

THE NCSTM
The National Citizen SurveyTM

Honolulu, HI
Community Livability Report

FINAL
2016



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Honolulu. The phrase “livable community” is used here to evoke 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.

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) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 436 residents of the City of Honolulu. The margin of error around any reported percentage is 5% for the entire sample.



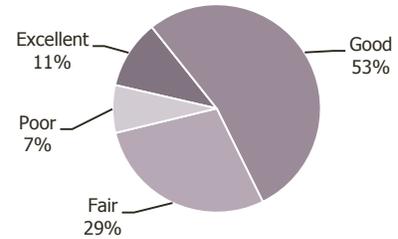
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Quality of Life in Honolulu

A majority of residents rated the quality of life in Honolulu as excellent or good. This was lower than ratings in comparison communities.

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall Quality of Life



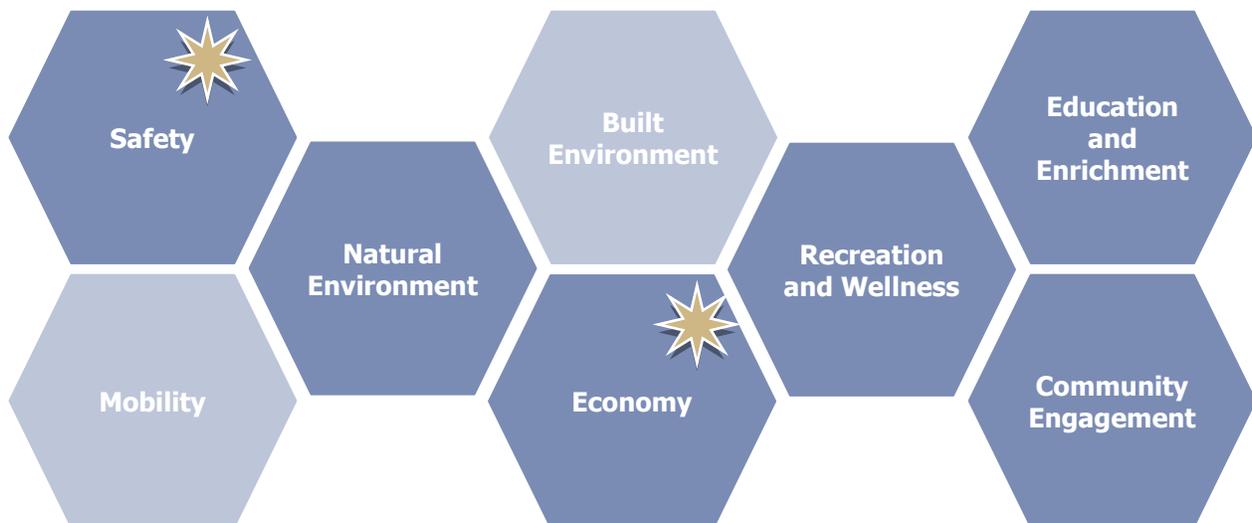
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Honolulu community in the coming two years. Ratings for Safety, Natural Environment, Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement were positive and similar to other communities. Ratings for Mobility and Built Environment tended to be lower than the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Honolulu’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



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Community Characteristics

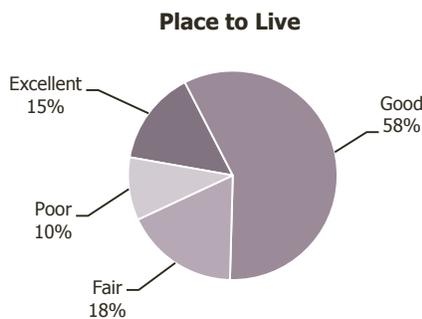
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Honolulu, 73% rated the City and County as an excellent or good place to live. Respondents' ratings of Honolulu as a place to live were lower than ratings in other communities across the nation.

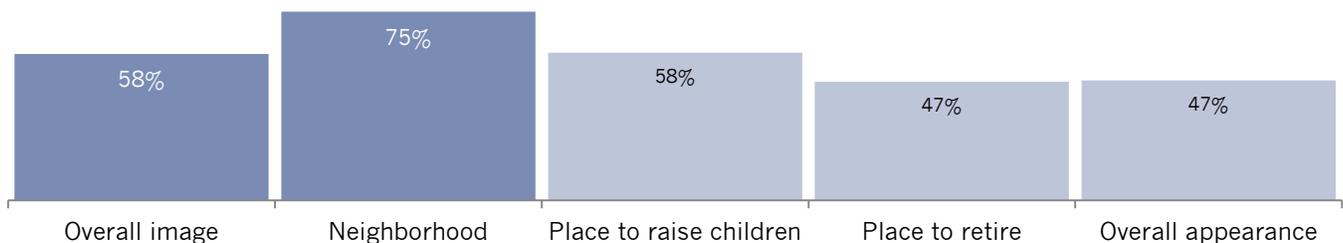
In addition to rating the City and County as a place to live, respondents rated several aspects of community quality including Honolulu as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Honolulu and its overall appearance. About three-quarters of residents were pleased with their neighborhoods as places to live and a majority gave excellent or good ratings to the overall image of Honolulu. Both of these ratings were similar to the national comparison. About half of residents gave positive ratings to Honolulu as a place to raise children, as a place to retire and to the overall appearance of the City and County and all of these ratings were lower than in other communities across the U.S.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, ratings for Community Characteristics tended to vary widely within the facets. About 6 in 10 respondents gave favorable ratings to their feelings of safety overall and in Honolulu's downtown/commercial area, which were lower than the benchmark. Almost all residents felt safe in their neighborhoods (93% very or somewhat safe); this rating was similar to comparison communities and had increased since the last survey iteration. Within Mobility, less than half of residents awarded excellent or good ratings to most aspects and six of the eight aspects were rated lower than the benchmark comparisons; however, ratings for ease of travel by bicycle and ease of walking increased since 2015. Aspects of Natural Environment and Built Environment tended to receive ratings lower to the ratings given in other communities with the exception of the overall natural environment (62% excellent or good), air quality (66%) and new development in Honolulu (40%), which were rated similar to the benchmark. Economy aspects were also mixed; ratings ranged from 8% excellent or good (cost of living) to 85% (Honolulu as a place to visit). Shopping opportunities and Honolulu as a

