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Section 15

BANKING, INSURANCE, AND BUSINESS ENTERPRISE

Statistics in this section relate to banks, savings and loans, and other financial institutions, insurance, fires, and business firms.

Sources for statistics on these subjects include the Hawaii State Department of Commerce and Consumer Affairs, the Hawaii State Department of Taxation, county fire departments, major island banks, local health insurance plans, and the Hawaii Credit Union League. The U.S. Census Bureau also provides data from their Economic Censuses, County Business Patterns, and Local Employment Dynamics programs. *Historical Statistics of Hawaii*, Sections 22 and 23, provides information for earlier periods. Comparable national data appear in Sections 15 and 25 of the *Statistical Abstract of the United States: 2012*.

Table 15.01-- NUMBER OF STATE CHARTERED FINANCIAL INSTITUTIONS,
BY ISLAND: 1998 TO 2009

[Only state chartered banks are included in this table which differs from tables in the previous Data Books. Tables in the previous Data Books included both state and federally chartered banks. This table includes the main offices, but excludes out-of-State branches of Hawaii-based institutions. As of December 31]

	Banks			and loan iations		ervices Ioan banies
Category	Firms	Locations	Associ- ations	Locations	Firms	Locations
YEAR						
1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009	5 5 5 5 5 5 4 6 6 6 6	177 173 180 182 181 178 178 169 173 172 177 174	2 2 2 1 1 1 1 1 1 1 1	29 29 19 19 2 2 5 4 4 4 5 5	38 35 32 33 29 29 24 22 21 17 16 14	126 103 98 93 88 93 88 96 99 67 53 51
ISLAND: 2009	0	174		5	14	
Hawaii Maui Lanai Molokai Oahu Kauai Niihau	3 2 1 6 3	21 24 2 1 111 15 -	1 1 - 1 -	1 1 - 3 -	3 4 - 1 11 3 -	6 5 - 1 36 3 -

Source: Hawaii State Department of Commerce and Consumer Affairs, Division of Financial Institutions, records.

Table 15.02-- FINANCE AND INSURANCE SUBSECTOR (NAICS 52):2012

[Excludes data on self-employed individuals, employees of private households, railroad employees, agricultural production employees and most government employees. Statistics based on the 2012 North American Industry Classification System (NAICS)]

NAICS		Establish-	Number of em-	Annual payroll
code	Major group	ments	ployees 1/	(\$1,000)
52	Total	1,416	19,274	1,143,466
522 5221	Credit intermediation and related activities Depository credit intermediation	681 480	9,881 8,957	552,475 492,846
52211	Commercial banking	227	5,201	297,777
52211	Savings institutions	96	(2/)	(D)
52212	Credit unions	157	2,189	99,473
5222	Nondepository credit intermediation	94	543	40,546
52221	Credit card issuing	2	(3/)	(D)
52222	Sales financing	2	(3/)	(D)
52229	Other nondepository credit intermediation	90	501	38,102
522291	Consumer lending	15	(3/)	3,025
522292	Real estate credit	42	332	30,693
522298	All other nondep credit intermediation	32	(4/)	4,367
5223	Activities related to credit intermediation	107	381	19,083
52231	Mortgage and nonmortgage loan brokers	56	(4/)	13,425
523	Securities, commodity contracts, and other	229	963	88,633
	financial investments, and related activities			
5231	Securities and commodity contracts	114	(5/)	54,267
	intermediation and brokerage			
52311	Investment banking and securities dealing	11	(3/)	2,749
52312	Securities brokerage	94	(6/)	(D)
5239	Other financial investment activities	115	420	34,366
52391	Miscellaneous intermediation	17	(3/)	2,484
52392	Portfolio management	52	199	18,699
52393	Investment advice	39	(4/)	(D)
524	Insurance carriers and related activities	501	8,416	502,067
5241	Insurance carriers 3/	115	5,702	347,428
52411	Direct life, health, & medical insure carriers	60	4,081	233,708
524113	Direct life insurance carriers	37	537	45,653
524114	Direct health & medical insurance carriers	23	3,544	188,055
52412	Direct insurance (except life, health,		4.004	
50.40	and medical) carriers	55	1,621	113,720
5242	Agencies, brokerages, and other insurance		0744	454,000
50.404	related activities 3/	386	2,714	154,639
52421	Insurance agencies and brokerages	341	2,017	115,898
525	Funds, trusts, and other financial vehicles	5	(7/)	291

Continued on next page.

Table 15.02-- FINANCE AND INSURANCE SUBSECTOR (NAICS 52):2012 -- Con.

D Withheld to avoid disclosing data for individual companies.

- 1/ For week including March 12.
- 2/ 1,000 to 2,499 employees.
- 3/ 20 to 99 employees.
- 4/ 100 to 249 employees.
- 5/ 500 to 999 employees.
- 6/ 250 to 499 employees.
- 7/ 0 to 19 employees.

Source: U.S. Census Bureau, 2012 County Business Patterns

<http://censtats.census.gov/cgi-bin/cbpnaic/cbpdetl.pl> accessed May 29, 2014.

Table 15.03-- CHARACTERISTICS OF THE FINANCE ANDINSURANCE SECTOR (NAICS 52): 2007

[Includes establishments with payroll. Statistics based on the 2007 North American Industry Classification System (NAICS) which replaced the 2002 NAICS used in the 2002 Economic Census. The Standard Industrial Classification (SIC) system was used in Economic Censuses prior to 1997]

NAICS		Establish-		Annual payroll	Paid emplo-
code	Kind of business	ments	(\$1,000)	(\$1,000)	yees 1/
52	Total	1,672	(2/)	1,095,342	20,747
522	Credit intermediation and related activities	897	(2/)	569,282	12,238
5221	Depository credit intermediation	488	(2/)	465,736	9,659
52211	Commercial banking	222	(3/)	304,472	5,736
52212	Savings institutions	106	(3/)	(D)	(4/)
52213	Credit unions	160	(D)	(D)	(4/)
5222	Nondepository credit intermediation	198	299,394	72,982	1,646
52222	Sales financing	6	59,000	3,636	58
52229	Other nondepository credit intermediation	191	(D)	(D)	(4/)
5223	Activities related to credit intermediation	211	86,604	30,564	933
52231	Mortgage and nonmortgage loan brokers	167	71,447	26,576	750
52232	Financial transaction processing and clearing	15	5,331	1,154	49
52239	Other activities related to credit intermediation	29	9,826	2,834	134
523	Securities, commodity contracts, investments	242	316,457	129,254	1,228
5231	Securities and commodity contracts				
	intermediation and brokerage	102	161,150	64,253	648
52312	Securities brokerage	89	151,799	62,031	619
52313	Commodity contracts dealing	6	1,411	326	12
5239	Other financial investment activities	140	155,307	65,001	580
52391	Miscellaneous intermediation	41	29,467	14,448	179
52392	Portfolio management	55	103,926	40,203	243
52393	Investment advice	37	17,006	7,788	112
52399	All other financial investment activities	7	4,908	2,562	46
524	Insurance carriers and related activities	533	(2/)	396,806	7,281
5241	Insurance carriers	120	(3/)	252,311	4,394
52411	Direct life, health, and medical insure carriers	53	(3/)	141,010	2,638
52412	Direct insurance (except life, health, and				
	medical) carriers	66	(3/)	(D)	(4/)
5242	Agencies, brokerages, and other				
	insurance related activities	413	457,705	144,495	2,887
52421	Insurance agencies and brokerages	361	340,850	113,081	2,249
52429	Other insurance related activities	52	116,855	31,414	638

Continued on next page.

Table 15.03-- CHARACTERISTICS OF THE FINANCE ANDINSURANCE SECTOR (NAICS 52): 2007 -- Con.

- D Withheld to avoid disclosing data for individual companies.
- 1/ Pay period including March 12.
- 2/ Not available or not comparable.
- 3/ Revenue not collected at this level of detail for multiestablishment firms.
- 4/ 1,000 to 2,499 employees.

Source: U.S. Census Bureau, 2007 Economic Census, Sector 52: Finance and Insurance, Geographic Area Series, EC0752A1: Summary Statistics for the U.S., States, and Metro Areas: 2007 <<u>http://factfinder.census.gov/servlet/EconSectorServlet?_lang=en&ds_name=EC0700A1&_SectorId=52&_</u>ts=297092362480> accessed July 13, 2010.

Table 15.04-- CHARACTERISTICS OF STATE-CHARTERED FINANCIALINSTITUTIONS, BY TYPE: 2010 TO 2012

Subject	2010	2011	2012
BANKS			
Number of banks Number of branches and agency offices Assets (\$1,000,000) Deposits (\$1,000,000) DEPOSITORY FINANCIAL SERVICES LOAN COMPANIES	5 187 32,502.4 23,760.0	5 190 34,056.9 26,456.6	5 189 35,006.0 28,388.6
Number of companies Number of branches and agency offices Assets (\$1,000,000) Deposits (\$1,000,000)	1 15 572.7 486.5	1 14 488.1 408.1	1 14 476.8 392.2

[Includes out-of-state branches and facilities. Includes only institutions chartered by the State of Hawaii. As of December 31]

Source: Hawaii State Department of Commerce and Consumer Affairs, Division of Financial Institutions, *Comparative Statements of Condition* (semi-annual) accessed March 21, 2014">http://cca.hawaii.gov/dfi/> accessed March 21, 2014.

