

Table
Number **Table Name**

(Click on the table number to go to corresponding table)

Narrative

| | |
|-----------------------|--|
| 15.01 | Number of State Chartered Financial Institutions: 1998 to 2015 |
| 15.02 | Finance and Insurance Sector (NAICS 52): 2016 |
| 15.03 | Characteristics of the Finance and Insurance Sector (NAICS 52): 2012 |
| 15.04 | Characteristics of Commercial Banks Headquartered in Hawaii: 2015 to 2017 |
| 15.05 | Credit Unions: 1999 to 2017 |
| 15.06 | Insurance Business Transacted in Hawaii: 1998 to 2016 |
| 15.07 | Life Insurance Business Transacted in Hawaii: 1998 to 2016 |
| 15.08 | Insurance Premiums and Losses Paid, by Class of Insurance: 2016 |
| 15.09 | Insurance Business Transacted in Hawaii, by Location of Home Office: 2016 |
| 15.10 | Health Plans: 2014 to 2017 |
| 15.11 | Percent of Persons Not Covered by Health Insurance, for Hawaii and the United States: 2012 to 2016 |
| 15.12 | Uninsured Persons by Selected Age Group, by County: 2016 |
| 15.13 | Fires, Deaths, and Losses, by County: 2007 to 2017 |
| 15.14 | Characteristics of Business Establishments: 2004 to 2016 |
| 15.15 | Characteristics of Business Establishments, by County: 2015 and 2016 |
| 15.16 | Characteristics of Business Establishments, by Major Group: 2016 |
| 15.17 | Characteristics of Business Establishments, by Employment-Size Class: 2015 and 2016 |
| 15.18 | Registered Corporations and Partnerships: 2014 to 2017 |
| 15.19 | Characteristics of C Corporations, Financial Corporations, and Proprietorships: 2015 |
| 15.20 | Establishment and Employment Changes From Enterprise Births, Deaths, Expansions and Contractions, by Employment-Size Class: 2014 to 2015 |
| 15.21 | Top Industries for Employment: 2007 and 2012 |
| 15.22 | Top Industries of Private Firms, by County: 2016-2017 |
| 15.23 | Largest Public and Private Companies: 2016 |
| 15.24 | Net Gain and Total Gross Annual Sales of Selected Companies: 2015 to 2016 |
| 15.25 | Nonemployer Statistics, for Hawaii and the United States: 2004 to 2016 |
| 15.26 | Characteristics of Nonemployer Businesses, by Major Group: 2012 |
| 15.27 | Characteristics of Nonemployer Businesses, by Major Group: 2016 |
| 15.28 | Selected Minority-Owned Businesses: 2012 |
| 15.29 | Asian-Owned Businesses for Hawaii and the United States: 2012 |
| 15.30 | Native Hawaiian and Other Pacific Islander-Owned Businesses for Hawaii and the United States: 2012 |
| 15.31 | Women-Owned Businesses for Hawaii and the United States: 2012 |

Table
Number Table Name

(Click on the table number to go to corresponding table)

| | |
|-----------------------|---|
| 15.32 | Business Inquiries and Complaints Through the Better Business Bureau, by Type of Industry: 2017 |
|-----------------------|---|

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:
1998 TO 2015**

[Only state chartered banks are included in this table which differs from tables in the *Data Books* prior to 2009. 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 unless otherwise specified]

| Year | Banks | | Savings and loan associations | | Financial services loan companies | |
|---------|-------|-----------|-------------------------------|-----------|-----------------------------------|-----------|
| | Firms | Locations | Associations | Locations | Firms | Locations |
| 1998 | 5 | 177 | 2 | 29 | 38 | 126 |
| 1999 | 5 | 173 | 2 | 29 | 35 | 103 |
| 2000 | 5 | 180 | 2 | 19 | 32 | 98 |
| 2001 | 5 | 182 | 2 | 19 | 33 | 93 |
| 2002 | 5 | 181 | 1 | 2 | 29 | 88 |
| 2003 | 5 | 178 | 1 | 2 | 29 | 93 |
| 2004 | 5 | 178 | 1 | 5 | 24 | 88 |
| 2005 | 4 | 169 | 1 | 4 | 22 | 96 |
| 2006 | 6 | 173 | 1 | 4 | 21 | 99 |
| 2007 | 6 | 172 | 1 | 4 | 17 | 67 |
| 2008 | 6 | 177 | 1 | 5 | 16 | 53 |
| 2009 | 6 | 174 | 1 | 5 | 14 | 51 |
| 2010 | 5 | 187 | (NA) | (NA) | (NA) | (NA) |
| 2011 | 5 | 190 | (NA) | (NA) | (NA) | (NA) |
| 2012 | 5 | 189 | (NA) | (NA) | (NA) | (NA) |
| 2013 | (NA) | (NA) | (NA) | (NA) | (NA) | (NA) |
| 2014 | (NA) | (NA) | (NA) | (NA) | (NA) | (NA) |
| 2015 1/ | 4 | (NA) | (NA) | (NA) | 2/ 8 | (NA) |

NA Not available.

1/ As of September 16, 2015.

2/ State regulated but may not be incorporated here so institution may not be state chartered.

Source: Hawaii State Department of Commerce and Consumer Affairs, Division of Financial Institutions, "Comparative Statements of Conditions" (semi-annual) <<http://cca.hawaii.gov/dfi/>> accessed March 21, 2014, "Financial Institutions - 09.15.15" <<http://cca.hawaii.gov/dfi/files/2012/11/Financial-Institutions-09.15.2015.pdf>> accessed June 13, 2016 and records.

Table 15.02-- FINANCE AND INSURANCE SECTOR (NAICS 52): 2016

[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 establishments 1/ | Number of employees 2/ | Annual payroll (\$1,000) |
|------------|--|-----------------------------|------------------------|--------------------------|
| 52 | Total | 1,455 | 19,060 | 1,288,943 |
| 522 | Credit intermediation and related activities | 671 | 9,780 | 633,971 |
| 5221 | Depository credit intermediation | 451 | 8,785 | 558,138 |
| 52211 | Commercial banking | 216 | 4,970 | 339,376 |
| 52212 | Savings institutions | 94 | 1,646 | 108,914 |
| 52213 | Credit unions | 141 | 2,169 | 109,848 |
| 5222 | Nondepository credit intermediation | 110 | 589 | 53,611 |
| 52221 | Credit card issuing | 1 | (3/) | (D) |
| 52222 | Sales financing | 4 | 17 | 1,127 |
| 52229 | Other nondepository credit intermediation | 105 | 547 | 51,159 |
| 522291 | Consumer lending | 7 | 38 | 2,668 |
| 522292 | Real estate credit | 79 | 440 | 45,503 |
| 522298 | All other nondepository credit intermediation | 18 | 67 | 2,856 |
| 5223 | Activities related to credit intermediation | 110 | 406 | 22,222 |
| 52231 | Mortgage and nonmortgage loan brokers | 43 | 146 | 13,338 |
| 523 | Securities, commodity contracts, and other financial investments, and related activities | 240 | 978 | 113,417 |
| 5231 | Securities and commodity contracts intermediation and brokerage | 102 | 560 | 75,816 |
| 52311 | Investment banking and securities dealing | 2 | (4/) | (D) |
| 52312 | Securities brokerage | 93 | 535 | 74,692 |
| 5239 | Other financial investment activities | 138 | 418 | 37,601 |
| 52391 | Miscellaneous intermediation | 22 | 64 | 5,182 |
| 52392 | Portfolio management | 52 | 218 | 20,900 |
| 52393 | Investment advice | 62 | 116 | 9,949 |
| 524 | Insurance carriers and related activities | 540 | 8,299 | 541,331 |
| 5241 | Insurance carriers | 145 | 5,578 | 365,522 |
| 52411 | Direct life health & medical insurance carriers | 72 | 4,183 | 258,155 |
| 524113 | Direct life insurance carriers | 32 | 400 | 51,864 |
| 524114 | Direct health & medical insurance carriers | 40 | 3,783 | 206,291 |
| 52412 | Direct insurance (except life, health, and medical) carriers | 72 | 1,394 | 107,282 |
| 5242 | Agencies, brokerages, and other insurance related activities | 395 | 2,721 | 175,809 |
| 52421 | Insurance agencies and brokerages | 354 | 1,960 | 124,589 |
| 525 | Funds, trusts, and other financial vehicles | 4 | 3 | 224 |

Continued on next page.

**Table 15.02-- FINANCE AND INSURANCE SECTOR (NAICS 52):
2016 -- Con.**

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/ 20 to 99 employees.

4/ 0 to 19 employees.

Source: U.S. Census Bureau, *2016 County Business Patterns*

<<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed July 9, 2018.