place to visit were rated higher than ratings in comparison communities. Ratings for employment opportunities, the vibrancy of the downtown/commercial area, Honolulu as a place to work and the overall quality of business and services received higher ratings in 2016 compared to the 2015 survey. Ratings for Recreation and Wellness were generally less positive, with mental health care services, preventative health services, affordability of quality health care and availability of affordable quality food all receiving positive scores from 4 in 10 or less and these were lower than the national comparison. Measures for Community Engagement tended to be given high marks by at about half of participants and were all rated similarly to the national benchmark.



Percent rating positively (e.g., excellent/good)



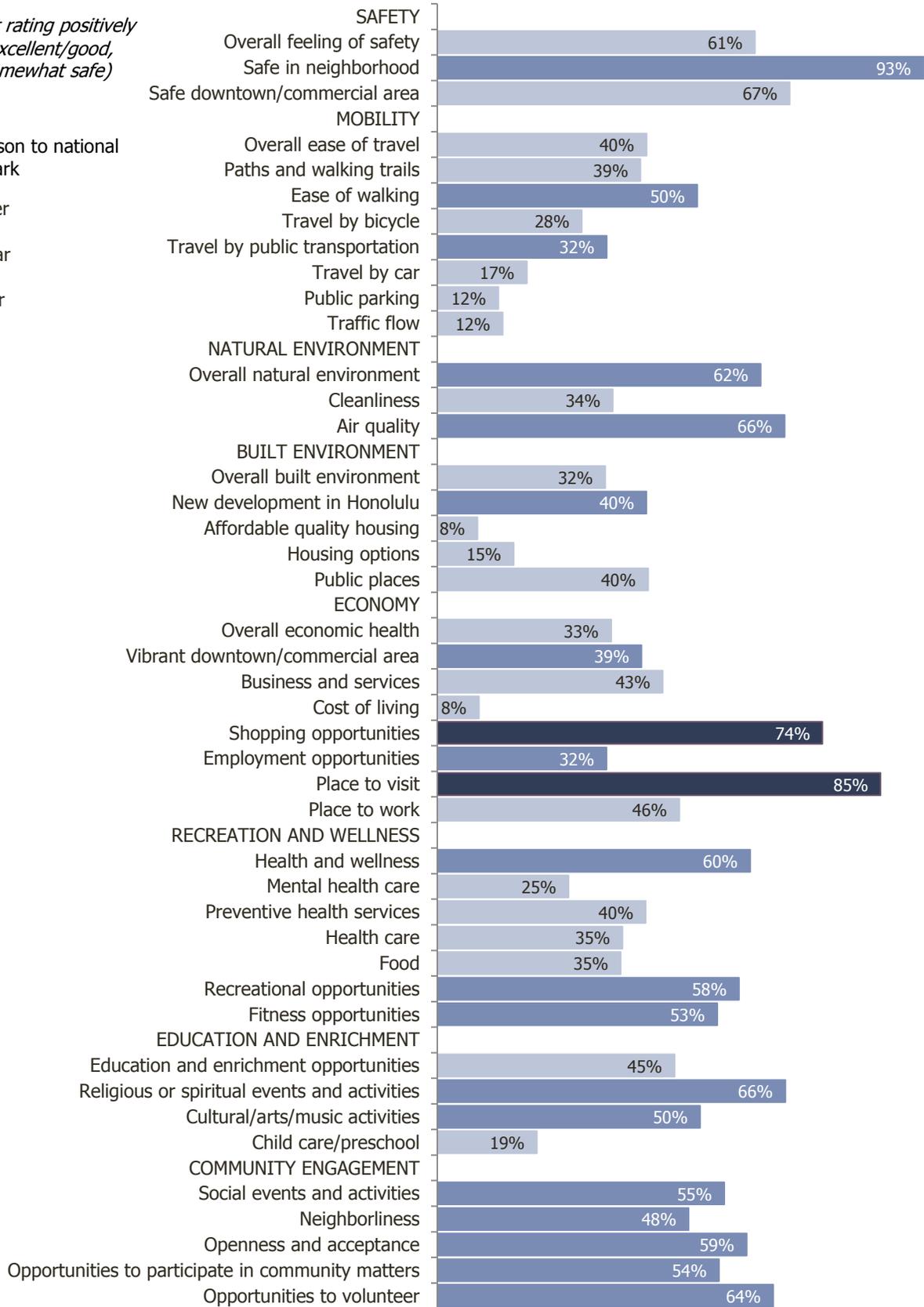
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Figure 1: Aspects of Community Characteristics

Percent rating positively
(e.g., excellent/good,
very/somewhat safe)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

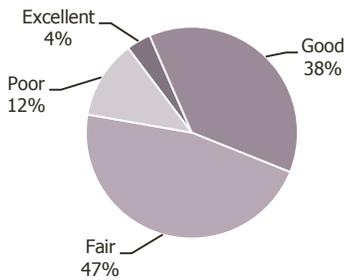
How well does the government of Honolulu meet the needs and expectations of its residents?