Table 15.05-- CHARACTERISTICS OF COMMERCIAL BANKSHEADQUARTERED IN HAWAII, BY ASSET SIZE: 2013

[As of December 31 unless otherwise specified. Includes out-of-State branches and facilities of banks. Excludes data for banks with branches and facilities in Hawaii but headquartered outside Hawaii]

Subject	All banks 1/	Banks with assets of less than \$100 million 2/	Banks with assets of \$100 million to \$1 billion	Banks with assets of more than \$1 billion
		\$100 mmon 2/	to \$1 billion	
Number of institutions reporting Total employees	7	1	4	3
(full-time equivalent)	5,548	19	353	5,195
ASSETS AND LIABILITIES (THOUSAND DOLLARS) 3/				
Assets	37,261,690	98,937	1,334,759	35,926,931
Total loans and leases	19,081,428	69,941	804,558	18,276,870
Foreign 4/	1,070,003	(NA)	9,726	1,060,277
Net loans and leases	18,731,903	68,610	787,546	17,944,357
Securities	12,796,512	-	237,782	12,558,730
Liabilities	32,841,067	85,584	1,201,664	31,639,403
Deposits	30,684,009	85,217	1,170,017	29,513,992
Foreign 4/	1,773,384	(NA)	(NA)	(NA)
Domestic 5/	28,910,625	85,217	1,170,017	27,740,608
Equity capital	4,420,623	13,353	133,095	4,287,528
Loan loss allowance	349,525	1,331	17,012	332,513
Unused loan commitments	7,648,285	5,838	181,926	7,466,359
ASSET QUALITY				
(PERCENT OF LOANS)				
Loan loss allowance	1.832	1.903	2.114	1.819
Past due and non-accrual	1.075	0.593	1.810	1.043
Real estate	1.104	0.000	1.714	1.070
Commercial and industrial	0.616	3.332	2.451	0.552
Consumer	1.611	5.063	0.308	1.628

NA Not available.

1/ Does not include figures for banks with assets of less than \$100 million.

2/ As of March 31, 2013.

3/ In earlier Data Books, figures were reported in millions of dollars.

4/ The assets, loans or deposits of the offices of the banks in foreign countries. Not comparable to *Data Books* prior to 2002.

5/ The assets, loans or deposits of the bank offices within the United States.

Source: Federal Deposit Insurance Corporation http://www2.fdic.gov/SDI/SOB/ accessed

May 15, 2014; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.06-- CREDIT UNIONS: 1999 TO 2013

Year	Number of credit unions	Assets (dollars)	Shares (dollars)	Loans (dollars)	Number of credit union members
4000	400	0.014.700.004	0.074.405.404	0 000 000 704	500.005
1999	106	3,911,720,684	3,371,485,431	2,009,832,724	589,935
2000	102	4,104,126,744	3,525,977,325	2,179,039,874	612,249
2001	100	4,728,549,611	4,120,888,846	2,333,021,385	646,174
2002	101	5,396,606,043	4,741,630,738	2,457,737,063	679,056
2003	97	6,016,158,791	5,296,893,195	2,531,788,633	703,475
2004	97	6,442,599,837	5,676,421,713	2,826,290,922	729,097
2005	97	6,675,454,552	5,816,437,373	3,166,759,388	750,866
2006	96	6,727,084,367	5,812,940,245	3,444,264,686	776,744
2007	93	7,107,175,278	6,146,573,223	3,751,577,727	806,760
2008	91	7,558,379,638	6,603,223,228	4,011,002,386	809,200
2009	89	8,755,497,641	7,551,135,979	4,096,716,913	810,030
2010	85	9,070,205,477	8,039,549,284	4,024,058,221	810,401
2011	83	9,285,044,502	8,227,197,584	3,975,405,068	810,675
2012	78	1/ 9,524,855,175	1/ 8,412,531,313	1/ 3,823,937,131	801,036
2013	76	9,683,334,492	8,571,864,561	3,867,209,780	808,286

[As of December 31]

1/ Revised from previous *Data Book*.

Source: Hawaii Credit Union League, records.

Table 15.07-- INSURANCE BUSINESS TRANSACTED IN HAWAII: 1998 TO 2012

Year	Number of companies licensed in Hawaii, Dec. 31	Premiums paid (\$1,000)	Losses, claims and benefits paid (\$1,000)	Cumulative net investments in Hawaii, Dec. 31 (\$1,000) 1/
		(+-,)	[(+1,000)
1998	979	1,955,457	1,352,865	4,792,872
1999	992	1,997,905	2,187,970	4,241,739
2000	997	2,115,812	1,912,430	3,836,913
2001	988	2,186,640	1,648,415	3,609,657
2002	989	2,429,982	1,500,930	3,433,944
2003	987	2,732,865	1,538,481	3,471,284
2004	953	2,912,186	1,869,570	4,330,020
2005	963	3,117,115	2,014,646	4,102,635
2006	967	3,475,130	2,694,150	5,368,663
2007	966	3,606,984	3,136,056	5,845,236
2008	990	3,459,682	2,621,815	5,506,338
2009	1,005	3,805,409	3,140,699	5,430,239
2010	1,009	4,013,738	3,319,787	5,527,425
2011	1,009	4,116,217	3,606,903	5,399,057
2012	1,018	4,255,592	3,632,614	6,554,126

[Includes data for all insurance companies, life or other, licensed in Hawaii]

1/ Excludes bank balances.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii* (annual) http://cca.hawaii.gov/ins/reports/ accessed January 17, 2014.

Table 15.08-- LIFE INSURANCE BUSINESS TRANSACTED IN HAWAII:1998 TO 2012

Year	Number of companies licensed in Hawaii, Dec. 31	Face value of policies written (\$1,000) 1/	Insurance in force, Dec. 31 (\$1,000) 2/	Premiums (\$1,000) 3/	Losses, claims, and benefits paid (\$1,000) 3/
1998	485	7,237,492	63,999,905	485,295	661,743
1998	483	12,397,141	69,661,030		,
				519,003	1,552,836
2000	478	9,802,583	73,452,956	615,360	1,168,646
2001	472	7,528,187	71,621,301	509,806	925,602
2002	461	8,497,926	77,883,570	546,095	792,006
2003	448	15,195,349	87,362,008	602,830	804,336
2004	433	9,650,742	91,221,745	549,083	1,057,134
2005	434	10,245,838	97,239,187	576,730	1,177,491
2006	429	10,250,274	97,128,330	630,068	1,795,645
2007	417	14,116,865	101,684,178	715,494	2,100,785
2008	419	9,763,779	102,791,146	674,799	1,545,860
2009	414	9,246,551	104,710,661	614,930	1,599,618
2010	409	9,115,587	105,633,782	641,641	1,683,320
2011	409	10,134,347	115,645,455	642,757	1,883,141
2012	409	11,395,055	119,008,658	665,436	1,834,494

[Includes fraternal benefit societies]

1/ Includes insurance revived, increased, or transferred. Excludes annuities. Data not audited.

2/ Excludes annuities. Data not audited.

3/ Life insurance portion excludes annuities, but fraternal portion includes it.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii* (annual) http://cca.hawaii.gov/ins/reports/ accessed January 17, 2014 and records.

Table 15.09-- INSURANCE PREMIUMS AND LOSSES PAID, BY CLASS OF INSURANCE: 2012

[Dollars]

Class of insurance	Premiums	Losses, claims, and benefits paid
All classes	4,255,592,208	1/ 3,632,614,099
Life 2/	660,717,126	1,828,769,545
Fraternal	4,718,933	5,724,517
Fire, marine, casualty, and miscellaneous	3,405,590,556	1,798,120,037
Accident and health 3/	1,390,088,787	1,024,690,441
Fire	59,943,674	20,614,798
Allied lines	78,201,777	18,741,897
Multiple peril crop	1,892,500	852,753
Federal flood	30,648,356	1,932,330
Farmowners multiple peril	14,452	521,327
Homeowners multiple peril	340,320,711	67,657,396
Commercial multiple peril (fire & allied lines)	78,635,904	15,347,327
Commercial multiple peril (liability portion)	47,379,494	18,367,561
Mortgage guaranty	19,489,360	19,813,208
Ocean marine	13,903,520	6,820,643
Inland marine	57,862,004	17,947,626
Financial guaranty	4,515,596	-
Medical malpractice	19,669,182	13,010,228
Earthquake	4,583,429	-508
Workers' compensation	200,930,429	115,730,226
Other liability	175,333,077	66,249,299
Products liability	7,049,753	3,354,094
Private passenger auto no-fault	92,667,839	48,737,164
Other private passenger auto liability	292,957,495	149,418,962
Commercial auto no-fault	18,568,979	7,941,881
Other commercial auto liability	53,565,228	20,920,750
Private passenger auto physical damage	241,716,246	122,547,409
Commercial auto physical damage	17,504,757	7,941,513
Aircraft	10,809,478	3,691,759
Fidelity	4,755,667	363,426
Surety	41,743,839	11,346,916
Burglary and theft	497,072	26,410
Boiler and machinery	4,050,130	948,528
Credit	6,966,744	1,620,091
Title	78,503,474	7,002,869
All other	10,821,603	3,961,713
Surplus lines (net of reinsurance)	184,565,593	(NA)

NA Not available.

1/ Excludes surplus lines.

2/ Excludes annuities.

3/ Excludes mutual benefit societies and health maintenance organizations.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii*, 2013 http://cca.hawaii.gov/ins/reports/ accessed January 17, 2014.

