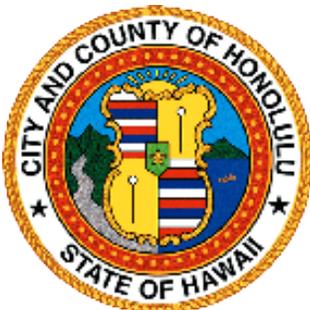




# Honolulu, HI 2019



Office of the City Auditor  
City and County of Honolulu  
State of Hawai'i  
Report for Fiscal Year 2019

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# City and County of Honolulu

*Office of the City Auditor*

February 2020

Honorable City Council  
Honolulu, Hawai'i

## **National Community Survey of Honolulu Residents (2019)**

This is the eleventh National Community Survey of Honolulu residents conducted for the City and the tenth administered in conjunction with the Service Efforts and Accomplishments Report. The National Community 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 600 NCS communities. Great communities are partnerships of the government, private sector, community-based organizations, and residents; all geographically connected. In addition, for the first time, an on-line version of the survey was available to all Honolulu residents and results of that survey is reported separately.

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 community survey is comprised of five reports: Community Livability, Dashboard Summary of Findings, Trends over Time, Technical Appendices, and Supplemental Online Results.

The results from this year's NCS indicate:

- Honolulu residents identified Safety and the Economy as important areas of focus in the coming years.
- The impact of homelessness on the community and protecting Honolulu's drinking water aquifers from the Navy's fuel storage leaks are priorities for the City to address.
- Protecting and preparing infrastructure for climate change threats; providing 24/7-real time traffic incident information to assist drivers and reduce traffic congestion; and strengthening ethics, transparency, and accountability in City government also received strong support from residents.
- Cost of living and the availability of quality affordable housing were given the lowest ratings indicating that they pose a serious challenge to Honolulu residents.
- Residents gave high ratings for feelings of safety in their neighborhood and community engagement characteristics such as opportunities to volunteer and participate in community matters, openness and acceptance, and neighborliness.

The NCS is issued under a separate cover, ahead of the 2019 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 2019 National Citizen Survey is 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:

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Respectfully submitted,



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Acting City Auditor

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