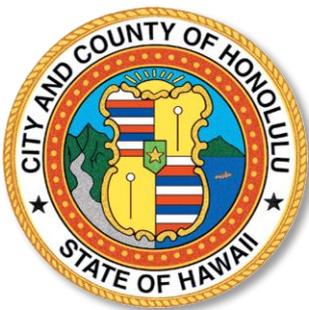


**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Honolulu, HI 2018



Office of the City Auditor  
City and County of Honolulu  
State of Hawai'i  
Report for Fiscal Year 2018



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# City and County of Honolulu

*Office of the City Auditor*

February 2019

Honorable City Council  
Honolulu, Hawai'i

## **National Citizen Survey of Honolulu Residents (2018)**

This is the tenth National Citizen Survey of Honolulu residents conducted for the City and the ninth 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:

- The impact of homelessness on the community and pedestrian safety are priorities for the City to address.
- Honolulu residents identified Safety and the Economy as important areas of focus in the coming years.
- Enforcing park hours, mental health services for the homeless, and protecting Honolulu's drinking water aquifers from the Navy's fuel oil leaks, also received high support from residents.
- Honolulu residents continue to enjoy a high quality of life.
- Honolulu residents reported greater levels of Community Engagement from 2017 to 2018. Voting in local elections, contacting City and County elected officials, and watching/attending local public meetings increased significantly in 2018.
- Residents' ratings for quality of fire prevention, ambulance/EMS services, open space, yard-waste pickup, and public information services increased from 2017 to 2018.

The NCS is issued under a separate cover, ahead of the 2018 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 2018 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,



Troy Shimasaki  
Acting City Auditor

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2. Dashboard Summary of Findings
3. Trends over Time
4. Technical Appendices

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