Table 15.10-- INSURANCE BUSINESS TRANSACTED IN HAWAII, BY LOCATION OF HOME OFFICE: 2012

Subject	All companies	Domestic com- panies 1/	Foreign com- panies 2/	Alien com- panies 3/
Number of companies	1,018	26	982	10
Life incl. Fraternal Benefit Societies	409	20	396	4
Other than life	609	17	586	6
Financial condition				
Assets	6,811,692	2,267	6,782,230	27,194
Liabilities exc. capital and surplus	5,931,975	1,264	5,905,672	25,040
Policyholders' surplus incl. capital	879,717	1,003	876,559	2,155
Capital	6,841	54	6,781	5
Net income or loss	72,389	90	72,282	16
Hawaii business				
Direct premiums written	5,309	683	4,610	16
Life	665	34	623	8
Annuities	1,241	(4/)	1,241	(5/)
Fire, casualty, and misc.	3,402	649	2,746	8
Claims and benefits paid	4,051	272	3,766	12
Life	1,834	26	1,798	11
Annuities	424	(6/)	423	(6/)
Fire, casualty, and misc.	1,792	245	1,546	1
Investments in Hawaii	6,554	288	6,235	31
Mortgage loans (principal				
indebtedness)	1,001	84	886	31
Collateral loans (amount loaned)	100	-	100	-
State and county bonds 7/	2,475	27	2,449	-
Utilities stocks and bonds 7/	577	-	576	-
Industrial and miscellaneous				
stocks and bonds 7/	2,001	104	1,897	-
Real estate 8/	400	73	327	-
Balances in Hawaii banks	337	253	84	(6/)

[As of December 31. Money amounts in millions of dollars. For all insurance companies, life and property & casualty, licensed to do business in Hawaii]

Continued on next page.

Table 15.10-- INSURANCE BUSINESS TRANSACTED IN HAWAII, BYLOCATION OF HOME OFFICE: 2012 -- Con.

1/ A domestic insurer is one formed under the laws of Hawaii.

2/ A foreign insurer is one formed under the laws of any state of the United States (including the District of Columbia and Commonwealth of Puerto Rico) other than Hawaii.

3/ An alien insurer is one formed under the laws of a nation other than the United States.

4/ 0.02.

5/ 0.003.

6/ 0.5.

7/ Market value.

8/ Market value less encumbrances.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii, 2013, pp. 17-43 http://cca.hawaii.gov/ins/reports/ accessed January 17, 2014; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.*

Subject	2010	2011	2012	2013
Hawaii Medical Service Association				
Persons covered, Dec. 31 1/	676,800	692,000	708,378	724,925
Membership dues 2/ (\$1,000)	1,763,549	2,064,411	2,481,850	2,640,036
Kaiser Foundation Health Plan				
Persons covered 1/				
Annual average	227,182	229,252	227,670	224,122
Dec. 31	229,186	226,900	224,591	226,603
Membership dues 2/ (\$1,000)	685,998	773,543	822,808	849,398
Membership ddes 2/ (\$1,000)	005,990	113,343	022,000	049,390
University Health Alliance				
Persons covered, Dec. 31 1/	36,505	44,407	49,181	52,462
Membership dues 2/ (\$1,000)	118,289	155,901	186,802	215,588
Commercial carrier premiums for				
accident and health insurance (\$1,000)	1,232,325	1,307,629	1,390,089	(NA)

Table 15.11-- HEALTH PLANS: 2010 TO 2013

NA Not available.

1/ Subscribers and dependents, whether on a group or individual basis.

2/ Includes both employers' and employees' contributions.

Source: Hawaii Medical Service Association, Kaiser Foundation Health Plan, Inc. and University Health Alliance; Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner* (annual) http://cca.hawaii.gov/ins/reports/ accessed April 29, 2014.

Table 15.12-- PERCENT OF PERSONS NOT COVERED BY HEALTH INSURANCE, FOR THE UNITED STATES AND HAWAII: ANNUAL AND AVERAGE, 2009 TO 2012

[People surveyed in March of the following year. Based on small samples and subject to considerable sampling variation. The Census Bureau recommends 2-year averages to evaluate changes in state estimates over time, and 3-year averages to compare the relative ranking of states]

	Annual				Two-yea ave	Three-year moving average	
Subject	2009	2010	2011	2012	2009-2010	2011-2012	2010-2012
Hawaii							
Percent not covered	7.4	7.7	7.8	7.7	1/ 7.6	7.8	7.8
Standard error 2/	0.6	0.7	0.7	0.6	1/ 0.9	0.7	0.6
Rank 3/	(X)	(X)	(X)	(X)	(X)	(X)	2
U.S.							
Percent not covered	16.1	16.3	15.7	15.4	1/ 16.2	15.6	15.8
Standard error 2/	0.1	0.1	0.1	0.1	0.2	0.2	0.1

X Not applicable.

1/ Revised from previous *Data Book*.

2/ Plus or minus percent. At the 90-percent confidence interval.

3/ Among 50 states, with lowest percentage ranking 1.

Source: U.S. Census Bureau, Table HIB-4 "Health Insurance Coverage Status and Type of Coverage by State for All People: 1999 to 2012" http://www.census.gov/hhes/www/hlthins/data/historical/files/hihistt4B.xls accessed September 17, 2013; "Number and Percentage of People Without Health Insurance Coverage by State Using 2- and 3-Year Averages: 2009-2010 and 2011-2012" http://www.census.gov/hhes/www/hlthins/data/incpovhlth/2012/state.xls accessed September 17, 2013; and "Comparison of Uninsured Rates Between States Using 3-year Averages: 2009 to 2011" http://www.census.gov/hhes/www/hlthins/data/incpovhlth/2012/state.xls accessed September 17, 2013; and "Comparison of Uninsured Rates Between States Using 3-year Averages: 2009 to 2011" http://www.census.gov/hhes/www/hlthins/data/incpovhlth/2012/state.xls accessed April 28, 2014.

Table 15.13-- UNINSURED PERSONS BY SELECTED AGE GROUPS,
BY COUNTY: 2011

		F			
Age group and					
subject	State total 1/	Honolulu	Hawaii	Kauai	Maui
Under age 65					
Number uninsured	94,510	58,353	17,002	5,840	13,314
Number in population					
group	1,160,483	804,528	160,932	57,903	137,120
Percent uninsured	8.1	7.3	10.6	10.1	9.7
Under 19 years old Number uninsured	12,914	7 770	2 270	805	1 059
	12,914	7,772	2,379	605	1,958
Number in population	323,895	223,753	45,605	16,265	38,272
group Percent uninsured	323,895 4.0	223,755	45,605	4.9	5.1
Fercent uninsured	4.0	5.5	5.2	4.9	5.1
18 to 64 years old					
Number uninsured	83,001	51,448	14,866	5,113	11,574
Number in population	,		.,	-,	,
group	852,520	591,364	117,831	42,470	100,856
Percent uninsured	9.7	8.7	12.6	12.0	11.5
40 to 64 years old					
Number uninsured	37,181	21,561	7,445	2,376	5,799
Number in population					
group	461,145	309,397	68,975	25,044	57,729
Percent uninsured	8.1	7.0	10.8	9.5	10.0
EQ to 64 years ald					
50 to 64 years old Number uninsured	20 596	11,405	1 9 1 5	1,394	2,942
Number in population	20,586	11,405	4,845	1,394	2,942
	277,807	181,547	45,450	15,882	34,928
group Percent uninsured	7.4	6.3	45,450	8.8	34,928 8.4
	7.4	0.3	10.7	0.0	0.4

[The Small Area Health Insurance Estimates (SAHIE) program models health insurance coverage by combining survey data with population estimates and administrative records]

1/ Kalawao County figures were not available.

Source: U.S. Census Bureau, Social, Economic and Housing Statistics Division, Small Area Estimates 2011 County and State Health Insurance Estimates by Demographic and Income Characteristics http://www.census.gov/did/www/sahie/data/interactive/ accessed March 13, 2014.

Table 15.14-- UNINSURED PERSONS BY SELECTED AGE GROUPS,
BY COUNTY: 2012

Age group and subject	State total 1/	Honolulu	Hawaii	Kauai	Maui
Under age 65 Number in population					
group	1,170,171	813,017	161,476	58,143	137,535
Number uninsured	90,741	57,085	16,035	4,875	12,746
Percent uninsured	7.8	7.0	9.9	8.4	9.3
Under 19 years old					
Number in population					
group	322,020	222,608	45,268	16,198	37,946
Number uninsured	12,083	7,689	2,049	648	1,697
Percent uninsured	3.8	3.5	4.5	4.0	4.5
18 to 64 years old					
Number in population					
group	863,727	600,851	118,613	42,760	101,502
Number uninsured	79,987	50,242	14,209	4,299	11,237
Percent uninsured	9.3	8.4	12.0	10.1	11.1
40 to 64 years old					
Number in population					
group	461,034	309,327	68,645	25,040	58,022
Number uninsured	36,117	21,058	7,511	2,161	5,387
Percent uninsured	7.8	6.8	10.9	8.6	9.3
50 to 64 years old					
Number in population					
group	279,326	182,271	45,786	16,005	35,263
Number uninsured	20,488	11,595	4,872	1,226	2,795
Percent uninsured	7.3	6.4	10.6	7.7	7.9

[The Small Area Health Insurance Estimates (SAHIE) program models health insurance coverage by combining survey data with population estimates and administrative records]

1/ Kalawao County figures were not available.