The overall quality of the services provided by Honolulu as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City and County of Honolulu was rated as excellent or good by 41% of respondents, and a similar proportion of residents gave excellent or good ratings to the services provided by the Federal Government.

Survey respondents also rated various aspects of Honolulu’s leadership and governance. These ratings tended to be lower than the benchmark and most were rated as excellent or good by about one-third or less. The highest rated aspect was customer service provided by City and County employees, which was rated positively by 42% of residents and increased since the 2015 survey iteration. Additionally, more residents reported being pleased with several aspects of government performance in 2016 than in 2015, including the value of services for taxes paid, welcoming citizen involvement, confidence in the City and County government and the government acting in the best interest of Honolulu.

Respondents evaluated over 30 individual services and amenities available in Honolulu. The highest rated services within the facet of Safety were fire services (84% excellent or good), ambulance/EMS services (81%) and emergency preparedness (64%). The aforementioned aspects were all similar to the national benchmark. Bus or transit services were positively rated by about 6 in 10 residents. Garbage collection, yard waste pick-up and drinking water were also awarded high marks by 6 in 10 or more participants and were similar to comparison communities. The lowest rated services were street repair, street cleaning, sidewalk maintenance, land use, planning and zoning, and code enforcement, which were rated favorable by less than one-quarter of respondents. Compared to the 2015 survey, ratings increased for yard waste pick-up, natural areas preservation, storm drainage, power utility, code enforcement and cable television.

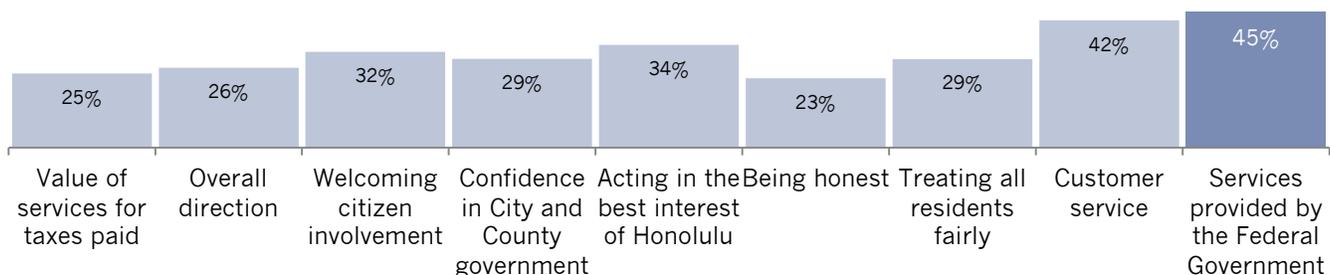
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



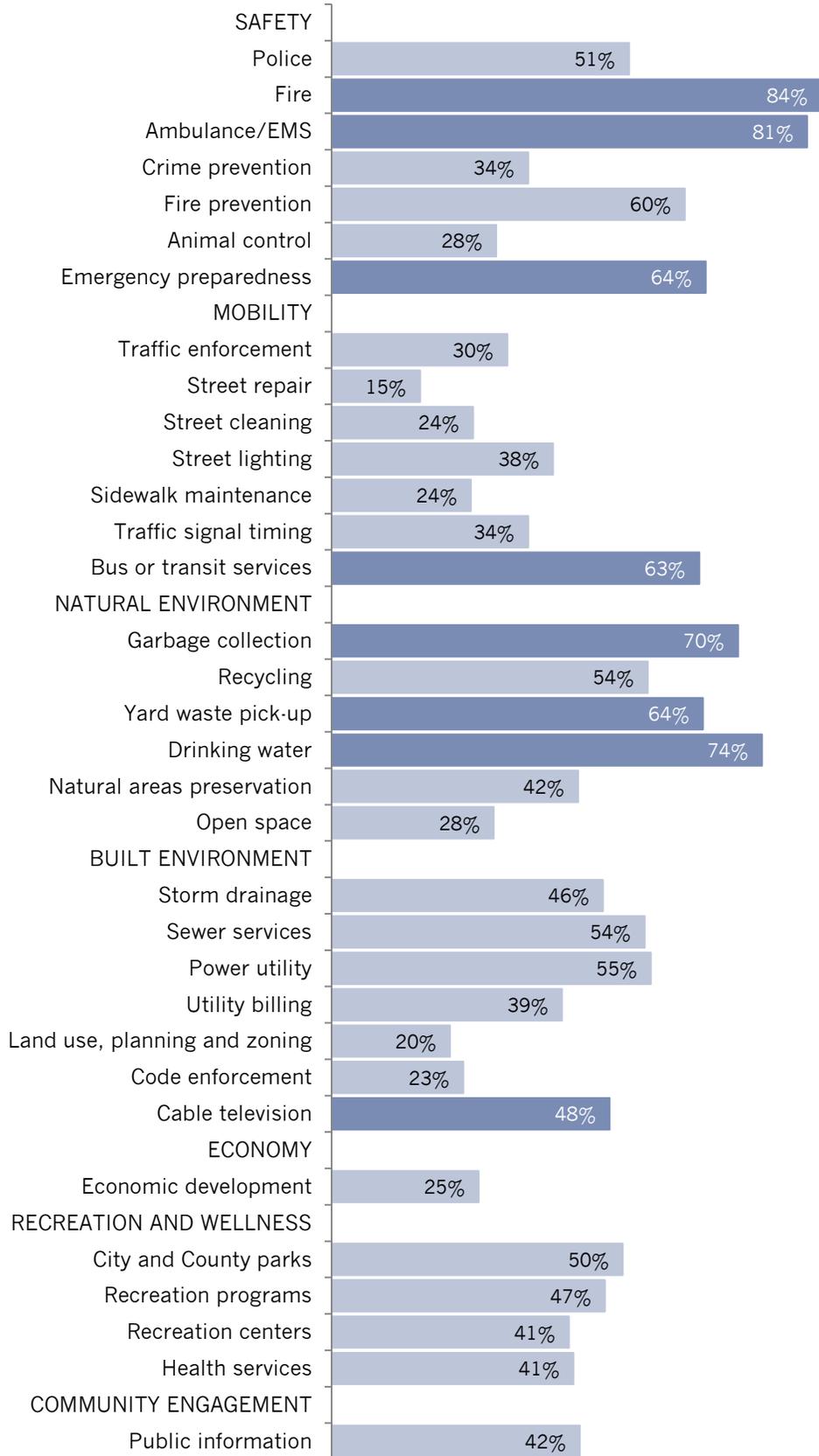
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