Table 15.03-- CHARACTERISTICS OF THE FINANCE AND INSURANCE SECTOR (NAICS 52): 2012

[Includes establishments with payroll. Statistics based on the 2012 North American Industry Classification System (NAICS) which replaced the 2007 NAICS used in the 2007 Economic Census]

| NAICS code | Kind of business | Establishments | Revenue (\$1,000) | Annual payroll (\$1,000) | Paid employees 1/ |
|------------|---|----------------|-------------------|--------------------------|-------------------|
| 52 | Total | 1,401 | (2/) | 1,144,625 | 18,686 |
| 522 | Credit intermediation and related activities | 680 | (2/) | 559,560 | 9,997 |
| 5221 | Depository credit intermediation | 481 | (2/) | 501,028 | 9,104 |
| 52211 | Commercial banking | 228 | (3/) | 311,657 | 5,468 |
| 52212 | Savings institutions | 96 | (3/) | (D) | (4/) |
| 52213 | Credit unions | 157 | (D) | (D) | (4/) |
| 5222 | Nondepository credit intermediation | 82 | 134,488 | 39,424 | 510 |
| 52222 | Sales financing | 2 | (D) | (D) | (5/) |
| 52229 | Other nondepository credit intermediation | 79 | 118,853 | 36,862 | 464 |
| 5223 | Activities related to credit intermediation | 117 | 70,750 | 19,108 | 383 |
| 52231 | Mortgage and nonmortgage loan brokers | 56 | 47,139 | 14,028 | 155 |
| 52232 | Financial transaction, processing, reserve & clearinghouse activities | 5 | 965 | 209 | 4 |
| 52239 | Other activity related to credit intermediation | 56 | 22,646 | 4,871 | 224 |
| 523 | Securities, commodity contracts, and other finance investments and related activities | 219 | 199,879 | 92,275 | 975 |
| 5231 | Securities and commodity contracts intermediation and brokerage | 104 | 123,731 | 55,836 | 543 |
| 52312 | Securities brokerage | 93 | 119,754 | 54,423 | 515 |
| 52313 | Commodity contracts dealing | 5 | 1,304 | 294 | 18 |
| 5239 | Other financial investment activities | 115 | 76,148 | 36,439 | 432 |
| 52391 | Miscellaneous intermediation | 21 | 12,951 | 3,832 | 59 |
| 52392 | Portfolio management | 48 | 35,371 | 19,101 | 188 |
| 52393 | Investment advice | 41 | 22,920 | 11,339 | 152 |
| 52399 | All other financial investment activities | 5 | 4,906 | 2,167 | 33 |
| 524 | Insurance carriers and related activities | 502 | (2/) | 492,790 | 7,714 |
| 5241 | Insurance carriers | 114 | (3/) | 324,279 | 4,668 |
| 52411 | Direct life, health, and medical insurance carriers | 58 | (3/) | (D) | (6/) |
| 52412 | Direct insurance (except life, health, and medical) carriers | 56 | (3/) | (D) | (4/) |
| 5242 | Agencies, brokerages, and other insurance related activities | 388 | 624,866 | 168,511 | 3,046 |
| 52421 | Insurance agencies and brokerages | 342 | 425,207 | 124,170 | 2,303 |
| 52429 | Other insurance related activities | 46 | 199,659 | 44,341 | 743 |

Continued on next page.

**Table 15.03-- CHARACTERISTICS OF THE FINANCE AND
INSURANCE SECTOR (NAICS 52): 2012 -- 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.

5/ 20 to 99 employees.

6/ 2,500 to 4,999 employees.

Source: U.S. Census Bureau, 2012 Economic Census, "EC1252A1: Finance and Insurance: Geographic Area Series, Summary Statistics for the U.S., States, Metro Areas, Counties, and Places: 2012 Hawaii" (March 2015) <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?_ts=445486742893> accessed July 2, 2015.

**Table 15.04-- CHARACTERISTICS OF COMMERCIAL BANKS
HEADQUARTERED IN HAWAII: 2015 TO 2017**

[As of December 31. Federal Deposit Insurance Corporation insured banks with assets greater than \$100 million. Includes out-of-State branches and facilities of banks. Excludes data for banks with branches and facilities in Hawaii but headquartered outside Hawaii]

| Subject 1/ | 2015 | 2016 | 2017 |
|---|--------|--------|--------|
| Number of institutions reporting | 6 | 6 | 6 |
| Total employees (full-time equivalent) | 5,464 | 5,392 | 5,476 |
| Aggregate condition and income data (In millions of dollars) | | | |
| Net income (year-to-date) | 447 | 476 | 418 |
| Total assets | 41,201 | 42,824 | 44,602 |
| Total loans and leases | 22,661 | 25,003 | 26,827 |
| Total deposits | 34,917 | 36,976 | 38,724 |
| Equity capital | 4,445 | 4,239 | 4,395 |
| Performance ratios (year-to-date) (%) | | | |
| Yield on earning assets | 3.09 | 3.15 | 3.28 |
| Net charge-offs to loans and leases | 0.05 | 0.05 | 0.13 |
| Return on assets | 1.11 | 1.14 | 0.95 |
| Return on equity | 10.11 | 11.06 | 9.60 |
| Condition ratios (%) | | | |
| Net loans and losses to assets | 54.23 | 57.66 | 59.45 |
| Loss allowances to: | | | |
| Loans and leases | 1.40 | 1.25 | 1.16 |
| Noncurrent loans and leases | 418.58 | 631.73 | 761.42 |
| Noncurrent loans and leases to total loans and leases | 0.33 | 0.20 | 0.15 |

1/ Definition of terms may be found on the Federal Deposit Insurance Corporation website in their glossary.

Source: Federal Deposit Insurance Corporation, Division of Insurance and Research, "State Banking Performance Summary - FDIC-Insured Institutions" <https://www5.fdic.gov/qbp/qbp_report.asp?menuitem=STBL&TBL1=cb11state&TBL2=cb11state&TBL3=cb11state&ST1=NT&ST2=NT&ST3=NT&CALLYM1=N24> accessed July 14, 2018.

Table 15.05-- CREDIT UNIONS: 1999 TO 2017

[As of December 31]

| Year | Number of credit unions | Assets (dollars) | Shares (dollars) | Loans (dollars) | Number of credit union members |
|------|-------------------------|-------------------|------------------|-----------------|--------------------------------|
| 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 | 9,524,855,175 | 8,412,531,313 | 3,823,937,131 | 801,036 |
| 2013 | 76 | 9,683,184,997 | 8,571,854,063 | 3,867,199,282 | 808,286 |
| 2014 | 70 | 9,866,946,668 | 8,693,351,538 | 4,008,308,459 | 809,637 |
| 2015 | 64 | 10,171,532,130 | 8,952,063,288 | 4,363,415,160 | 806,212 |
| 2016 | 61 | 1/ 10,609,942,669 | 9,324,690,317 | 4,708,314,368 | 811,786 |
| 2017 | 57 | 10,928,596,738 | 9,592,106,628 | 5,221,237,779 | 823,550 |

1/ Revised from previous *Data Book*.

Source: Hawaii Credit Union League, records.

**Table 15.06-- INSURANCE BUSINESS TRANSACTED IN HAWAII:
1998 TO 2016**

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

| 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/ (\$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 | 1,015 | 4,255,592 | 3,632,614 | 6,554,126 |
| 2013 | 1,018 | 4,540,193 | 3,794,453 | 7,153,558 |
| 2014 | 1,025 | 4,727,440 | 4,104,006 | 8,707,305 |
| 2015 | 1,025 | 4,896,975 | 4,715,970 | 7,757,282 |
| 2016 | 1,034 | 5,036,610 | 4,147,963 | 8,270,671 |

1/ Excludes bank balances.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii* (annual) <cca.hawaii.gov/ins/reports/> accessed January 12, 2018.

**Table 15.07-- LIFE INSURANCE BUSINESS TRANSACTED IN HAWAII:
1998 TO 2016**

[Includes fraternal benefit societies]

| Year | Number of companies licensed in Hawaii, Dec. 31 | Face value of policies written 1/ (\$1,000) | Insurance in force, Dec. 31 2/ (\$1,000) | Premiums 3/ (\$1,000) | Losses, claims, and benefits paid 3/ (\$1,000) |
|-------------|--|--|---|------------------------------|---|
| 1998 | 485 | 7,237,492 | 63,999,905 | 485,295 | 661,743 |
| 1999 | 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 | 407 | 11,395,055 | 119,008,658 | 665,436 | 1,834,494 |
| 2013 | 405 | 8,879,709 | 122,061,596 | 784,961 | 1,841,062 |
| 2014 | 404 | 8,537,744 | 123,651,863 | 730,642 | 1,985,723 |
| 2015 | 405 | 10,502,976 | 128,704,097 | 725,516 | 2,446,863 |
| 2016 | 403 | 9,750,321 | 132,133,730 | 741,276 | 1,839,340 |

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 12, 2018 and records.