Source: U.S. Census Bureau, Social, Economic and Housing Statistics Division, Small Area Estimates 2012 County and State Health Insurance Estimates by Demographic and Income Characteristics http://www.census.gov/did/www/sahie/data/interactive/ accessed March 13, 2014.

Table 15.15-- FIRES, DEATHS, AND LOSSES REPORTED BY COUNTYFIRE DEPARTMENT: 2005 TO 2013

Subject and year	State total	Honolulu	Hawaii	Kauai	Maui
Number of fires					
2005	4,297	2,411	887	258	741
2006	5,429	3,426	897	284	822
2007	5,060	3,085	927	312	736
2008	4,148	2,625	892	308	323
2009	3,802	2,364	751	186	501
2010	4,105	2,383	889	292	541
2011	3,562	2,110	731	168	553
2012	3,699	2,147	681	272	599
2013	3,176	1,755	653	216	552
Fire deaths					
2005	10	10	-	-	-
2006	4	3	-	1	-
2007	6	5	1	-	-
2008	6	5	-	1	-
2009	2	2	-	-	-
2010	5	3	-	-	2
2011	12	11	-	1	-
2012	5	4	1	-	-
2013	3	3	-	-	-
Fire losses (\$1,000)					
2005	39,436	22,032	2,847	2,012	12,545
2006	38,621	21,309	9,167	2,934	5,211
2007	32,402	15,754	8,348	2,995	5,305
2008	28,005	16,566	6,775	1,279	3,385
2009	24,908	15,354	5,825	1,919	1,810
2010	44,263	13,696	3,995	6,081	20,491
2011	23,484	15,542	2,111	3,132	2,699
2012	27,946	16,041	3,512	5,121	3,272
2013	49,058	25,944	4,802	2,900	15,412

[Fiscal year ending June 30]

Source: County fire departments.

Table 15.16-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS:2000 TO 2012

[Excludes data on self-employed individuals, employees of private households, railroad employees, agricultural production employees and most government employees. Statistics based on the 2012 North American Industry Classification System (NAICS)]

			Pay (\$1,(of establishi yment-size c	
Year	Number of em- ployees 1/	First quarte	r		Annual	Total	1 to 4	5 to 9
2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012	432,092 441,856 439,934 459,010 473,500 490,682 512,543 519,060 518,168 488,403 478,838 485,548 492,089	2,982,367 3,136,371 3,237,290 3,422,999 3,552,027 3,784,859 4,225,680 4,501,332 4,667,451 4,415,214 4,158,617 4,410,075 4,636,495		12,331,233 12,684,140 13,352,194 14,138,996 15,074,629 16,163,137 17,287,011 18,306,259 18,539,010 17,742,683 17,541,821 18,362,124 19,078,553		29,853 30,175 30,633 31,061 31,605 32,244 33,118 33,388 32,904 32,372 31,939 31,472 31,496	15,658 15,802 16,181 16,243 16,503 16,848 17,119 17,177 16,903 16,862 16,709 16,364 16,326	6,063 6,133 6,245 6,294 6,431 6,504 6,681 6,835 6,720 6,494 6,357 6,358 6,432
		Number of e	stablis	shmen	ts by employ	yment-size c	lass 2/Con.	
Year	10 to 19	20 to 49	50 9		100 to 249	250 to 499	500 to 999	1,000 or more
2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012	4,067 3,998 4,014 4,194 4,208 4,359 4,555 4,611 4,518 4,445 4,445 4,231 4,249	2,494 2,651 2,632 2,666 2,766 2,730 2,884 2,895 2,912 2,836 2,729 2,807 2,751	95 91 99 1,01 1,09 1,12 1,10 1,02 1,01 1,03 1,04	57 14 92 12 96 21 07 57 27 12 31	430 446 455 475 479 485 548 548 556 506 481 472 480	121 116 122 126 121 133 126 133 138 129 134 130 128	42 47 46 45 58 61 58 52 62 48 49 55 54	25 25 24 26 27 28 26 30 28 25 23 24 28

1/ For week including March 12.

 $2\!/\,$ Data refer to establishments active anytime during the year.

Source: U.S. Census Bureau, *County Business Patterns* (annual)

<http://censtats.census.gov/cgi-bin/cbpnaic/cbpsect.pl> accessed May 29, 2014.

Table 15.17-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,BY COUNTY: 2011 AND 2012

[Excludes data on self-employed individuals, employees of private households, railroad employees, agricultural production employees and most government employees. Statistics based on the 2012 North American Industry Classification System (NAICS)]

			Payroll	(\$1,000)
Year and county	Number of establish- ments 1/	Number of employees 2/	First quarter	Annual
2011				
State total	31,472	485,548	4,410,075	18,362,124
Hawaii Honolulu Kauai Maui Statewide 3/	3,966 21,139 1,905 4,314 148	49,068 337,092 23,784 60,913 (4/)	383,608 3,215,267 185,490 509,332 116,378	1,585,721 13,376,153 789,250 2,137,744 473,256
2012				
State total	31,496	492,089	4,636,495	19,078,553
Hawaii Honolulu Kauai Maui Statewide 3/	3,902 21,190 1,944 4,343 117	48,628 340,759 24,924 62,030 (4/)	398,495 3,368,779 205,521 538,227 (D)	1,631,977 13,854,179 845,016 2,214,844 (D)

D Withheld to avoid disclosing data for individual companies.

1/ Data refer to establishments active anytime during the year.

2/ For week including March 12.

3/ Employers without a fixed location within a state (or of unknown county location) are included under a "statewide" classification at the end of the county tables. This incomplete detail causes only slight understatement of county employment.

4/ 10,000 to 24,999 employees.

Source: U.S. Census Bureau, *County Business Patterns* (annual)

<http://censtats.census.gov/cgi-bin/cbpnaic/cbpdetl.pl> accessed May 29, 2014.

Table 15.18-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,BY MAJOR GROUP: 2012

[Excludes data on self-employed individuals, employees of private households, railroad employees, agricultural production employees and most government employees. Statistics based on the 2012 North American Industry Classification System (NAICS)]

NAICS code	Major group	Number of establish- ments 1/	Number of employees 2/	Annual payroll (\$1,000)
	Total	31,496	492,089	19,078,553
11 22 23 31-33 311 312 315 323 327 332 337 42 44-45 441 444 445 446 448 452 48-49 481 484	Total Agriculture, forestry, fishing and hunting Mining, quarrying, and oil & gas extraction Utilities Construction Manufacturing Food Beverage and tobacco product Apparel Printing and related support activities Nonmetallic mineral product Fabricated metal product Furniture and related product Wholesale trade Retail trade Motor vehicle and parts dealers Bldg. mat,garden equip & supplies dealers Food and beverage stores Health and personal care stores Clothing & clothing accessories stores General merchandise stores Transportation and warehousing Air transportation Truck transportation	31,496 34 7 55 2,635 794 238 32 46 99 44 45 45 1,743 4,631 324 254 654 376 1,254 95 845 66 184	492,089 361 100 3,501 24,779 12,177 5,301 825 452 1,024 772 469 422 18,213 67,719 5,940 4,516 12,944 5,089 12,811 13,213 26,578 7,807 2,901	$\begin{array}{r} 19,078,553\\ 5,123\\ 8,837\\ 302,755\\ 1,560,841\\ 469,253\\ 152,878\\ 30,967\\ 11,518\\ 31,387\\ 47,410\\ 25,063\\ 15,441\\ 840,844\\ 1,846,372\\ 282,713\\ 141,034\\ 322,849\\ 160,533\\ 272,206\\ 362,398\\ 1,153,728\\ 421,619\\ 124,268\end{array}$
485 487 488 51 52	Transit & ground passenger transport Scenic and sightseeing transportation Support activities for transportation Information Finance and insurance	125 167 177 526 1,416	4,675 3,921 3,484 8,088 19,274	164,858 116,939 143,290 472,002 1,143,466
53 54 55 56	Real estate and rental and leasing Professional, scientific & technical services Management of companies & enterprises Administrative and support and waste management and remediation services	1,923 3,253 242 1,816	11,771 24,439 8,722 47,713	518,620 1,396,307 545,360 1,423,506
61	Educational services	509	18,028	576,754

Continued on next page.

NAICS code	Major group	Number of establish- ments 1/	Number of employees 2/	Annual payroll (\$1,000)
62	Health care and social assistance	3,574	66,444	3,285,937
621	Ambulatory health care services	2,731	25,162	1,395,615
622	Hospitals	27	22,230	1,377,561
623	Nursing & residential care facitilites	146	7,579	253,209
624	Social assistance	670	11,473	259,552
71	Arts, entertainment and recreation	499	10,423	248,765
72	Accommodation and food services	3,544	98,768	2,585,637
721	Accommodation	307	39,088	1,524,760
722	Food services and drinking places	3,237	59,680	1,060,877
81	Other services (except public admin.)	3,434	24,989	694,161
99	Industries not classified	16	(3/)	285

Table 15.18-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,BY MAJOR GROUP: 2012-- Con.

1/ Data refer to establishments active anytime during the year.

2/ For week including March 12.

3/ 0 to 19 employees.

Source: U.S. Census Bureau, 2012 County Business Patterns

<http://censtats.census.gov/cgi-bin/cbpnaic/cbpdetl.pl> accessed May 29, 2014.