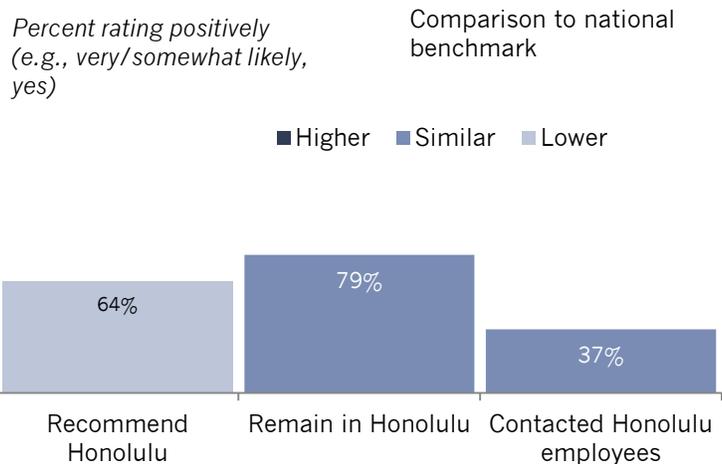
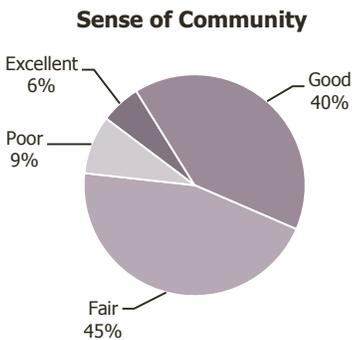
Are the residents of Honolulu connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. Ratings for sense of community in Honolulu were rated as excellent or good by almost half of residents. About three-quarters of residents reported that they were likely to remain in Honolulu for the next five years and about 6 in 10 would recommend living in the City and County to someone who asked.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of Participation were mixed, but generally strong and similar to the comparison communities. In the facet of Safety, about 8 in 10 residents reported they had not been the victim of a crime and about 7 in 10 residents had not reported a crime in the past 12 months. Nearly 7 in 10 respondents had stocked supplies for an emergency, which was a level higher than seen elsewhere. Rates of Participation within the facets of Mobility and Natural Environment were strong and similar to comparison communities, with the exception of the proportion of participants who reported they had used public transportation instead of driving (40%) which was a rate higher than the national benchmark. Within the facet of Built Environment about two in five respondents reported that they were not under housing stress and slightly fewer reported that they had not observed a code violation in the past 12 months. Both of the aforementioned aspects were lower than levels seen in comparison communities. Nearly all residents had purchased goods or services in Honolulu in the previous 12 months (98%), and more than 1 in 10 indicated that they felt the economy would have a positive impact on their income in the next six months. Around three-quarters of respondents reported that they worked in the City or County of Honolulu, a rate higher than the national benchmark. Rates of Participation for Recreation and

Wellness were also strong and similar to the national benchmark with about 8 in 10 participants indicated they had visited a City park, eaten five portions of fruits or vegetables a day and participated in moderate or vigorous activities. Levels of participation in the facet of Community Engagement were positive; around 8 in 10 residents or more reported that they had talked to or visited with a neighbor, read or watched the local news and voted in local elections. About 4 in 10 respondents had volunteered or watched a local public meeting, a level higher than seen in other communities across the nation.

In comparison to rates seen in 2015, fewer residents in 2016 indicated that they had not observed a code violation, used a City recreation center, attended a City and County-sponsored event, participated in a club or done a favor for a neighbor.