Table 15.08-- INSURANCE PREMIUMS AND LOSSES PAID, BY CLASS OF INSURANCE: 2016

[Dollars]

| Class of insurance | Premiums | Losses, claims, and benefits paid |
|---|-----------------|--|
| All classes | 5,036,609,885 | 1/ 4,147,963,162 |
| Life 2/ | 733,029,794 | 1,832,706,142 |
| Fraternal 2/ | 8,245,766 | 6,634,170 |
| Fire, marine, casualty, and miscellaneous | 4,035,029,939 | 2,307,536,854 |
| Accident and health 3/ | 1,710,245,074 | 1,383,038,640 |
| Fire | 49,130,898 | 6,304,883 |
| Allied lines | 70,497,062 | 8,631,341 |
| Multiple peril crop | 1,542,500 | 898,181 |
| Federal flood | 34,033,143 | 2,095,338 |
| Private flood | 2,782,987 | - |
| Farmowners multiple peril | 384 | - |
| Homeowners multiple peril | 371,000,359 | 96,543,598 |
| Commercial multiple peril (non-liability portion) | 94,993,257 | 23,663,888 |
| Commercial multiple peril (liability portion) | 61,385,296 | 18,171,653 |
| Mortgage guaranty | 20,172,484 | 7,815,921 |
| Ocean marine | 15,175,819 | 14,016,373 |
| Inland marine | 94,223,310 | 34,617,005 |
| Financial guaranty | 3,942,464 | - |
| Medical malpractice | 18,643,037 | 8,352,019 |
| Earthquake | 6,178,199 | - |
| Workers' compensation | 279,198,764 | 128,939,202 |
| Other liability - occurrence | 133,291,230 | 78,549,931 |
| Other liability - claims-made | 54,130,578 | 12,932,493 |
| Excess workers' compensation | 5,322,286 | 1,538,915 |
| Products liability | 6,196,536 | 2,635,277 |
| Private passenger auto no-fault | 82,695,901 | 47,647,548 |
| Other private passenger auto liability | 339,752,452 | 196,571,675 |
| Commercial auto no-fault | 5,774,912 | 2,121,658 |
| Other commercial auto liability | 81,300,664 | 33,056,309 |
| Private passenger auto physical damage | 300,101,309 | 176,726,052 |
| Commercial auto physical damage | 22,982,633 | 12,357,181 |
| Aircraft (all perils) | 7,481,945 | 3,295,891 |
| Fidelity | 4,398,757 | 179,237 |
| Surety | 55,550,671 | -3,347,761 |
| Burglary and theft | 689,193 | 6,623 |
| Boiler and machinery | 4,061,905 | 657,262 |
| Credit | 5,905,568 | 2,421,377 |
| Warranty | 3,060,186 | 1,782,970 |
| Title | 86,918,694 | 3,249,474 |
| All other | 2,269,482 | 2,066,700 |
| Foreign Risk Retention Group | 7,357,071 | 1,085,996 |
| Surplus lines (net of reinsurance) | 252,947,315 | (NA) |

Continued on next page.

**Table 15.08-- INSURANCE PREMIUMS AND LOSSES PAID, BY CLASS OF
INSURANCE: 2016 -- Con.**

NA Not available.

1/ Excludes surplus lines.

2/ Excludes annuities.

3/ Excludes mutual benefit societies and health maintenance organizations listed in the "Mutual Benefit Societies and Health Maintenance Organizations Authorized to Transact Insurance Business in Hawaii During 2016" table in the source document.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii, 2017* <cca.hawaii.gov/ins/reports/> accessed January 12, 2018.

**Table 15.09-- INSURANCE BUSINESS TRANSACTED IN HAWAII, BY
LOCATION OF HOME OFFICE: 2016**

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

| Subject | All companies | Domestic com- panies 1/ | Foreign com- panies 2/ | Alien com- panies 3/ |
|--|------------------|-------------------------------|------------------------------|-------------------------|
| Number of companies | 1,034 | 28 | 997 | 9 |
| Life (incl. fraternal benefit societies) and health companies | 403 | 11 | 387 | 5 |
| All other companies | 631 | 17 | 610 | 4 |
| Financial condition | | | | |
| Assets | 7,957,056 | 2,718 | 7,926,045 | 28,293 |
| Liabilities exc. capital and surplus | 6,914,625 | 1,599 | 6,886,496 | 26,530 |
| Policyholders' surplus incl. capital | 1,041,790 | 1,120 | 1,038,907 | 1,763 |
| Capital | 7,449 | 54 | 7,390 | 5 |
| Net income or loss | 77,139 | -3 | 77,762 | -620 |
| Hawaii business | | | | |
| Direct premiums written | 6,076 | 777 | 5,290 | 9 |
| Life | 741 | 25 | 708 | 8 |
| Annuities | 1,300 | (4/) | 1,300 | (4/) |
| Fire, casualty, and misc. | 4,035 | 752 | 3,283 | 1 |
| Claims and benefits paid | 4,498 | 309 | 4,178 | 11 |
| Life | 1,839 | 10 | 1,819 | 10 |
| Annuities | 352 | (4/) | 351 | (4/) |
| Fire, casualty, and misc. | 2,308 | 299 | 2,008 | 1 |
| Investments in Hawaii | 8,271 | 622 | 7,649 | - |
| Mortgage loans (principal indebtedness) | 2,039 | 76 | 1,964 | - |
| Collateral loans (amount loaned) | 127 | - | 127 | - |
| State and county bonds 5/ | 2,442 | 19 | 2,423 | - |
| Utilities stocks and bonds 5/ | 375 | 3 | 372 | - |
| Industrial and miscellaneous stocks and bonds 5/ | 2,882 | 413 | 2,469 | - |
| Real estate 6/ | 405 | 112 | 293 | - |
| Balances in Hawaii banks | 354 | 291 | 63 | - |

Continued on next page.

**Table 15.09-- INSURANCE BUSINESS TRANSACTED IN HAWAII, BY
LOCATION OF HOME OFFICE: 2016 -- 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/ Less than 1.
- 5/ Market value.
- 6/ Market value less encumbrances.

Source: Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner of Hawaii, 2017*, pp. 15-45 <cca.hawaii.gov/ins/reports/> accessed January 12, 2018; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.10-- HEALTH PLANS: 2014 TO 2017

| Subject | 2014 | 2015 | 2016 | 2017 |
|--|------------|------------|------------|------------|
| Hawaii Medical Service Association | | | | |
| Persons covered, Dec. 31 1/ | 720,982 | 726,487 | 734,075 | 732,160 |
| Membership dues 2/ (\$1,000) | 2,873,034 | 2,978,731 | 3,157,987 | 3,332,650 |
| Kaiser Foundation Health Plan | | | | |
| Persons covered, annual average 1/ | 230,159 | 242,243 | 248,118 | 251,206 |
| Persons covered, Dec. 31 1/ | 231,836 | 245,559 | 249,687 | 251,302 |
| Membership dues 2/ (\$1,000) | 900,502 | 942,297 | 1,049,396 | 1,144,295 |
| University Health Alliance | | | | |
| Persons covered, Dec. 31 1/ | 3/ 51,773 | 3/ 52,958 | 3/ 56,636 | 3/ 55,860 |
| Membership dues 2/ (\$1,000) | 3/ 227,927 | 3/ 240,724 | 3/ 272,632 | 3/ 286,982 |
| Commercial carrier premiums for accident and health insurance (\$1,000) | 1,596,471 | 1,711,307 | 1,710,245 | (NA) |

NA Not available.

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

2/ Includes both employers' and employees' contributions.

3/ Does not include data relating to the Hawaii Health Connector.

Source: Hawaii Medical Service Association, Kaiser Foundation Health Plan, Inc., University Health Alliance, and Hawaii State Department of Commerce and Consumer Affairs, *Report of the Insurance Commissioner* (annual) <<http://cca.hawaii.gov/ins/reports/>> accessed January 12, 2018.

Table 15.11-- PERCENT OF PERSONS NOT COVERED BY HEALTH INSURANCE, FOR HAWAII AND THE UNITED STATES: 2012 TO 2016

[Civilian noninstitutionalized population. Based on a sample and subject to sampling variability]

| Subject | Annual | | | | | Five year average |
|---------------------|--------|------|------|------|------|-------------------|
| | 2012 | 2013 | 2014 | 2015 | 2016 | 2012-2016 |
| Hawaii | | | | | | |
| Percent not covered | 6.9 | 6.7 | 5.3 | 4.0 | 3.5 | 5.2 |
| Standard error 1/ | 0.4 | 0.4 | 0.4 | 0.3 | 0.4 | 0.2 |
| Rank 2/ | 4 | 3/ 2 | 3/ 3 | 4 | 2 | 3/ 2 |
| U.S. | | | | | | |
| Percent not covered | 14.8 | 14.5 | 11.7 | 9.4 | 8.6 | 11.7 |
| Standard error 1/ | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 |

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

2/ Among 50 states and the District of Columbia, with lowest percentage ranking 1.

3/ Tied with the District of Columbia.

Source: U.S. Census Bureau, American Community Survey, "Percent Without Health Insurance Coverage" (annual ranking table) and "Selected Characteristics of Health Insurance Coverage in the United States" (S2701, five-year dataset) <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed March 12, 2018.