Table 15.19-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,BY EMPLOYMENT-SIZE CLASS: 2011 AND 2012

	Number of establishments 1/		Numb employ		Annual payroll (\$1,000)	
Employment-size class	2011 2012				2011	2012
Total	31,472	31,496	485,548	492,089	18,362,124	19,078,553
1 to 4 5 to 9 10 to 19 20 to 49 50 to 99 100 to 249 250 to 499 500 to 999 1,000 or more	16,364 6,358 4,231 2,807 1,031 472 130 55 24	16,326 6,432 4,249 2,751 1,048 480 128 54 28	29,959 42,097 56,510 84,475 71,208 70,715 44,227 38,723 47,634	29,909 42,820 57,138 82,947 72,177 71,078 44,934 36,465 54,621	1,191,838 1,434,028 1,908,172 3,008,499 2,484,508 2,703,023 1,855,828 1,554,650 2,221,578	1,279,265 1,484,382 2,033,267 3,029,628 2,594,170 2,719,900 1,842,112 1,526,047 2,569,782

[Excludes data on self-employed individuals, employees of private households, railroad employees, agricultural production employees and most government employees]

1/ Data refer to establishments active anytime during the year.

2/ For week including March 12.

Source: U.S. Census Bureau, "2011 County Business Patterns: Geography Area Series: County Business Patterns by Employment Size Class" http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml> accessed March 7, 2014 and "2012 Business Patterns: Geography Area Series: County Business Patterns by Employment Size Class" http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml accessed March 7, 2014 and "2012 Business Patterns: Geography Area Series: County Business Patterns by Employment Size Class" http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml accessed July 9, 2014.

Table 15.20-- REGISTERED CORPORATIONS AND PARTNERSHIPS:2010 TO 2013

Subject	2010	2011	2012	2013
Domestic (Hawaii) corporations				
Formed	2,006	2,049	1,985	1,721
Dissolved or merged 1/	2,888	2,824	2,767	2,489
On record, June 30 2/	33,243	32,508	31,761	31,023
Foreign (non-Hawaii) corporations				
Qualified	1,077	1,026	1,187	1,176
Withdrawn, merged, or cancelled 1/	924	986	971	821
On record, June 30 2/	11,497	11,531	11,751	12,103
Partnerships				
Registered	446	394	424	438
Dissolved or cancelled 1/	638	562	543	547
On record, June 30 2/	5,125	4,956	4,835	4,723
Domestic (Hawaii) Limited Liability Companies				
Formed	6,879	7,383	8,200	8,730
Dissolved or merged 1/	3,965	4,630	4,980	4,838
On record, June 30 2/	42,265	45,038	48,326	52,246
Foreign (non-Hawaii) Limited Liability Companies				
Qualified	841	867	985	964
Withdrawn or merged 1/	398	482	472	540
On record, June 30 2/	5,310	5,696	6,208	6,635
Domestic (Hawaii) Limited Liability Partnerships				
Formed	77	74	77	76
Dissolved or merged 1/	58	67	58	80
On record, June 30 2/	432	439	458	455
Foreign (non-Hawaii) Limited Liability Partnerships				
Qualified	5	11	8	12
Withdrawn or cancelled 1/	2	5	4	2
On record, June 30 2/	59	65	69	79

[Fiscal year ending June 30 unless otherwise specified. Excludes nonprofit corporations]

1/ Annual fluctuations may partly reflect the sporadic purging of defunct firms from the registration files.

2/ Number on record may be inconsistent with data on components of change or conversion from another type of entity, reflecting inaccuracy in manual tabulation. A discrepancy does occur when a domestic corporation converts to a limited liability company because the statistic is reflected for the domestic corporation and included in the dissolved or merged statistic, but it is not reflected in the limited liability company's formed statistic. Domestic entities that are reinstated after being involuntarily dissolved, cancelled or terminated are also not reflected in the formed statistic.

Source: Hawaii State Department of Commerce and Consumer Affairs, Business Registration Divison, records.

Table 15.21-- CHARACTERISTICS OF CORPORATIONS, PARTNERSHIPS,AND PROPRIETORSHIPS: 2002

[Includes all active private-for-profit businesses in Hawaii except insurance underwriters who pay the insurance premium tax. Inactive businesses, defined as those with no income no income and no expenses other than those to maintain licenses and to file tax returns, were not included]

Subject	Total	Corpora- tions	Partner- ships	Proprie- torships
Number of businesses, by taxation district	128,119	24,598	7,090	96,431
1st (Oahu)	88,456	18,458	5,225	64,773
2nd (Maui, Molokai, Lanai)	16,019	2,638	816	12,565
3rd (Hawaii)	16,715	2,608	702	13,405
4th (Kauai, Niihau)	6,929	894	347	5,688
Businesses with \$1 million or more in business receipts	5,831	4,902	715	214
Business receipts (\$1,000)	64,907,431	54,915,442	6,979,980	3,012,009
Businesses with net profit	71,091	11,648	3,794	55,649
Amount of net profit (\$1,000)	3,961,638	2,298,851	884,949	777,838
Businesses with net loss	50,730	7,669	3,039	40,022
Amount of net loss (\$1,000)	4,206,775	3,082,445	849,494	274,836

Source: Hawaii State Department of Taxation, *Hawaii Income Patterns: Businesses 2002* (July 2006) <http://www.hawaii.gov/tax/pubs/02businc.pdf> accessed August 13, 2007.

Table 15.22-- ESTABLISHMENT AND EMPLOYMENT CHANGES FROM ENTERPRISE BIRTHS, DEATHS, EXPANSIONS AND CONTRACTIONS, BY EMPLOYMENT SIZE: 2010 TO 2011

[An enterprise is a business organization consisting of one or more domestic establishments that were specified under common ownership or control. Based on 2007 NAICS]

	Employment size of the enterprise 1/								
			Less than 500 employees						
Subject	Total	Total < 500	1-4	5-9	10-19	20-99	100-499	500+	
Establishments 2/									
Number (initial year)	29,466	24,685	11,908	4,531	3,051	3,298	1,897	4,781	
Numerical change	-362	-422	-360	-14	-52	27	-23	60	
Births 3/	2,396	1,964	1,375	250	138	142	59	432	
Deaths 4/	2,758	2,386	1,735	264	190	115	82	372	
Expansions	7,413	5,902	1,997	1,246	948	1,112	599	1,511	
Contractions	7,495	6,072	1,414	1,615	1,236	1,237	570	1,423	
Employment 5/									
Number (initial year)	478,736	258,842	25,074	29,235	38,417	88,547	77,569	219,894	
Numerical change	7,031	2,495	1,788	-20	-1,955	4,280	-1,598	4,536	
Change due to births	20,275	12,654	2,539	1,596	1,750	4,701	2,068	7,621	
Change due to deaths	-18,785	-13,014	(6/)	-1,683	-2,336	-3,219	-2,692	-5,771	
Change due to expansions	39,606	24,770	3,912		3,178	-		-	
Change due to contractions	-34,065	-21,915	-1,579	-3,036	-4,547	-6,639	-6,114	-12,150	

1/ An enterprise is a business organization consisting of one or more domestic establishments that were specified under common ownership or control. The enterprise and the establishment are the same for single-establishment firms. Each multi-establishment company forms one enterprise - the enterprise employment and annual payroll are summed from the associated establishments. Enterprise size designations are determined by the summed employment of all associated establishments. The enterprise size group "0" includes enterprises for which no associated establishments reported paid employees in mid-March pay period but paid employees at some time during the year.

2/ A single physical location where business is conducted or where services or industrial operations are performed.

3/ Establishments that have zero employment in the first quarter of the initial year and positive employment in the first quarter of the subsequent year.

4/ Establishments that have positive employment in the first quarter of the initial year and zero employment in the first quarter of the subsequent year.

5/ Full or part-time employees, including salaried officers and executives of corporations, who were on the payroll in the pay period including March 12. Included are employees on sick leave, holidays, and vacations; not included are proprietors and partners of unincorporated businesses.

6/ Data withheld to avoid releasing information that does not meet publication standards; data are included in higher level totals.

Table 15.23--EMPLOYMENT STATISTICS IN THE TOP 5 INDUSTRYSECTORS: 2002 AND 2007

[Ranking based on greatest employment at the 2-digit NAICS code-level. Greatest employment is ranked 1. Statistics based on the 2007 North American Industry Classification System (NAICS). Includes only establishments with payroll]

		Number of employees			Payroll per employee (\$)			
NAICS code	Sector	2002	2007	Change	2002	2007	Change	
72	Accommodation and							
	food servces	85,641	98,353	12,712	18,738	22,468	3,730	
44-45	Retail trade	63,794	70,661	6,867	20,908	24,998	4,090	
62	Health care and social							
	assistance	56,169	63,640	7,471	35,321	42,763	7,441	
56	Administrative and support and waste management							
	and remediation services	31,921	46,823	14,902	22,130	26,722	4,591	
23	Construction	27,287	35,523	8,236	41,743	53,672	11,930	

Source: U.S. Census Bureau, Economic Census, Economy-Wide Key Statistics File

"Economic Census: Local Business Snapshot Hawaii"

<http://thedataweb.rm.census.gov/TheDataWeb_HotReport2/econsnapshot/snapshot.hrml?NAICS=21#> accessed May 9, 2013.