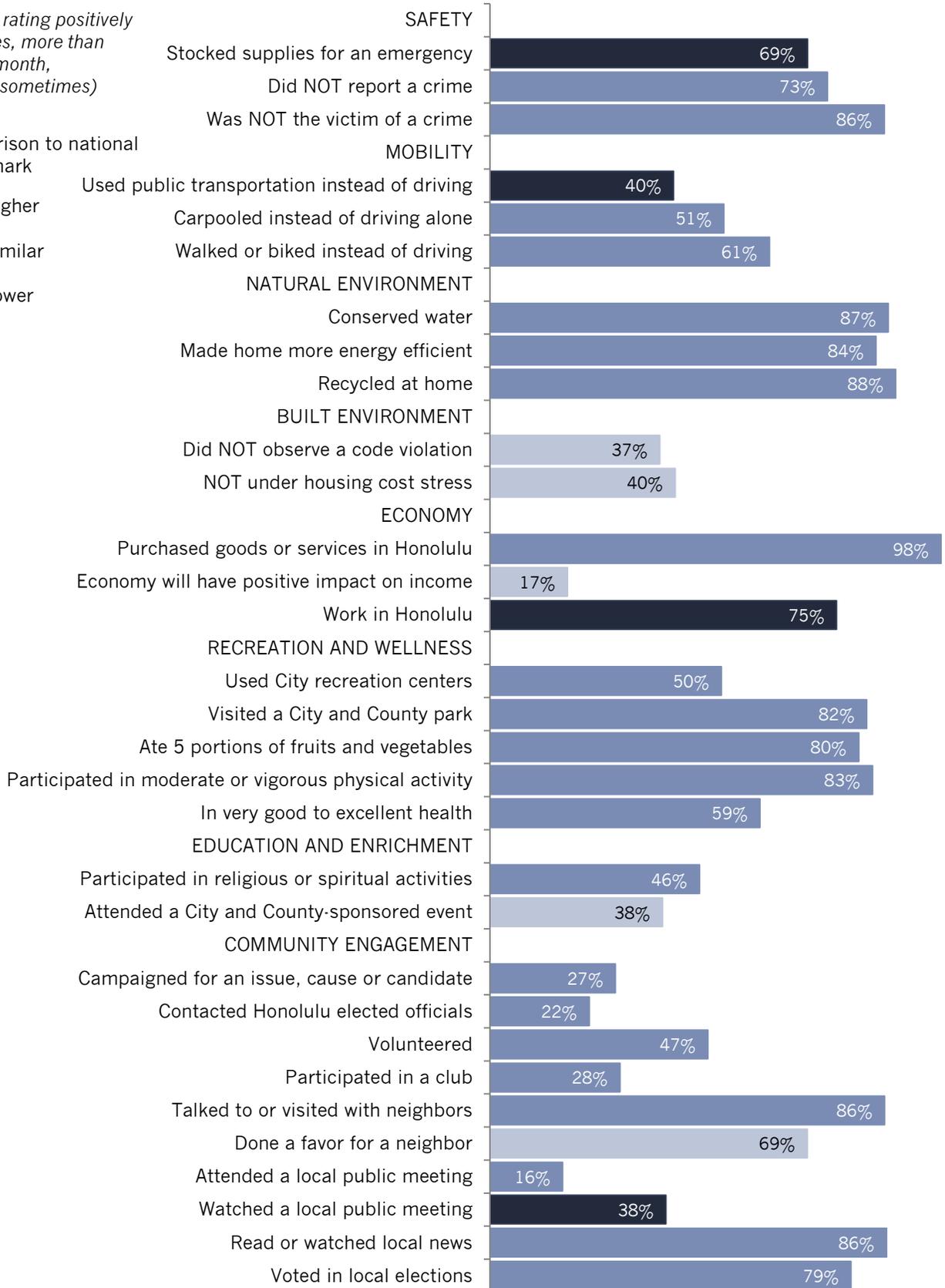
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