**Table 15.12-- UNINSURED PERSONS BY SELECTED AGE GROUP,
BY COUNTY: 2016**

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

| Age group and subject | State total 1/ | Honolulu | Hawaii | Kauai | Maui |
|------------------------------|-----------------------|-----------------|---------------|--------------|-------------|
| Under age 65 | | | | | |
| Number in population group | 1,155,656 | 799,844 | 160,061 | 58,418 | 137,333 |
| Number uninsured | 48,641 | 30,330 | 8,067 | 2,770 | 7,474 |
| Percent uninsured | 4.2 | 3.8 | 5.0 | 4.7 | 5.4 |
| Under 19 years old | | | | | |
| Number in population group | 320,376 | 220,066 | 45,292 | 16,788 | 38,230 |
| Number uninsured | 7,542 | 4,588 | 1,320 | 490 | 1,144 |
| Percent uninsured | 2.4 | 2.1 | 2.9 | 2.9 | 3.0 |
| 18 to 64 years old | | | | | |
| Number in population group | 849,368 | 589,089 | 116,979 | 42,388 | 100,912 |
| Number uninsured | 41,900 | 26,246 | 6,878 | 2,333 | 6,443 |
| Percent uninsured | 4.9 | 4.5 | 5.9 | 5.5 | 6.4 |
| 21 to 64 years old | | | | | |
| Number in population group | 807,108 | 560,515 | 110,680 | 40,200 | 95,713 |
| Number uninsured | 39,250 | 24,587 | 6,434 | 2,175 | 6,054 |
| Percent uninsured | 4.9 | 4.4 | 5.8 | 5.4 | 6.3 |
| 40 to 64 years old | | | | | |
| Number in population group | 444,589 | 297,137 | 66,581 | 23,990 | 56,881 |
| Number uninsured | 19,491 | 11,859 | 3,638 | 1,073 | 2,921 |
| Percent uninsured | 4.4 | 4.0 | 5.5 | 4.5 | 5.1 |
| 50 to 64 years old | | | | | |
| Number in population group | 274,496 | 179,496 | 44,064 | 15,383 | 35,553 |
| Number uninsured | 11,274 | 6,877 | 2,239 | 600 | 1,558 |
| Percent uninsured | 4.1 | 3.8 | 5.1 | 3.9 | 4.4 |

1/ Kalawao County figures were not available.

Source: U.S. Census Bureau, Small Area Health Insurance Estimates (SAHIE), Health Insurance Interactive Data Tool <https://census.gov/data-tools/demo/sahie/#/?s_statefips=15&s_agecat=0> accessed July 15, 2018.

Table 15.13-- FIRES, DEATHS, AND LOSSES, BY COUNTY: 2007 TO 2017

[Fiscal year ending June 30]

| Subject and year | State total | Honolulu | Hawaii | Kauai | Maui |
|------------------------------|-------------|----------|--------|-------|--------|
| Number of fires | | | | | |
| 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 |
| 2014 | 2,995 | 1,669 | 671 | 191 | 464 |
| 2015 | 3,324 | 1,798 | 675 | 279 | 572 |
| 2016 | 3,480 | 1,836 | 750 | 258 | 636 |
| 2017 | 3,522 | 1,941 | 729 | 268 | 584 |
| Fire deaths | | | | | |
| 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 | - | - | - |
| 2014 | 7 | 4 | 2 | - | 1 |
| 2015 | 5 | 2 | 3 | - | - |
| 2016 | 5 | 3 | - | - | 2 |
| 2017 | 5 | 3 | 1 | - | 1 |
| Fire losses (\$1,000) | | | | | |
| 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 |
| 2014 | 29,680 | 12,800 | 5,230 | 1,200 | 10,450 |
| 2015 | 23,326 | 13,043 | 5,006 | 1,565 | 3,712 |
| 2016 | 31,803 | 21,018 | 3,626 | 1,329 | 5,830 |
| 2017 | 27,269 | 16,278 | 5,396 | 1,710 | 3,885 |

Source: County fire departments.

**Table 15.14-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS:
2004 TO 2016**

[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)]

| Year | Number of employees 1/ | Payroll (\$1,000) | | Number of establishments by employment-size class 2/ | | | |
|------|---|-------------------|------------|--|------------|------------|---------------|
| | | First quarter | Annual | Total | 1 to 4 | 5 to 9 | |
| 2004 | 473,500 | 3,552,027 | 15,074,629 | 31,605 | 16,503 | 6,431 | |
| 2005 | 490,682 | 3,784,859 | 16,163,137 | 32,244 | 16,848 | 6,504 | |
| 2006 | 512,543 | 4,225,680 | 17,287,011 | 33,118 | 17,119 | 6,681 | |
| 2007 | 519,060 | 4,501,332 | 18,306,259 | 33,388 | 17,177 | 6,835 | |
| 2008 | 518,168 | 4,667,451 | 18,539,010 | 32,904 | 16,903 | 6,720 | |
| 2009 | 488,403 | 4,415,214 | 17,742,683 | 32,372 | 16,862 | 6,494 | |
| 2010 | 478,838 | 4,158,617 | 17,541,821 | 31,939 | 16,709 | 6,357 | |
| 2011 | 485,548 | 4,410,075 | 18,362,124 | 31,472 | 16,364 | 6,358 | |
| 2012 | 492,089 | 4,636,495 | 19,078,553 | 31,496 | 16,326 | 6,432 | |
| 2013 | 502,530 | 4,871,307 | 19,881,066 | 31,622 | 16,268 | 6,425 | |
| 2014 | 519,130 | 5,101,194 | 20,847,140 | 31,801 | 16,339 | 6,388 | |
| 2015 | 523,677 | 5,326,980 | 22,068,393 | 31,915 | 16,431 | 6,361 | |
| 2016 | 528,415 | 5,472,006 | 22,892,445 | 32,350 | 16,688 | 6,392 | |
| | Number of establishments by employment-size class 2/--Con. | | | | | | |
| Year | 10 to 19 | 20 to 49 | 50 to 99 | 100 to 249 | 250 to 499 | 500 to 999 | 1,000 or more |
| 2004 | 4,208 | 2,766 | 1,012 | 479 | 121 | 58 | 27 |
| 2005 | 4,359 | 2,730 | 1,096 | 485 | 133 | 61 | 28 |
| 2006 | 4,555 | 2,884 | 1,121 | 548 | 126 | 58 | 26 |
| 2007 | 4,611 | 2,895 | 1,107 | 548 | 133 | 52 | 30 |
| 2008 | 4,518 | 2,912 | 1,067 | 556 | 138 | 62 | 28 |
| 2009 | 4,445 | 2,836 | 1,027 | 506 | 129 | 48 | 25 |
| 2010 | 4,445 | 2,729 | 1,012 | 481 | 134 | 49 | 23 |
| 2011 | 4,231 | 2,807 | 1,031 | 472 | 130 | 55 | 24 |
| 2012 | 4,249 | 2,751 | 1,048 | 480 | 128 | 54 | 28 |
| 2013 | 4,327 | 2,808 | 1,088 | 484 | 135 | 58 | 29 |
| 2014 | 4,336 | 2,881 | 1,126 | 500 | 139 | 64 | 28 |
| 2015 | 4,315 | 2,948 | 1,105 | 520 | 143 | 63 | 29 |
| 2016 | 4,307 | 3,052 | 1,134 | 544 | 145 | 60 | 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://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed April 27, 2018.

**Table 15.15-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,
BY COUNTY: 2015 AND 2016**

[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)]

| Year and county | Number of establishments 1/ | Number of employees 2/ | Payroll (\$1,000) | |
|-----------------|-----------------------------|------------------------|-------------------|------------|
| | | | First quarter | Annual |
| 2015 | | | | |
| State total | 31,915 | 523,677 | 5,326,980 | 22,068,393 |
| Hawaii | 4,002 | 53,713 | 466,181 | 1,956,574 |
| Honolulu | 21,167 | 355,607 | 3,829,734 | 15,777,709 |
| Kalawao | 1 | (3/) | (D) | (D) |
| Kauai | 2,014 | 26,708 | 238,582 | 1,000,423 |
| Maui | 4,545 | 61,991 | 572,765 | 2,389,725 |
| Statewide 4/ | 186 | 25,650 | 219,651 | 943,694 |
| 2016 | | | | |
| State total | 32,350 | 528,415 | 5,472,006 | 22,892,445 |
| Hawaii | 4,032 | 54,561 | 484,340 | 2,027,850 |
| Honolulu | 21,404 | 359,766 | 3,936,057 | 16,368,921 |
| Kalawao | 2 | (5/) | (D) | (D) |
| Kauai | 2,087 | 27,328 | 249,272 | 1,063,478 |
| Maui | 4,618 | 64,146 | 594,368 | 2,509,664 |
| Statewide 4/ | 207 | 22,592 | 207,763 | 921,711 |

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/ 0 to 19 employees.

4/ 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.

5/ 20 to 99 employees.

Source: U.S. Census Bureau, *County Business Patterns* (annual) <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed April 27, 2018.