Table 15.24-- TOP INDUSTRIES OF PRIVATE FIRMS, BY COUNTY: 2012-2013

[This data is averaged for 2nd quarter of 2012 through 1st quarter of 2013. Ranking based on greatest employment at the 3-digit NAICS code-level. Greatest employment is ranked 1. Includes persons 14 to 99 years of age in private firms only. Does not include data for Kalawao County]

	NAICS		Average quarterly	Average quarterly new hire	Average monthly earn-	New hire earn-
Rank	code	County and industry	employment	employment	ings (\$)	ings (\$)
		State	482,320	33,365	3,502	2,240
1	722	Food services and drinking places	57,648	5,770	1,747	1,257
2	561	Administrative and support services	43,762	4,443	2,628	1,950
3	721	Accommodation	37,607	1,570	3,562	2,851
4	621	Ambulatory health care services	24,618	1,525	4,861	2,875
5	541	Professional, scientific, and technical services	24 200	1 404	E E C 0	4 4 6 4
c	220		24,398	1,494	5,568	4,161
6 7	238	Specialty trade contractors Social assistance	14,796	1,135 1,061	4,753	3,664 1,282
8	624 622	Hospitals	14,476 14,317	529	1,942 5,630	4,442
9	452	General merchandise stores	13,928	892	2,256	4,442 1,310
10	445	Food and beverage stores	13,664	859	2,293	1,310
10	440	Tood and beverage stores	13,004	009	2,235	1,555
		Hawaii County	48,645	3,494	2,974	1,991
1	722	Food services and drinking places	5,599	609	1,676	1,197
2	721	Accommodation	5,251	225	3,284	2,559
3	561	Administrative and support services	3,543	451	2,156	1,725
4	621	Ambulatory health care services	2,727	157	4,122	2,690
5	452	General merchandise stores	2,223	134	2,233	1,394
6	624	Social assistance	2,134	158	1,604	1,118
7	445	Food and beverage stores	2,111	109	2,369	1,293
8	111	Crop production	1,474	69	1,961	1,455
9	713	Amusement, gambling, and				
		recreation industries	1,450	86	3,040	1,906
10	238	Specialty trade contractors	1,412	133	3,824	3,142
		City & County of Honolulu	353,558	24,291	3,637	2,306
1	722	Food services and drinking places	40,505	3,884	1,705	1,215
2	561	Administrative and support services	34,051	3,421	2,684	1,991
3	541	Professional, scientific, and	,	,	,	,
-		technical services	21,061	1,296	5,753	4,314

Continued on next page.

Average Average New monthly hire Average quarterly NAICS quarterly new hire earnearncode County and industry employment employment ings (\$) ings (\$) Citv & County of Honolulu - con. 621 Ambulatory health care services 18.667 1.217 4,911 2.873 Accommodation 17,011 721 3,583 2,749

13,232

11,446

11.268

10,320

22,047

4.015

3,404

1.819

810

686

602

600

583

583

487

58,032

11,332

8,141

4,350

2.414

1,973

1,604

9,635

670

491

660

815

769

642

1.488

186

366

126

42

57

23

43

47

31

47

4,088

489

911

446

110

132

50

4,413

1,624

3.870

1,306

1,295

2,028

3.021

1,263

1.868

3,235

1,509

1.124

3,130

1,161

3.096

3,237

2,140

3.052

1,470

1,892

3.044

1,550

4,067

1,376

3,149

1,827

1,353

5,623

3,209

5.025

2,003

2,248

3,143

3.599

1,667

2,794

6,568

2,434

2.324

3,494

2,123

3.867

4,390

3,247

3,644

2,043

2,477

4.773

2,333

4,967

Table 15.24 TOP INDUSTRIES OF PRIVATE FIRMS,
BY COUNTY: 2012-2013 Con.

7 624 Social assistance 1,593 109 2,036 8 238 Specialty trade contractors 145 1,517 4,062 9 813 Religious, grantmaking, civic, professional, and similar organizations 1,469 77 2,695 10 452 General merchandise stores 2,314 1,468 94

Source: U.S. Census Bureau, Local Employment Dynamics, Industry Focus

<http://lehd.ces.census.gov/applications/industry_focus.html> accessed March 20, 2014.

Rank

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1

2

3

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6

622

611

238

624

452

721

722

561

621

713

452

238

445

541

236

721

722

561

621

445

111

Hospitals

Educational services

Social assistance

Accommodation

Specialty trade contractors

General merchandise stores

Kauai County

Food services and drinking places

Ambulatory health care services

Amusement, gambling, and recreation industries

General merchandise stores

Specialty trade contractors

Food and beverage stores

Professional, scientific, and

Construction of buildings

technical services

Accommodation

Crop production

Administrative and support services

Maui County

Food services and drinking places

Ambulatory health care services

Food and beverage stores

Administrative and support services

Table 15.25-- LARGEST PUBLIC AND PRIVATE COMPANIES: 2013

Rank in		Year	Sales (million	
sales	Company	founded 1/	, dollars)	Employees
1	Hawaiian Electric Industries Inc.	2/ 1891/1983	3,375.0	3,870
2	Hawaii Medical Service Assn. (HMSA)	1938	2,736.3	1,603
3	Hawaiian Airlines Inc.	1929	1,962.4	4,906
4	Matson, Inc.	(NA)	1,560.0	1,068
5	University of Hawaii	1907	1,559.0	8,658
6	Kaiser Permanente Hawaii	1958	1,126.1	4,564
7	Hawaii Pacific Health	2001	983.8	5,809
8	Servco Pacific Inc.	(NA)	923.0	1,399
9	The Queen's Health Systems	2/ 1859/1985	888.4	5,234
10	Aloha Petroleum, Ltd.	(NA)	796.0	431

[Ranking based on sales in 2012. Data may include sales and employment on the Mainland or abroad]

NA Not available.

1/ Information on "Year founded" was obtained from previous *Hawaii Business* issues. From the 2009 issue, year founded information was no longer provided in their ranking table.

2/ The first year is the founding date of the original company and the second year is when it became a holding company, was sold, or legally changed its name or year of incorporation.

Source: *Hawaii Business*, "Hawaii Business Top 250 Ranking Hawaii's Big Companies" (August 2013) <http://www.hawaiibusiness.com/Hawaii-Business/The-Top-250-Companies/?djoPage=view_html&djoPid=30185> accessed October 2, 2013 and various earlier issues.

Table 15.26-- NET PROFIT OR LOSS AND TOTAL REVENUES OFSELECTED COMPANIES: 2011 TO 2012

		Gross annual sales (thousand dollars)		
Rank	Company	2012	Net profit	
	Largest net profit 1/			
1	First Hawaiian Bank	693,110	216,920	
2	Hunt Companies	351,750	183,910	
3	Bank of Hawaii Corp.	620,775	166,076	
4	Hawaiian Electric Industries, Inc.	3,374,995	139,000	
5	Hawaiian Telcom	385,498	109,982	
6	Central Pacific Financial Corp.	184,189	54,124	
7	Hawaiian Airlines Inc.	1,962,353	53,237	
8	First Insurance Company of Hawaii, Ltd.	192,810	50,685	
		Gross annual sales (thousand dollars)		
Rank	Company			
Rank	Company Largest percentage decrease 2/	(thousan	d dollars)	
	Largest percentage decrease 2/	(thousan 2012	d dollars) Percent change	
1	Largest percentage decrease 2/ Coastal Construction Co. Inc.	(thousan 2012 65,821	d dollars) Percent change -37.9	
1 2	Largest percentage decrease 2/ Coastal Construction Co. Inc. Hawaiian Dredging Construction Co. Inc.	(thousan 2012 65,821 230,000	d dollars) Percent change	
1	Largest percentage decrease 2/ Coastal Construction Co. Inc.	(thousan 2012 65,821	d dollars) Percent change -37.9 -35.2	
1 2 3	Largest percentage decrease 2/ Coastal Construction Co. Inc. Hawaiian Dredging Construction Co. Inc. Nordic PCL Construction, Inc.	(thousan 2012 65,821 230,000 103,000	d dollars) Percent change -37.9 -35.2 -34.2	
1 2 3 4	Largest percentage decrease 2/ Coastal Construction Co. Inc. Hawaiian Dredging Construction Co. Inc. Nordic PCL Construction, Inc. University of Hawaii Foundation	(thousan 2012 65,821 230,000 103,000 53,300	d dollars) Percent change -37.9 -35.2 -34.2 -31.8	
1 2 3 4 5	Largest percentage decrease 2/ Coastal Construction Co. Inc. Hawaiian Dredging Construction Co. Inc. Nordic PCL Construction, Inc. University of Hawaii Foundation PEMCO Ltd.	(thousan 2012 65,821 230,000 103,000 53,300 28,840	d dollars) Percent change -37.9 -35.2 -34.2 -31.8 -29.2	

1/ Based on net profit (expenses subtracted from revenue) between 2011 and 2012. Companies listed have net profits of \$50 million or more.

2/ Based on percentage change in gross annual sales between 2011 and 2012. Companies listed have a negative percent change of 20 percent or more.

Source: *Hawaii Business*, "Hawaii Business Top 250 Ranking Hawaii's Big Companies" (August 2013) <http://www.hawaiibusiness.com/Hawaii-Business/August-2013/Hawaiis-Most-Profitable-Companies-2013/> and <http://www.hawaiibusiness.com/Hawaii-Business/August-2013/2013-Hawaii-Business-Top-250-Biggest-Losses/> accessed October 2, 2013.