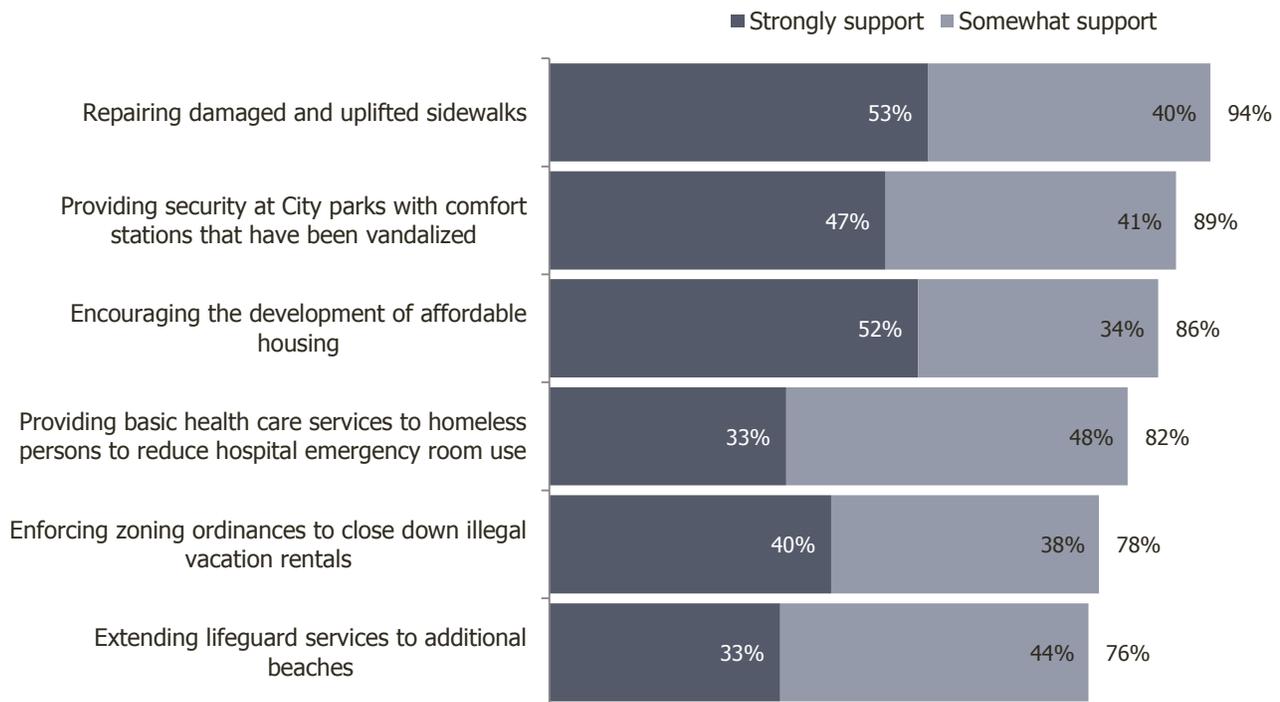


Special Topics

The City of Honolulu included several questions of special interest on The NCS. The first question asked residents to indicate their level of support for government funding for various projects even if meant raising taxes or fees. Almost all residents indicated support for repairing damaged and uplifted sidewalks (94% strongly or somewhat support). Meanwhile about 8 in 10 or more supported providing security at City parks with comfort stations that have been vandalized, encouraging the development of affordable housing and providing basic health care services to homeless persons.

Figure 4: Support or Opposition for Funding

Please indicate to what extent you would support or oppose the City and County funding each of the following items, even if it involved raising taxes or fees:

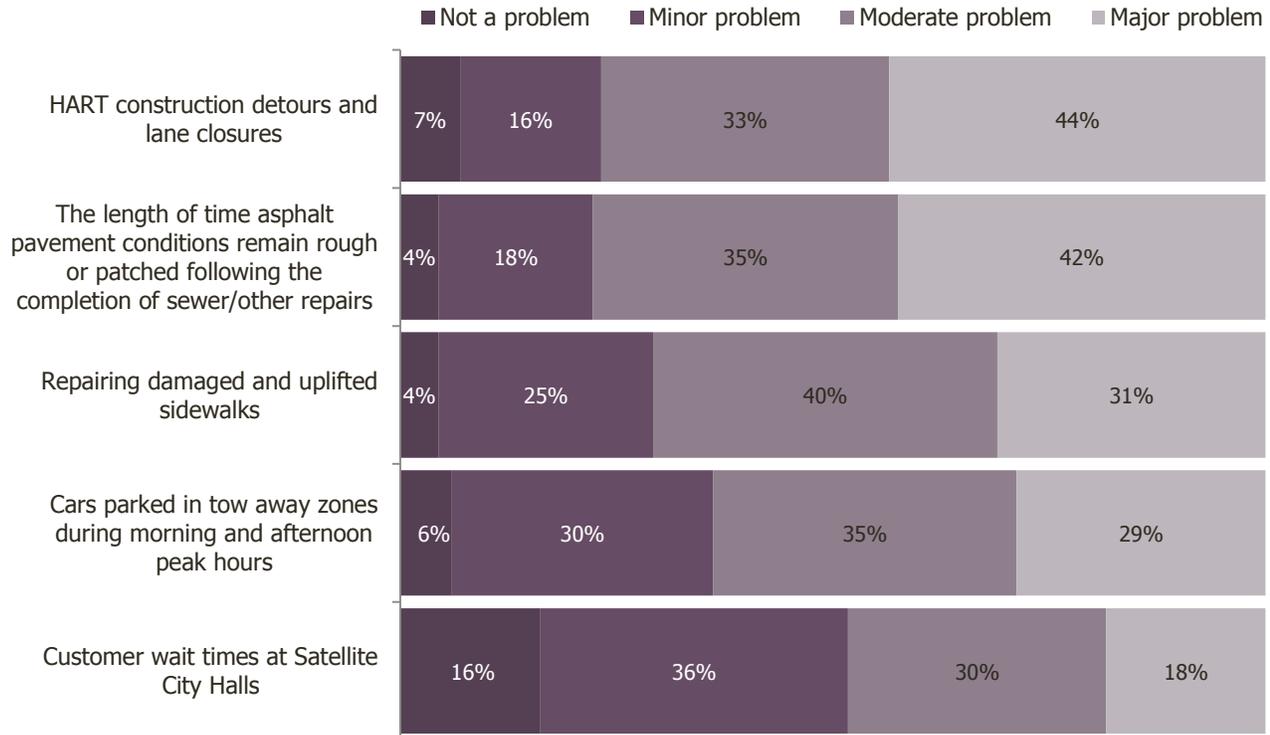


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The second question asked residents to rate the degree several issues are a problem in the City and County of Honolulu. About half or more respondents rated each of the items as a moderate or major problem. HART construction detours and lane closures and the length of time asphalt pavement conditions remain rough or patched following the completion of sewer/other repairs and the length of time asphalt pavement conditions remain rough or patched were rated as at least a moderate problem by about three-quarters of residents.