**Table 15.16-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,
BY MAJOR GROUP: 2016**

[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 establishments 1/ | Number of employees 2/ | Annual payroll (\$1,000) |
|-------------------|---|------------------------------------|-------------------------------|---------------------------------|
| | Total | 32,350 | 528,415 | 22,892,445 |
| 11 | Agriculture, forestry, fishing and hunting | 33 | 151 | 4,783 |
| 21 | Mining, quarrying, and oil & gas extraction | 7 | 176 | 13,315 |
| 22 | Utilities | 65 | 3,664 | 360,964 |
| 23 | Construction | 2,869 | 33,488 | 2,326,823 |
| 31-33 | Manufacturing | 779 | 13,040 | 565,822 |
| 311 | Food | 252 | 5,660 | 173,658 |
| 312 | Beverage and tobacco product | 35 | 944 | 42,823 |
| 315 | Apparel | 41 | 384 | 8,804 |
| 323 | Printing and related support activities | 89 | 926 | 34,345 |
| 327 | Nonmetallic mineral product | 46 | 1,076 | 75,010 |
| 332 | Fabricated metal product | 40 | 484 | 27,993 |
| 337 | Furniture and related product | 41 | 340 | 16,809 |
| 42 | Wholesale trade | 1,677 | 19,345 | 1,003,311 |
| 44-45 | Retail trade | 4,615 | 70,647 | 2,072,630 |
| 441 | Motor vehicle and parts dealers | 317 | 6,955 | 357,225 |
| 442 | Furniture and home furnishing | 158 | 1,346 | 40,679 |
| 443 | Electronics and appliance stores | 136 | 1,516 | 43,530 |
| 444 | Bldg. mat, garden equip & supplies dealers | 246 | 5,128 | 166,270 |
| 445 | Food and beverage stores | 697 | 14,529 | 387,579 |
| 446 | Health and personal care stores | 411 | 4,324 | 133,650 |
| 447 | Gasoline stations | 264 | 3,106 | 78,891 |
| 448 | Clothing & clothing accessories stores | 1,249 | 13,795 | 293,636 |
| 451 | Sport, hobby, musical & book | 229 | 2,182 | 45,084 |
| 452 | General merchandise stores | 86 | 12,284 | 385,993 |
| 48-49 | Transportation and warehousing | 904 | 30,155 | 1,544,994 |
| 481 | Air transportation | 72 | 9,474 | 610,971 |
| 484 | Truck transportation | 201 | 3,680 | 164,719 |
| 485 | Transit & ground passenger transport | 132 | 4,375 | 171,517 |
| 487 | Scenic and sightseeing transportation | 213 | 4,834 | 169,308 |
| 488 | Support activities for transportation | 163 | 4,012 | 212,062 |
| 51 | Information | 516 | 8,202 | 511,023 |
| 52 | Finance and insurance | 1,455 | 19,060 | 1,288,943 |
| 53 | Real estate and rental and leasing | 1,966 | 11,945 | 595,672 |
| 54 | Professional, scientific & technical services | 3,341 | 22,782 | 1,522,620 |
| 55 | Management of companies & enterprises | 266 | 6,395 | 484,316 |

Continued on next page.

**Table 15.16-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,
BY MAJOR GROUP: 2016-- Con.**

| NAICS code | Major group | Number of establishments 1/ | Number of employees 2/ | Annual payroll (\$1,000) |
|-------------------|--|------------------------------------|-------------------------------|---------------------------------|
| 56 | Administrative and support and waste management and remediation services | 1,846 | 55,128 | 1,955,533 |
| 61 | Educational services | 536 | 18,190 | 629,686 |
| 62 | Health care and social assistance | 3,636 | 71,052 | 3,767,913 |
| 621 | Ambulatory health care services | 2,761 | 27,074 | 1,597,238 |
| 622 | Hospitals | 26 | 23,217 | 1,584,146 |
| 623 | Nursing & residential care facilities | 163 | 8,497 | 288,662 |
| 624 | Social assistance | 686 | 12,264 | 297,867 |
| 71 | Arts, entertainment and recreation | 522 | 11,380 | 287,928 |
| 72 | Accommodation and food services | 3,777 | 107,940 | 3,165,769 |
| 721 | Accommodation | 341 | 40,126 | 1,768,479 |
| 722 | Food services and drinking places | 3,436 | 67,814 | 1,397,290 |
| 81 | Other services (except public administration) | 3,492 | 25,580 | 787,902 |
| 99 | Industries not classified | 48 | 95 | 2,498 |

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

2/ For week including March 12.

Source: U.S. Census Bureau, *2016 County Business Patterns*

<<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed April 27, 2018.

**Table 15.17-- CHARACTERISTICS OF BUSINESS ESTABLISHMENTS,
BY EMPLOYMENT-SIZE CLASS: 2015 AND 2016**

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

| Employment-size class | Number of establishments 1/ | | Number of employees 2/ | | Annual payroll (\$1,000) | |
|-----------------------|-----------------------------|--------|------------------------|---------|--------------------------|------------|
| | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 |
| Total | 31,915 | 32,350 | 523,677 | 528,415 | 22,068,393 | 22,892,445 |
| 1 to 4 | 16,431 | 16,688 | 29,168 | 29,538 | 1,360,760 | 1,503,554 |
| 5 to 9 | 6,361 | 6,392 | 42,026 | 42,181 | 1,580,080 | 1,618,710 |
| 10 to 19 | 4,315 | 4,307 | 58,539 | 58,292 | 2,184,424 | 2,223,073 |
| 20 to 49 | 2,948 | 3,052 | 89,224 | 91,501 | 3,421,468 | 3,584,200 |
| 50 to 99 | 1,105 | 1,134 | 75,987 | 78,158 | 2,964,815 | 3,096,937 |
| 100 to 249 | 520 | 544 | 77,455 | 80,641 | 3,258,798 | 3,546,420 |
| 250 to 499 | 143 | 145 | 48,420 | 49,266 | 2,153,056 | 2,211,892 |
| 500 to 999 | 63 | 60 | 45,093 | 42,042 | 2,115,460 | 1,959,203 |
| 1,000 or more | 29 | 28 | 57,765 | 56,796 | 3,029,532 | 3,148,456 |

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

2/ For week including March 12.

Source: U.S. Census Bureau, "2015 Business Patterns: Geography Area Series: County Business Patterns by Employment Size Class" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed April 21, 2017 and "2016 Business Patterns: Geography Area Series: County Business Patterns by Employment Size Class" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed April 27, 2018.

**Table 15.18-- REGISTERED CORPORATIONS AND PARTNERSHIPS:
2014 TO 2017**

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

| Subject | 2014 | 2015 | 2016 | 2017 |
|---|--------|--------|--------|--------|
| Domestic (Hawaii) corporations | | | | |
| Formed | 1,806 | 1,698 | 1,777 | 1,758 |
| Dissolved or merged 1/ | 2,295 | 2,257 | 2,263 | 2,072 |
| On record, June 30 2/ | 30,564 | 30,021 | 29,555 | 29,280 |
| Foreign (non-Hawaii) corporations | | | | |
| Qualified | 1,153 | 1,157 | 1,203 | 1,232 |
| Withdrawn, merged, or cancelled 1/ | 872 | 815 | 924 | 862 |
| On record, June 30 2/ | 12,377 | 12,720 | 13,001 | 13,369 |
| Partnerships | | | | |
| Registered | 407 | 390 | 392 | 312 |
| Dissolved or cancelled 1/ | 524 | 464 | 470 | 439 |
| On record, June 30 2/ | 4,610 | 4,530 | 4,441 | 4,317 |
| Domestic (Hawaii) Limited Liability Companies | | | | |
| Formed | 9,342 | 9,682 | 10,183 | 10,569 |
| Dissolved or merged 1/ | 5,359 | 5,668 | 5,879 | 6,182 |
| On record, June 30 2/ | 56,239 | 60,281 | 64,606 | 69,036 |
| Foreign (non-Hawaii) Limited Liability Companies | | | | |
| Qualified | 1,122 | 1,245 | 1,275 | 1,487 |
| Withdrawn or merged 1/ | 551 | 567 | 644 | 547 |
| On record, June 30 2/ | 7,205 | 7,882 | 8,516 | 9,451 |
| Domestic (Hawaii) Limited Liability Partnerships | | | | |
| Formed | 79 | 80 | 91 | 67 |
| Dissolved or merged 1/ | 84 | 75 | 66 | 66 |
| On record, June 30 2/ | 451 | 455 | 478 | 480 |
| Foreign (non-Hawaii) Limited Liability Partnerships | | | | |
| Qualified | 7 | 15 | 14 | 9 |
| Withdrawn or cancelled 1/ | 3 | 3 | 4 | 6 |
| On record, June 30 2/ | 83 | 95 | 105 | 108 |

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 Division, records.

Table 15.19-- CHARACTERISTICS OF C CORPORATIONS, FINANCIAL CORPORATIONS, AND PROPRIETORSHIPS: 2015

[Includes the activities of C corporations, financial corporations and sole proprietorships whose accounting period ended 2015. Also includes real estate rental activities reported on 2015 federal Schedule E by resident individuals. S corporations and partnerships not included. Also not included are business entities with no income and no expenses other than those costs to maintain licenses and to file tax returns]

| Subject | Total | C Corporations | Financial Corporations | Proprietorships | |
|---|------------|----------------|------------------------|-----------------|-----------|
| | | | | Non-Rental | Rental |
| Number of businesses | 188,319 | 15,624 | 201 | 101,119 | 71,375 |
| Percent | 100.0 | 8.3 | 0.1 | 53.7 | 37.9 |
| Number of businesses by taxation district | | | | | |
| First (Oahu) | 122,602 | 13,199 | 185 | 60,947 | 48,271 |
| Second (Maui, Molokai, Lanai) | 25,898 | (D) | (D) | 15,016 | 9,904 |
| Third (Hawaii) | 28,616 | 1,113 | (D) | 18,503 | (D) |
| Fourth (Kauai, Niihau) | 11,203 | (D) | (D) | 6,653 | (D) |
| Business receipts (\$1,000) 1/ | 79,646,910 | 71,381,649 | 2,410,816 | 4,148,736 | 1,705,708 |
| Percent | 100.0 | 89.6 | 3.0 | 5.2 | 2.1 |
| Businesses with \$1 million or more in business receipts 1/ | 4,400 | 3,958 | 66 | 337 | 39 |
| Percent | 100.0 | 95.6 | 3.3 | 1.0 | 0.1 |
| Businesses with net profit | 105,379 | 5,441 | 128 | 69,496 | 30,314 |
| Amount of net profit (\$1,000) | 4,610,070 | 2,549,403 | 390,851 | 1,287,804 | 382,012 |
| Amount of net loss (\$1,000) | 1,931,159 | 1,477,888 | 54,856 | 190,863 | 207,552 |

D Data were suppressed to avoid potential disclosure of confidential taxpayer information.