Table 15.27-- NONEMPLOYER STATISTICS, FOR HAWAIIAND THE UNITED STATES: 1997 TO 2012

[Data refer to businesses that have no paid employees and are subject to federal income tax. From 1997 to 2001, data were tabulated based on the 1997 North American Industry Classification System (NAICS). From 2002 to 2006, each firm was classified in accordance with the industry definitions in the 2002 North American Industry Classification System (NAICS) manual. Beginning with the 2007 data year, nonemployer firms are classified according to the 2007 NAICS manual]

	Ha	waii	United	d States
	Number of	Receipts	Number of	Receipts
Year	firms 1/	(\$1,000) 2/	firms 1/	(\$1,000) 2/
1997	70,203	2,350,383	15,439,609	586,315,756
1998	71,039	2,560,133	15,708,727	643,720,460
1999	72,610	2,664,258	16,152,604	667,219,733
2000	73,810	2,835,688	16,529,955	709,378,836
2001	74,969	2,901,845	16,979,498	729,922,063
2002	76,398	3,055,384	17,646,062	770,032,328
2003	80,718	3,407,971	18,649,114	829,819,228
2004	84,331	3,694,870	19,523,741	887,001,820
2005	87,717	4,026,320	20,392,068	951,206,297
2006	90,353	4,194,469	20,768,555	970,384,137
2007	96,263	4,475,373	21,708,021	991,791,563
2008	93,704	4,334,702	21,351,320	962,791,527
2009 3/	91,496	4,168,129	21,695,828	923,018,039
2010 3/	92,126	4,065,985	22,110,628	950,813,840
2011 3/	94,118	4,303,253	22,491,080	989,628,512
2012 3/	97,151	4,544,558	22,735,915	1,030,932,886
Economic Census				
2007	95,301	4,148,616	21,357,346	972,691,434

1/ Data refer to each distinct business income tax return filed by a nonemployer business.

2/ Includes gross receipts, sales, commissions and income received from trades and businesses, as reported on annual business income tax returns. Business income consists of all payments received for services rendered by nonemployer businesses, such as payments received as independent agents and contractors.

3/ For 2009 Nonemployer Statistics data, new cutoffs were carefully researched to more closely depict the Nonemployer business universe and improve the accuracy of the list of firms for sole proprietorships. In addition, improvements were made to filter out likely employers from the corporation and partnership data. When comparing the 2009 and later Nonemployers Statistics data to prior years, these changes in methodology must be taken into consideration.

Source: U.S. Census Bureau, 1997 Economic Census *Nonemployer Statistics, Nonemployer Statistics* for 1998 through 2001 (annual), 2002 Economic Census, *Nonemployer Statistics* <http://www.census.gov/prod/www/abs/nonemp.html> accessed September 30, 2005, *Nonemployer Statistics* for 2003 to 2012 <http://www.census.gov/econ/nonemployer/> accessed April 24, 2014; and 2007 Economic Census, 2007 Survey of Business Owners, Company Statistics Series, SB0700CSA01: U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 <http://factfinder.census.gov/servlet/EconSectorServlet?caller=dataset&sv_name= 2007+Survey+of+Business+Owners&_SectorId=*&ds_name=EC0700A1> accessed July 29, 2011.

Table 15.28-- CHARACTERISTICS OF NONEMPLOYERBUSINESSES, BY MAJOR GROUP: 2007

[Data are from the 2007 Economic Census which differs from data in the Census Bureau's annual nonemployers statistics used in other current as well as in previous *Data Book* tables. Data refer to businesses that have no paid employees and are subject to Federal income tax. For the 2007 data year, nonemployer firms are classified according to the 2007 NAICS manual]

2007 NAICS code	Major group	Number of firms 1/	Receipts (\$1,000) 2/
	Total	95,301	4,148,616
11	Agriculture, forestry, fishing and hunting 3/	1,601	55,955
21	Mining, quarrying, and oil and gas extraction	15	1,297
22	Utilities	77	2,687
23	Construction	7,990	541,182
31-33	Manufacturing	2,015	96,961
42	Wholesale trade	2,515	154,966
44-45	Retail trade	9,330	437,736
48-49	Transportation and warehousing 4/	2,553	101,776
51	Information	1,217	52,667
52	Finance and insurance 5/	3,249	203,658
53	Real estate and rental and leasing	11,913	819,392
54	Professional, scientific, and technical services	14,337	550,914
55	Management of companies and enterprises	-	-
56	Administrative and support and waste		
	management and remediation services	7,723	196,653
61	Educational services	2,164	38,128
62	Health care and social assistance	6,899	286,806
71	Arts, entertainment, and recreation	6,433	152,253
72	Accommodation and food services	1,557	84,586
81	Other services (except public administration) 6/	13,713	370,998

Continued on next page.

Table 15.28-- CHARACTERISTICS OF NONEMPLOYERBUSINESSES, BY MAJOR GROUP: 2007 -- Con.

1/ A firm is a business organization or entity consisting of one domestic establishment (location) or more under common ownership or control. A firm without paid employees includes sole proprietors and partners of unincorporated businesses that do not have any other employees on the payroll. All establishments of subsidiary firms are included as part of the owning or controlling firm. For the economic census, the terms "firm" and "company" are synonymous.

2/ Includes sales, receipts, value of shipments.

3/ Crop and Animal Production (NAICS 111 and 112) are out of scope of the 2007 Survey of Business Owners.

4/ Scheduled Passenger Air Transportation (NAICS 481111), Rail Transportation (NAICS 482), and the Postal Service (NAICS 491) are out of scope of the 2007 Survey of Business Owners.

5/ Funds, Trusts, and Other Financial Vehicles (NAICS 525) are out of scope of the 2007 Survey of Business Owners.

6/ Religious, Grantmaking, Civic, Professional, and Similar Organizations (NAICS 813) and Private Households (NAICS 814) are out of scope of the 2007 Survey of Business Owners.

Source: U.S. Census Bureau, 2007 Economic Census, 2007 Survey of Business Owners SB0700CSPRE01: Preliminary Statistics for U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 <http://factfinder.census.gov/servlet/EconSectorServlet?caller=dataset&sv_name=2007+Survey+of+ Business+Owners&_SectorId=*&ds_name=EC0700A1> accessed July 13, 2010.

Table 15.29-- CHARACTERISTICS OF NONEMPLOYERBUSINESSES, BY MAJOR GROUP: 2012

[Data refer to businesses that have no paid employees and are subject to federal income tax. Statistics based on the 2007 North American Industry Classification System (NAICS). When comparing the 2012 Nonemployers Statistics data to those in previous *Data Books* containing data prior to the 2009 data, changes in methodology must be taken into consideration]

2007 NAICS code	Major group 1/	Number of firms 2/	Receipts (\$1,000) 3/
	Total	97,151	4,544,558
11	Agriculture, forestry, fishing and hunting	2,034	79,823
21	Mining, quarrying, and oil and gas extraction	18	1,495
22	Utilities	131	7,688
23	Construction	7,262	457,014
236	Construction of buildings	2,360	177,919
238	Specialty trade contractors	4,803	270,069
31-33	Manufacturing	2,163	88,861
311	Food manufacturing	334	12,105
315	Apparel manufacturing	370	12,596
321	Wood product manufacturing	208	7,417
42	Wholesale trade	2,624	185,155
44-45	Retail trade	9,512	429,651
445	Food and beverage stores	581	50,396
446	Health and personal care stores	638	14,079
448	Clothing and clothing accessories stores	1,029	63,769
451	Sporting goods, hobby, book, and music stores	492	22,914
454	Nonstore retailers 4/	4,487	115,155
48-49	Transportation and warehousing	2,834	97,001
485	Transit and ground passenger transportation	1,904	52,490
51	Information	1,165	42,521
52	Finance and insurance	2,850	266,900
524	Insurance carriers and related activities	1,822	91,364
53	Real estate and rental and leasing	11,106	939,232
531	Real estate	10,670	911,762
54	Professional, scientific and technical services	14,299	601,694
56	Administrative and support and waste		
	management and remediation services	8,145	221,473
61	Educational services	2,430	43,593
62	Health care and social assistance	7,601	354,250
621	Ambulatory health care services	4,850	274,795
71	Arts, entertainment and recreation	6,044	167,285
711	Performing arts, spectator sports, and related		
	industries	5,030	113,994
72	Accommodation and food services	1,729	122,142
81	Other services (except public administration)	15,204	438,780
812	Personal and laundry services	10,689	283,872

Continued on next page.

Table 15.29-- CHARACTERISTICS OF NONEMPLOYERBUSINESSES, BY MAJOR GROUP: 2012 -- Con.

1/ Major groups include other subgroups not shown separately in this table.

2/ Data refer to each distinct business income tax return filed by a nonemployer business.

3/ Includes gross receipts, sales, commissions and income received from trades and businesses, as reported on annual business income tax returns. Business income consists of all payments received for services rendered by nonemployer businesses, such as payments received as independent agents and contractors.

4/ Includes mail-order houses, vending machine operators, home delivery sales, door-to-door sales, party plan sales, electronic shopping, and sales through portable stalls (e.g., include street vendors, except food).

Source: U.S. Census Bureau, *Nonemployer Statistics:* 2012 <http://www.census.gov/econ/nonemployer/> accessed April 24, 2014.