Figure 5: Rating of Problems

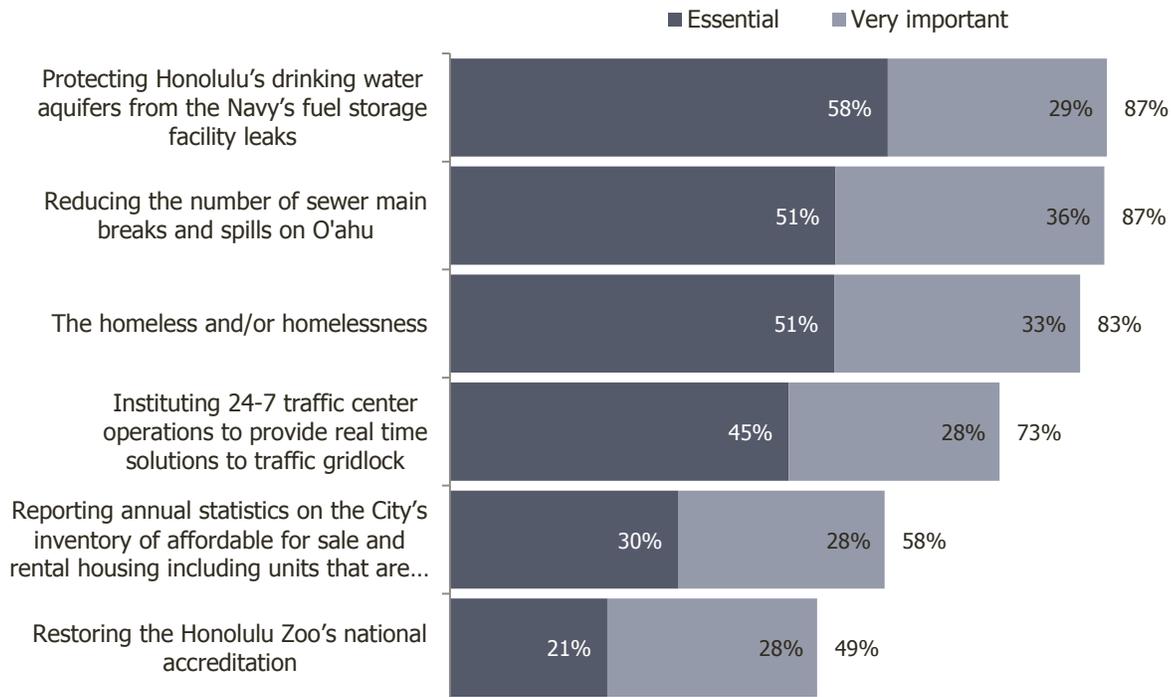
Please indicate the extent to which you think each of the following is a problem in the City and County of Honolulu:



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Participants also rated the importance of several City and County issues. About 8 in 10 rated protecting Honolulu’s drinking water aquifers from the Navy’s fuel storage facility leaks, reducing the number of sewer main breaks and spills on O’ahu and the homeless and/or homelessness as essential or very important issues for the City to address in the next two years. About half indicated that restoring the Honolulu Zoo’s national accreditation as essential or very important.

Figure 6: Important Issues for the City to Address
How important, if at all, are the following issues for the City to address in the next 2 years?

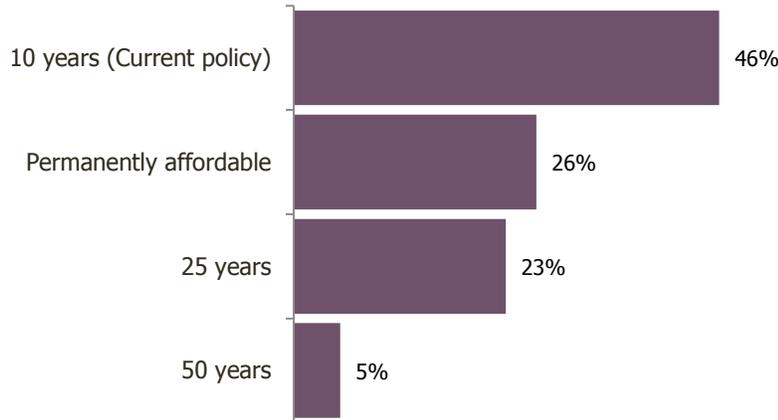


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The City also asked residents about the City’s current policy for affordable housing classification and the length of time sale and rental housing units should remain classified as affordable housing. About two in five respondents indicated that they agreed with the current policy of 10 years and about one-quarter of residents selected either permanently affordable or 25 years.

Figure 7: Affordable Housing Classification

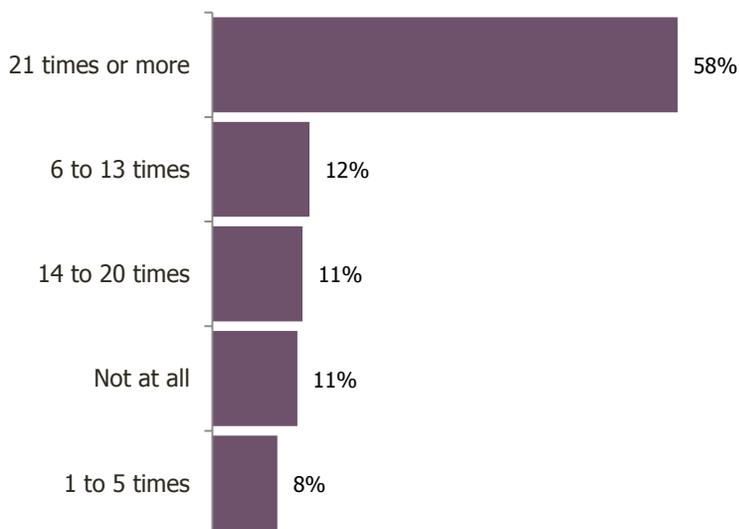
Under the City’s current policy, designated rentals and for sale units remain classified as “affordable housing” for 10 years. In your opinion, how long should affordable for sale and rental housing units remain classified as “affordable housing”?