1/ Business receipts refers to primary payments received for goods and services provided by the trade or business. It does not include passive income such as interest, rent, and capital gains, except where passive income is the major business activity of the entity.

Source: Hawaii State Department of Taxation, Tax Research and Planning Office, *Hawaii Business Income Tax Statistics: Tax Year 2015* (December 2017) <<http://files.hawaii.gov/tax/stats/stats/businc/15businc.pdf>> accessed July 11, 2018.

**Table 15.20-- ESTABLISHMENT AND EMPLOYMENT CHANGES
FROM ENTERPRISE BIRTHS, DEATHS, EXPANSIONS AND
CONTRACTIONS, BY EMPLOYMENT-SIZE CLASS: 2014 TO 2015**

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

| Subject | Employment size of the enterprise 1/ | | | | | | | |
|----------------------------|--------------------------------------|-------------------------|--------|--------|--------|--------|---------|---------|
| | Total | Less than 500 employees | | | | | | 500+ |
| | | Total < 500 | 1-4 | 5-9 | 10-19 | 20-99 | 100-499 | |
| Establishments 2/ | | | | | | | | |
| Number (initial year) | 29,299 | 24,223 | 11,453 | 4,530 | 2,896 | 3,447 | 1,897 | 5,076 |
| Numerical change | 82 | -2 | 53 | -3 | -24 | -10 | -18 | 84 |
| Births 3/ | 2,480 | 2,089 | 1,488 | 284 | 147 | 116 | 54 | 391 |
| Deaths 4/ | 2,398 | 2,091 | 1,435 | 287 | 171 | 126 | 72 | 307 |
| Expansions | 7,631 | 6,116 | 1,970 | 1,277 | 975 | 1,220 | 674 | 1,515 |
| Contractions | 7,170 | 5,620 | 1,261 | 1,493 | 1,121 | 1,187 | 558 | 1,550 |
| Employment 5/ | | | | | | | | |
| Number (initial year) | 518,946 | 267,612 | 24,073 | 29,315 | 36,794 | 95,226 | 82,204 | 251,334 |
| Numerical change | 4,725 | 3,718 | 2,483 | 171 | -351 | 271 | 1,144 | 1,007 |
| Change due to births | 17,295 | 11,588 | 2,702 | 1,863 | 1,920 | 3,286 | 1,817 | 5,707 |
| Change due to deaths | -17,469 | -11,855 | (6/) | -1,900 | -2,104 | -3,528 | -1,674 | -5,614 |
| Change due to expansions | 37,980 | 22,373 | 3,903 | 3,024 | 3,127 | 6,721 | 5,598 | 15,607 |
| Change due to contractions | -33,081 | -18,388 | -1,473 | -2,816 | -3,294 | -6,208 | -4,597 | -14,693 |

1/ An enterprise (or "company") 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.

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/ Withheld because estimate did not meet publication standard.

Source: U.S. Census Bureau, 1989-2015 Business Information Tracking Series "Number of Establishments with Corresponding Employment Change by Employment Size of the Enterprise for the United States and All States, Totals: 2014-2015" <<https://www.census.gov/data/tables/2015/econ/susb/2015-susb-employment.html>> accessed June 8, 2018.

Table 15.21--TOP INDUSTRIES FOR EMPLOYMENT: 2007 AND 2012

[Ranking based on greatest employment during pay period including March 12 at the 2-digit NAICS code-level. Greatest employment is ranked 1. Statistics based on the North American Industry Classification System (NAICS). The 2007 data is based on the 2007 NAICS and the 2012 data is based on the 2012 NAICS. Includes only establishments with payroll]

| Rank | NAICS code 1/ | Sector | Number of employees | | | Payroll per employee (\$) | | |
|------|---------------|--|---------------------|--------|----------------|---------------------------|--------|----------------|
| | | | 2007 | 2012 | Percent change | 2007 | 2012 | Percent change |
| 1 | 72 | Accommodation and food services | 98,353 | 98,364 | 0.0 | 22,468 | 25,781 | 14 .7 |
| 2 | 44-45 | Retail trade | 70,661 | 68,360 | -3.3 | 24,998 | 26,843 | 7 .4 |
| 3 | 62 | Health care and social assistance | 63,640 | 66,772 | 4.9 | 42,763 | 49,281 | 15 .2 |
| 4 | 56 | Administrative and support and waste management and remediation services | 46,823 | 47,307 | 1.0 | 26,722 | 28,645 | 7 .2 |
| 5 | 23 | Construction | 35,523 | 27,541 | -22.5 | 53,672 | 56,800 | 5 .8 |
| 6 | 48-49 | Transportation and warehousing 1/ | 32,361 | 26,839 | -17.1 | 34,252 | 42,862 | 25 .1 |
| 7 | 54 | Professional, scientific, and technical services | 22,460 | 21,629 | -3.7 | 54,741 | 58,515 | 6 .9 |

1/ Excludes railroad transportation and the U.S. Postal Service.

Source: U.S. Census Bureau, Economic Census, Economy-Wide Key Statistics File, 2007 Economic Census, "EC0700A1: All sectors: Geographic Area Series, Economy-Wide Key Statistics: 2007" Hawaii <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?_ts=445486742893> accessed July 3, 2015; 2012 Economic Census, "EC1200A1: All sectors: Geographic Area Series, Economy-Wide Key Statistics 2012" Hawaii <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?_ts=445486742893> accessed July 3, 2015; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

**Table 15.22-- TOP INDUSTRIES OF PRIVATE FIRMS,
BY COUNTY: 2016-2017**

[These data are averaged for 3rd quarter of 2016 through 2nd quarter of 2017. 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 because its data does not meet U.S. Census Bureau publication standards]

| Rank | NAICS code | State/county and industry | Average quarterly employment | Average quarterly new hire employment | Average monthly earnings (\$) | New hire earnings (\$) |
|------|------------|--|------------------------------|---------------------------------------|-------------------------------|------------------------|
| | | State | 462,402 | 39,664 | 4,018 | 2,640 |
| 1 | 722 | Food services and drinking places | 54,153 | 7,084 | 2,144 | 1,625 |
| 2 | 561 | Administrative and support services | 40,376 | 4,770 | 3,109 | 2,295 |
| 3 | 721 | Accommodation | 37,848 | 2,648 | 4,157 | 3,614 |
| 4 | 621 | Ambulatory health care services | 24,949 | 1,894 | 5,289 | 3,195 |
| 5 | 541 | Professional, scientific, and technical services | 21,835 | 1,528 | 6,158 | 4,629 |
| 6 | 238 | Specialty trade contractors | 18,114 | 1,625 | 5,742 | 4,529 |
| 7 | 622 | Hospitals | 15,412 | 579 | 6,328 | 4,815 |
| 8 | 624 | Social assistance | 13,757 | 1,151 | 2,099 | 1,450 |
| 9 | 445 | Food and beverage stores | 13,465 | 1,040 | 2,644 | 1,651 |
| 10 | 611 | Educational services | 12,278 | 947 | 3,141 | 1,634 |
| | | Hawaii County | 47,042 | 4,318 | 3,372 | 2,314 |
| 1 | 721 | Accommodation | 5,285 | 441 | 3,733 | 3,140 |
| 2 | 722 | Food services and drinking places | 5,153 | 759 | 1,982 | 1,527 |
| 3 | 561 | Administrative and support services | 3,608 | 515 | 2,626 | 2,015 |
| 4 | 621 | Ambulatory health care services | 2,869 | 227 | 4,354 | 3,131 |
| 5 | 445 | Food and beverage stores | 2,147 | 165 | 2,574 | 1,559 |
| 6 | 624 | Social assistance | 2,107 | 180 | 1,688 | 1,154 |
| 7 | 452 | General merchandise stores | 1,953 | 190 | 2,626 | 1,670 |
| 8 | 238 | Specialty trade contractors | 1,585 | 144 | 4,409 | 3,396 |
| 9 | 541 | Professional, scientific, and technical services | 1,265 | 74 | 5,546 | 4,509 |
| 10 | 111 | Crop production | 1,194 | 78 | 2,419 | 1,958 |
| | | City & County of Honolulu | 336,131 | 28,665 | 4,197 | 2,694 |
| 1 | 722 | Food services and drinking places | 37,750 | 4,885 | 2,113 | 1,614 |
| 2 | 561 | Administrative and support services | 30,709 | 3,593 | 3,187 | 2,379 |
| 3 | 541 | Professional, scientific, and technical services | 18,790 | 1,324 | 6,312 | 4,712 |

Continued on next page.