Table 15.30-- SELECTED MINORITY-OWNED BUSINESS ENTERPRISES: 2007

[Hispanic or Latino firms may be of any race and may also be included under that race. Moreover, each owner had the option of selecting more than one race and therefore is included in each race selected]

		Firms owned by selected minorities 1/				
Characteristics	All firms (whether or not owned by minorities)	Asian- owned	Native Hawaiian- and Other Pacific Islander-owned	Hispanic- owned 2/		
All firms						
Number	120,374	56,872	11,403	4,374		
Sales, receipts, value of						
shipments (\$1,000)	97,093,812	18,154,362	2,378,963	671,678		
Firms with paid employees						
Number	25,073	11,218	1,361	370		
Sales, receipts, value of	00.045.400	10.074.000	0.004.770			
shipments (\$1,000)	92,945,196	16,371,269	2,031,776	555,191		
Employees 3/	495,744	111,924	16,197	3,977		
Annual payroll (\$1,000)	17,303,335	3,542,812	481,802	113,896		
Firms without paid employees						
Number	95,301	45,654	10,042	4,003		
Sales, receipts, value of shipments (\$1,000)	4,148,616	1,783,093	347,187	116,487		

1/ Minority-owned firms are firms in which Blacks, American Indians and Alaska Natives, Asians, Native Hawaiian and Other Pacific Islanders, or Hispanics own 51 percent or more of the equity, interest or stock of the business.

2/ Persons of Hispanic origin may be members of any race.

3/ Pay period including March 12.

Source: U.S. Census Bureau, 2007 Economic Census, Survey of Business Owners, Company Statistics Series, SB0700CSA01: U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 <http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ECN&_submenuId=datasets_ 4&_lang=en> accessed June 10, 2011; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.31-- ASIAN-OWNED BUSINESSES FORHAWAII AND THE UNITED STATES: 2007

[Asians own 51 percent or more of the stock or equity of the business. Details may not add to total or subgroup total because a firm could be tabulated in more than one racial group]

	All	firms	Firms with paid employees				
Characteristics	Number	Sales/ receipts/ value of shipments (\$1,000)	Number	Sales/ receipts/ value of shipments (\$1,000)	Employ- ees	Annual payroll (\$1,000)	
Hawaii	56,872	18,154,362	11,218	16,371,269	111,924	3,542,812	
Asian Indian Chinese Filipino Japanese Korean Vietnamese Other Asian United States	583 13,995 10,610 26,707 3,482 2,493 1,232 1,549,559	4,181,844 1,071,314 10,966,566 1,276,955 300,725	133 2,749 1,042 5,674 1,115 408 184 397,426	217,164 3,674,141 817,551 10,219,753 1,095,777 201,865 128,254 453,574,194	1,701 28,626 8,823 61,984 7,852 1,453 1,051 2,807,771	40,306 786,609 238,267 2,164,299 214,090 27,311 32,145 79,230,459	
Asian Indian Chinese Filipino Japanese Korean Vietnamese Other Asian Hawaii as a percent of U.S.	308,491 423,650 163,163 108,338 192,509 229,159 144,484 3.7	142,430,082 20,119,442 39,329,933 78,265,621 28,826,762	109,151 109,653 21,067 22,820 71,411 29,773 34,717 2.8	140,241,758 127,702,215 15,655,435 35,887,794 71,878,029 21,027,689 37,947,990 3.6	844,177 781,421 141,916 209,250 423,660 164,333 241,197 4.0	26,638,526 20,709,930 4,521,220 7,171,622 10,059,019 3,741,507 5,830,980 4.5	

Source: U.S. Census Bureau, 2007 Economic Census, Survey of Business Owners, Company Statistics Series, SB0700CSA01: U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 < accessed June 10, 2011; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.32-- NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER-OWNED BUSINESSES FOR HAWAII AND THE UNITED STATES: 2007

[Native Hawaiian and Other Pacific Islanders own 51 percent or more of the stock or equity of the business. Details may not add to total or subgroup total because a firm could be tabulated in more than one racial group]

	All firms		I	Firms with pa	aid employe	es
Characteristics	Number	Sales/ receipts/ value of shipments (\$1,000)	Number	Sales/ receipts/ value of shipments (\$1,000)	Employ- ees	Annual payroll (\$1,000)
Hawaii						
Total Native Hawaiian and Other Pacific Islander	11,403	2,378,963	1,361	2,031,776	16,197	481,802
Native Hawaiian Guamanian or Chamorro Samoan Other Pacific Islander	10,538 135 444 451	2,274,681 4,032 30,941 85,640	1,295 3 8 (3/)	1,957,146 (1/) 10,235 (3/)	15,517 (2/) 76 (3/)	458,819 (1/) 3,553 (3/)
United States						
Total Native Hawaiian and Other Pacific Islander	37,687	6,319,357	4,151	5,250,301	37,801	1,217,138
Native Hawaiian Guamanian or Chamorro Samoan Other Pacific Islander	21,141 3,616 3,008 8,956	4,129,776 623,211 379,997 1,216,903	2,454 486 350 904	3,493,361 546,654 281,241 966,932	25,829 3,954 1,894 7,274	793,267 177,249 57,712 202,557
Hawaii as a percent of U.S.	30.3	37.6	32.8	38.7	42.8	39.6

1/ Withheld to avoid disclosing data for individual companies; data are included in higher level totals.

 $2\!/$ 0 to 19 employees.

3/ Estimates are suppressed when publication standards are not met, such as the relative standard error of the sales and receipts is 50 percent or more.

Source: U.S. Census Bureau, 2007 Economic Census, Survey of Business Owners, Company Statistics Series, SB0700CSA01: U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 <http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ECN&_submenuId=datasets_ 4&_lang=en> accessed June 10, 2011; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.33-- WOMEN-OWNED BUSINESSES FORHAWAII AND THE UNITED STATES: 2007

[Male/female ownership of a business was based on the gender of the person(s) owning the majority interest in the business. Businesses equally male-/female-owned are counted and tabulated as a separate entity]

Subject	Total 1/	Women- owned firms 2/	Percent women- owned
Hawaii			
All firms Number Sales, receipts, value of shipments (\$1,000) Firms with paid employees Number Sales, receipts, value of shipments (\$1,000) Employees 3/ Annual payroll (\$1,000) Firms without paid employees Number Sales, receipts, value of shipments (\$1,000)	120,374 97,093,812 25,073 92,945,196 495,744 17,303,335 95,301 4,148,616	37,343 4,933,768 4,401 3,881,271 37,360 951,254 32,942 1,052,498	31.0 5.1 17.6 4.2 7.5 5.5 34.6 25.4
United States			
All firms Number Sales, receipts, value of shipments (\$1,000) Firms with paid employees Number Sales, receipts, value of shipments (\$1,000) Employees 3/ Annual payroll (\$1,000) Firms without paid employees Number Sales, receipts, value of shipments (\$1,000)	27,092,908 30,031,519,910 5,735,562 29,058,828,476 117,310,118 4,822,816,636 21,357,346 972,691,434	7,792,115 1,196,608,004 909,661 1,014,366,348 7,520,121 214,673,400 6,882,453 182,241,656	28.8 4.0 15.9 3.5 6.4 4.5 32.2 18.7

1/ All firms whether or not they are owned by women.

2/ Women own 51 percent or more of the interest or stock of the business.

3/ Pay period including March 12.

Source: U.S. Census Bureau, 2007 Economic Census, Survey of Business Owners, Company Statistics Series, SB0700CSA01: U.S. Firms by Geographic Area, Industry, Gender, Ethnicity, and Race: 2007 < accessed June 10, 2011; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.34-- BUSINESS INQUIRIES AND COMPLAINTS THROUGHTHE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2013

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of com- plaints	Average settlement per consumer complaint (dollars)
Ocarta store and and	07.070	Aislines	110	4 500 04
Contractors - general	27,672 21,893	Airlines Auto dealers - new cars 2/	110 79	1,560.01
Dating service			-	10,646.92
Roofing contractors Electricians	20,725 18,743	Travel clubs Hotels	59 42	3,266.22 2,540.09
	· ·	Auto dealers - used cars	42 36	4,326.23
Plumbing contractors	17,579		36	4,326.23 386.33
Property management Real estate	15,260 14,184	Auto renting & leasing Jewelers - retail	36 34	1,765.07
Travel agencies & bureaus	13,566	Parking facilities	27	96.08
Construction & remodeling	13,500	Television stations &	21	90.00
services	13,037	broadcast companies	26	337.14
Pest control services	12,865	Banks	20 25	1,513.44
Solar energy system design &	12,005	Restaurants	25 25	350.26
installation	11,025	Movers	23	1,573.78
Auto repair & service	9,669	Mail order & catalog shopping	23	95.55
Auto body repair & painting	9,003	Plumbing contractors	20	2,840.43
Air conditioning contractors &	5,221	Real estate	20	20,040.15
systems	9,180	Fitness centers	18	95.67
Solar energy equipment &	5,100	Vacation rentals	18	926.99
systems dealers	9,146	Telephone companies	17	329.09
Painting contractors	8,531	Property management	16	1,452.19
Wedding consultants	8,423	Electric companies	16	378.44
Attorneys	8,401	Collection agencies	15	187.12
Vacation rentals	7,981	Handyman services	14	5,453.80
Building contractors	7,727	Furniture - retail	14	2,273.82
Auto dealers - used cars	7,485	Auto repair & service	14	3,703.61
Mortgage brokers	7,334	Beauty salons	14	231.30
Jewelers - retail	7,295	-		
Movers	7,035			
Landscape contractors	6,694			
-				

1/ Industries listed are those with the highest number of inquiries or complaints.

2/ Includes new car repair issues.

Source: Better Business Bureau of Hawaii, records.