The final two special interest questions regarded the usage of and changes to the City’s recycling bin pick-up service. The first question asked residents who had used automated recycling pick-up how often they had placed their recycling bin on the curb in the past 12 months. A majority of respondents (58%) reported they had used the City’s recycling pick-up service at least 21 times in the last 12 months. The second question asked recycling participants if they would support changing service to once a month and almost half of residents at least somewhat supported changing the bi-weekly blue recycle bin pick-up to once a month if it reduced the City’s recycling costs.

Figure 8: Usages of the City's Recycling Pick-up Service

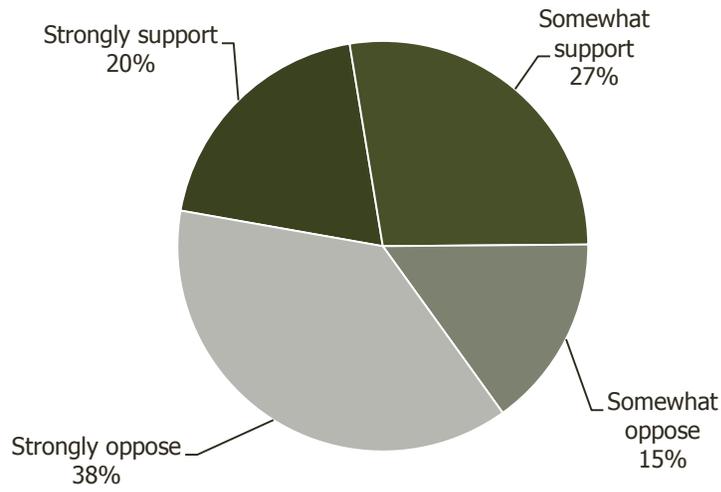
In the past 12 months about how many times, if at all, have you placed your blue recycle bin at the curb for the City’s recycling pickup service:



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Figure 9: Recycling Bin Pick-up Changes

To what extent would you support or oppose changing bi-weekly blue recycle bin pick up to once a month, if it would reduce the City's recycling costs?



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Conclusions

A majority of residents continue to experience a good quality of life in Honolulu.

About 6 in 10 survey respondents felt positively about the overall quality of life in Honolulu and 7 in 10 gave high marks to the City and County as a place to live. They also valued their neighborhoods as places to live with around three-quarters of residents giving a positive rating to this aspect of the community. Not only did participants appreciate living in Honolulu, more than half positively rated the overall image or reputation of the City and County and Honolulu as a place to raise children. Notably, more than 7 in 10 respondents reported that they planned to remain in Honolulu for the next five years and about 6 in 10 would recommend the City and County to others. All of these aspects regarding community livability have remained stable since the 2015 survey, with the exception of the overall image or reputation of Honolulu, which increased over time.

Safety and Economy continue to be priorities for Honolulu residents.

As in the 2015 survey, residents identified Safety as a priority for the Honolulu community to focus on in the coming two years. About 6 in 10 residents rated the overall feeling of safety in the community as excellent or good, which was lower than comparison communities. However, similar to municipalities across the nation, almost all respondents reported feeling safe in their neighborhoods, a rating that increased since 2015. About 8 in 10 residents were pleased with fire and ambulance/EMS services, similar to the national comparison. However, ratings for police, crime prevention, fire prevention and animal control were lower than communities elsewhere. Over 8 in 10 residents reported that they had not been the victim of a crime and close to three-quarters had not reported a crime in the 12 months prior to the survey, and these levels were similar to those seen in other communities across the nation. About two-thirds of residents had stocked supplies for an emergency which was a rate higher than seen elsewhere.

Honolulu's Economy was also identified as a key focus area for the community for the next two years. The overall economic health was rated as excellent or good by about one-third of respondents, which was rated lower than comparison communities. The overall quality of business and services, the cost of living and Honolulu as a place to work were also evaluated lower than the national comparison. However, several aspects in Economy such as employment opportunities, the vibrancy of the downtown/commercial area, Honolulu as a place to work, the overall quality of business and services received higher ratings in 2016 than in 2015. More than 8 in 10 residents positively rated Honolulu as a place to visit and about three-quarters positively rated shopping opportunities; both of these ratings were higher than communities across the U.S. About three-quarters of residents reported that they worked in Honolulu, a level that remained stable since 2015 and was higher than levels reported in communities across the nation.

Built Environment may be an area for improvement.

Within Built Environment, new development in Honolulu and cable television were rated similarly to communities across the U.S. and were awarded excellent or good scores by around 4 in 10 respondents or more. The remaining aspects of Built Environment were below the national comparison and most were rated positively by less than half of residents. In particular, availability of affordable quality housing, variety of housing options and land use, planning and zoning were positively rated by fewer than one in five residents. The proportion of residents who reported that they had not observed a code violation was lower in 2016 than in 2015; however, ratings for storm drainage, power utility, code enforcement and cable television did increase in 2016. When asked about funding priorities, repairing damaged and uplifted sidewalks and development of affordable housing initiatives received support from at least 8 in 10 residents as a prioritization of funding. Finally, about 7 in 10 participants indicated that HART construction detours and lane closures, the length of time asphalt pavement conditions remained rough or patched following repairs and repairing damaged and uplifted sidewalks was a major or moderate problem in Honolulu.

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