**Table 15.22-- TOP INDUSTRIES OF PRIVATE FIRMS,
BY COUNTY: 2016-2017 -- Con.**

| Rank | NAICS code | State/county and industry | Average quarterly employment | Average quarterly new hire employment | Average monthly earnings (\$) | New hire earnings (\$) |
|----------------------------------|------------|--|------------------------------|---------------------------------------|-------------------------------|------------------------|
| City & County of Honolulu - con. | | | | | | |
| 4 | 621 | Ambulatory health care services | 18,427 | 1,392 | 5,322 | 3,076 |
| 5 | 721 | Accommodation | 17,353 | 1,424 | 4,208 | 3,812 |
| 6 | 622 | Hospitals | 14,354 | 540 | 6,349 | 4,747 |
| 7 | 238 | Specialty trade contractors | 13,922 | 1,232 | 6,074 | 4,846 |
| 8 | 611 | Educational services | 10,082 | 790 | 3,132 | 1,570 |
| 9 | 624 | Social assistance | 9,617 | 815 | 2,179 | 1,514 |
| 10 | 445 | Food and beverage stores | 8,685 | 674 | 2,671 | 1,657 |
| Kauai County | | | 21,613 | 1,776 | 3,632 | 2,918 |
| 1 | 721 | Accommodation | 4,048 | 212 | 4,102 | 3,474 |
| 2 | 722 | Food services and drinking places | 3,376 | 419 | 1,980 | 1,477 |
| 3 | 561 | Administrative and support services | 1,605 | 130 | 3,482 | 2,260 |
| 4 | 621 | Ambulatory health care services | 870 | 54 | 7,232 | 4,047 |
| 5 | 238 | Specialty trade contractors | 724 | 70 | 4,456 | 3,743 |
| 6 | 713 | Amusement, gambling, and recreation industries | 721 | 66 | 2,556 | 1,781 |
| 7 | 445 | Food and beverage stores | 604 | 45 | 2,549 | 1,797 |
| 8 | 452 | General merchandise stores | 588 | 24 | 2,639 | 1,486 |
| 9 | 236 | Construction of buildings | 574 | 56 | 5,386 | 5,386 |
| 10 | 624 | Social assistance | 536 | 41 | 2,036 | 1,264 |
| Maui County | | | 57,595 | 4,904 | 3,651 | 2,514 |
| 1 | 721 | Accommodation | 11,160 | 571 | 4,296 | 3,547 |
| 2 | 722 | Food services and drinking places | 7,872 | 1,020 | 2,473 | 1,812 |
| 3 | 561 | Administrative and support services | 4,453 | 531 | 2,832 | 2,026 |
| 4 | 621 | Ambulatory health care services | 2,782 | 220 | 5,459 | 3,853 |
| 5 | 445 | Food and beverage stores | 2,028 | 155 | 2,626 | 1,688 |
| 6 | 238 | Specialty trade contractors | 1,882 | 178 | 4,937 | 3,627 |
| 7 | 624 | Social assistance | 1,496 | 115 | 2,206 | 1,548 |
| 8 | 813 | Religious, grantmaking, civic, professional, and similar organizations | 1,396 | 100 | 3,236 | 2,230 |
| 9 | 452 | General merchandise stores | 1,387 | 113 | 2,694 | 1,634 |
| 10 | 541 | Professional, scientific, and technical services | 1,292 | 89 | 5,003 | 3,668 |

Source: U.S. Census Bureau, Local Employment Dynamics, QWI Explorer <<https://qwiexplorer.ces.census.gov/static/explore.html#x=0&g=0>> accessed July 11, 2018 and July 12, 2018.

Table 15.23-- LARGEST PUBLIC AND PRIVATE COMPANIES: 2016

[Highest gross sales in 2016 is ranked 1. Data may include sales and employment on the mainland or abroad]

| Rank in sales | Company | Year founded 1/ | Sales (million dollars) | Employees |
|---------------|-------------------------------------|-----------------|-------------------------|-----------|
| 1 | Hawaii Medical Service Assn. (HMSA) | 1938 | 3,451.8 | 1,815 |
| 2 | Hawaiian Holdings, Inc. | 1929 | 2,450.6 | 4,968 |
| 3 | Hawaiian Electric Industries, Inc. | 2/ 1891/1983 | 2,380.7 | 3,796 |
| 4 | Matson, Inc. | (NA) | 1,941.6 | 1,997 |
| 5 | Par Hawaii | (NA) | 1,655.0 | 670 |
| 6 | University of Hawaii | 1907 | 1,503.9 | 8,453 |
| 7 | Island Energy Services, LLC | (NA) | 1,500.0 | 320 |
| 8 | Kaiser Permanente Hawaii | 1958 | 1,473.9 | 4,410 |
| 9 | Servco Pacific Inc. | (NA) | 1,429.5 | 1,762 |
| 10 | The Queen's Health Systems | 2/ 1859/1985 | 1,255.5 | 7,455 |

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*, "Top 250 List" (August 2017) <<https://www.hawaiibusiness.com/top-250-2017/>> accessed July 13, 2018 and various earlier issues.

**Table 15.24-- NET GAIN AND TOTAL GROSS ANNUAL SALES
OF SELECTED COMPANIES: 2015 TO 2016**

[Rank based on percentage increase in gross annual sales between 2015 and 2016]

| Rank | Company 1/ | Gross annual sales (million dollars) | | |
|------|---|--------------------------------------|-------|----------|
| | | 2015 | 2016 | % change |
| 1 | Na Ali'i Consulting & Sales, LLC | 10.0 | 22.8 | 129.1 |
| 2 | Maui Land & Pineapple Co. Inc. | 23.0 | 47.0 | 104.3 |
| 3 | Group Builders Inc. | 50.0 | 91.3 | 82.5 |
| 4 | Ralph S. Inouye Co. Ltd. | 37.0 | 66.5 | 79.6 |
| 5 | Pasha Hawaii | 262.7 | 462.4 | 76.1 |
| 6 | Nan, Inc. | 196.7 | 302.6 | 53.8 |
| 7 | Elite Pacific Construction, Inc. | 11.3 | 17.3 | 53.5 |
| 8 | Aqua Engineers Inc. | 26.9 | 41.2 | 53.2 |
| 9 | Alaka'i Mechanical Corp. | 57.7 | 88.2 | 52.8 |
| 10 | Royal Hawaiian Orchards, L.P. | 18.5 | 26.7 | 44.0 |
| 11 | Wasa Electrical Service Inc. | 65.6 | 92.9 | 41.6 |
| 12 | Contract Furnishers of Hawaii Inc. (dba Office Pavilion) | 16.1 | 22.5 | 39.3 |
| 13 | Pacific Marine & Supply Company, Ltd. | 108.0 | 150.0 | 38.9 |
| 14 | Child & Family Services | 23.8 | 32.7 | 37.6 |
| 15 | S & M Sakamoto, Inc. | 20.9 | 27.4 | 31.1 |

1/ Companies with a percentage increase of over 30 percent.

Source: Hawaii Business, "Top 250 List" (August 2017)

<<https://www.hawaiibusiness.com/top-250-2017/>> accessed July 13, 2018 and various earlier issues.

**Table 15.25-- NONEMPLOYER STATISTICS, FOR HAWAII
AND THE UNITED STATES: 2004 TO 2016**

[Data refer to businesses that have no paid employees, have annual business receipts of \$1,000 or more (\$1 or more in the Construction industry) and are subject to federal income taxes]

| Year | Hawaii | | United States | |
|-----------------|--------------------|-----------------------|--------------------|-----------------------|
| | Number of firms 1/ | Receipts 2/ (\$1,000) | Number of firms 1/ | Receipts 2/ (\$1,000) |
| 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 |
| 2013 3/ | 98,490 | 4,567,498 | 23,005,620 | 1,052,025,268 |
| 2014 3/ | 102,544 | 4,857,765 | 23,836,937 | 1,115,921,379 |
| 2015 3/ | 104,707 | 5,039,049 | 24,331,403 | 1,148,715,541 |
| 2016 3/ | 108,308 | 5,285,508 | 24,813,048 | 1,165,668,336 |
| Economic Census | | | | |
| 2007 4/ | 95,301 | 4,148,616 | 21,357,346 | 972,691,434 |
| 2012 4/ | 95,415 | 4,897,391 | 22,201,902 | 1,041,586,434 |

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/ When comparing the 2009 and later Nonemployers Statistics data to prior years, changes in methodology must be considered.

4/ Data are from the Economic Censuses taken every five years. All other data are from the annual Nonemployer Statistics series.

Source: U.S. Census Bureau, Nonemployer Statistics for 2002 to 2012 <<http://www.census.gov/econ/nonemployer/>> accessed April 24, 2014; Nonemployer Statistics (annual) <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed June 21, 2018; 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 and 2012 Economic Census, 2012 Survey of Business Owners, SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012 <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed July 15, 2016.

**Table 15.26-- CHARACTERISTICS OF NONEMPLOYER
BUSINESSES, BY MAJOR GROUP: 2012**

[Data are from the 2012 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. A firm without paid employees includes sole proprietors and partners of unincorporated businesses that do not have any other employees on the payroll. Statistics based on the 2012 North American Industry Classification System (NAICS)]

| 2012 NAICS code | Major group | Number of firms 1/ | Receipts 2/ (\$1,000) |
|--------------------------------|---|-------------------------------|----------------------------------|
| | Total | 95,415 | 4,897,391 |
| 11 | Agriculture, forestry, fishing and hunting 3/ | 1,972 | 72,703 |
| 21 | Mining, quarrying, and oil and gas extraction | 16 | 826 |
| 22 | Utilities | 119 | 7,601 |
| 23 | Construction | 7,237 | 548,050 |
| 31-33 | Manufacturing | 2,132 | 79,119 |
| 42 | Wholesale trade | 2,491 | (4/) |
| 44-45 | Retail trade | 9,486 | 405,036 |
| 48-49 | Transportation and warehousing 5/ | 2,872 | 92,757 |
| 51 | Information | 1,182 | 40,293 |
| 52 | Finance and insurance 6/ | 2,850 | 268,527 |
| 53 | Real estate and rental and leasing | 11,165 | 971,015 |
| 54 | Professional, scientific, and technical services | 14,073 | 586,474 |
| 55 | Management of companies and enterprises | - | - |
| 56 | Administrative and support and waste management and remediation services | 8,094 | 217,659 |
| 61 | Educational services | 2,408 | 43,417 |
| 62 | Health care and social assistance | 7,552 | 379,106 |
| 71 | Arts, entertainment, and recreation | 5,776 | 147,436 |
| 72 | Accommodation and food services | 1,730 | 118,866 |
| 81 | Other services (except public administration) 7/ | 14,258 | 538,958 |
| 99 | Industries not classified | 1 | (4/) |

Continued on next page.

**Table 15.26-- CHARACTERISTICS OF NONEMPLOYER
BUSINESSES, BY MAJOR GROUP: 2012 -- 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 total sales, shipments, receipts, revenue, or business done by domestic establishments (excludes foreign subsidiaries) without paid employees and within the scope of the Survey of Business Owners.

3/ Crop and Animal Production (NAICS 111 and 112) are out of scope of the 2012 Survey of Business Owners.

4/ Withheld because estimate did not meet publication standards.

5/ Rail Transportation (NAICS 482) and the Postal Service (NAICS 491) are out of scope of the 2012 Survey of Business Owners.

6/ Monetary Authorities-Central Banks (NAICS 521) and Funds, Trusts, and Other Financial Vehicles (NAICS 525) are out of scope of the 2012 Survey of Business Owners.

7/ Religious, Grantmaking, Civic, Professional, and Similar Organizations (NAICS 813) and Private Households (NAICS 814) are out of scope of the 2012 Survey of Business Owners.

Source: U.S. Census Bureau, 2012 Economic Census, 2012 Survey of Business Owners "SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed July 11, 2016.

**Table 15.27-- CHARACTERISTICS OF NONEMPLOYER
BUSINESSES, BY MAJOR GROUP: 2016**

[Data refer to businesses that have no paid employees, have annual business receipts of \$1,000 or more (\$1 or more in the Construction industry) and are subject to federal income taxes. Statistics based on the 2012 North American Industry Classification System (NAICS)]

| 2012 NAICS code | Major group 1/ | Number of firms 2/ | Receipts 3/ (\$1,000) |
|------------------------|--|---------------------------|------------------------------|
| | Total | 108,308 | 5,285,508 |
| 11 | Agriculture, forestry, fishing and hunting | 1,894 | 83,629 |
| 21 | Mining, quarrying, and oil and gas extraction | 12 | 1,979 |
| 22 | Utilities | 193 | 15,037 |
| 23 | Construction | 7,865 | 543,803 |
| 236 | Construction of buildings | 2,569 | 209,465 |
| 238 | Specialty trade contractors | 5,196 | 325,577 |
| 31-33 | Manufacturing | 2,195 | 93,143 |
| 311 | Food manufacturing | 346 | 15,710 |
| 315 | Apparel manufacturing | 395 | 13,137 |
| 321 | Wood product manufacturing | 204 | 6,965 |
| 42 | Wholesale trade | 2,585 | 185,340 |
| 44-45 | Retail trade | 10,450 | 455,485 |
| 445 | Food and beverage stores | 571 | 47,924 |
| 446 | Health and personal care stores | 714 | 21,925 |
| 448 | Clothing and clothing accessories stores | 1,344 | 72,386 |
| 451 | Sporting goods, hobby, music instrument & book | 514 | 24,988 |
| 454 | Nonstore retailers 4/ | 5,012 | 138,670 |
| 48-49 | Transportation and warehousing | 5,678 | 136,892 |
| 485 | Transit and ground passenger transportation | 4,501 | 83,267 |
| 51 | Information | 1,159 | 40,373 |
| 52 | Finance and insurance | 2,872 | 248,056 |
| 524 | Insurance carriers and related activities | 1,885 | 98,519 |
| 53 | Real estate and rental and leasing | 12,490 | 1,180,366 |
| 531 | Real estate | 11,976 | 1,141,198 |
| 54 | Professional, scientific and technical services | 15,516 | 680,756 |
| 56 | Administrative and support and waste management and remediation services | 8,994 | 263,636 |
| 61 | Educational services | 2,885 | 50,401 |
| 62 | Health care and social assistance | 8,059 | 421,054 |
| 621 | Ambulatory health care services | 5,366 | 333,419 |
| 71 | Arts, entertainment and recreation | 6,639 | 201,806 |
| 711 | Performing arts, spectator sports, and related industries | 5,635 | 135,907 |
| 72 | Accommodation and food services | 2,217 | 145,590 |
| 81 | Other services (except public administration) | 16,605 | 538,162 |
| 812 | Personal and laundry services | 12,139 | 367,002 |

Continued on next page.

**Table 15.27-- CHARACTERISTICS OF NONEMPLOYER
BUSINESSES, BY MAJOR GROUP: 2016 -- Con.**

1/ Major groups include other subgroups not shown separately in this table. Limited to industries in approximately 450 of the nearly 1,200 recognized North American Classification System industries. The universe contains only those codes that are available through administrative records sources and are common to all three legal forms of organization applicable to nonemployer businesses.

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

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

4/ Industries in the Nonstore Retailers subsector retail merchandise using methods, such as the broadcasting of infomercials, the broadcasting and publishing of direct-response advertising, the publishing of paper and electronic catalogs, door-to-door solicitation, in-home demonstration, selling from portable stalls and distribution through vending machines. 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). Also includes establishments engaged in direct sale (i.e., nonstore) of products, such as home heating oil dealers and newspaper delivery service providers.

Source: U.S. Census Bureau, Nonemployer Statistics for 2016 <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed June 21, 2018.

Table 15.28-- SELECTED MINORITY-OWNED BUSINESSES: 2012

[Includes all U.S. firms operating during 2012 with receipts of \$1,000 or more which are classified in the North American Industry Classification System (NAICS) sectors 11 through 99, except for NAICS 111, 112, 482, 491, 521, 525, 813, 814, and 92 which are not covered. Firms with more than one domestic establishment are counted in each geographic area and industry in which they operate, but only once in the U.S. total. 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. Includes persons who own 51 percent or more of the equity, interest, or stock of the business]

| Characteristics | All firms (whether or not owned by minorities) | Firms owned by selected minorities 1/ | | |
|--|---|---------------------------------------|---|--------------------|
| | | Asian- owned | Native Hawaiian- and Other Pacific Islander-owned | Hispanic- owned |
| All firms | | | | |
| Number | 118,454 | 60,967 | 14,537 | 5,544 |
| Sales, receipts, value of shipments (\$1,000) | 102,120,740 | 19,482,939 | 2,210,215 | 564,552 |
| Firms with paid employees | | | | |
| Number | 23,038 | 11,237 | 1,285 | 524 |
| Sales, receipts, value of shipments (\$1,000) | 97,223,349 | 16,984,600 | 1,630,568 | 402,595 |
| Employees 2/ | 464,922 | 104,791 | 10,341 | 2,497 |
| Annual payroll (\$1,000) | 17,913,118 | 3,436,922 | 350,276 | 92,365 |
| Firms without paid employees | | | | |
| Number | 95,415 | 49,730 | 13,251 | 5,020 |
| Sales, receipts, value of shipments (\$1,000) | 4,897,391 | 2,498,339 | 579,647 | 161,957 |

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/ For pay period including March 12.

Source: U.S. Census Bureau, 2012 Economic Census, 2012 Survey of Business Owners, "SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed December 31, 2015; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

**Table 15.29-- ASIAN-OWNED BUSINESSES FOR HAWAII
AND THE UNITED STATES: 2012**

[Includes all U.S. firms operating during 2012 with receipts of \$1,000 or more which are classified in the North American Industry Classification System (NAICS) sectors 11 through 99, except for NAICS 111, 112, 482, 491, 521, 525, 813, 814, and 92 which are not covered. Firms with more than one domestic establishment are counted in each geographic area and industry in which they operate, but only once in the U.S. total. Includes Asians who own 51 percent or more of the equity, interest, or stock of the business. Details may not add to total or subgroup total because a firm could be tabulated in more than one racial group]

| Character- istics | All firms | | Firms with paid employees | | | | Firms without paid employees | |
|--------------------------|-------------|---|---------------------------|---|-------------------|--------------------------------|---------------------------------|---|
| | Num- ber | Sales/ receipts/ value of shipments (\$1,000) | Num- ber | Sales/ receipts/ value of shipments (\$1,000) | Employ- ees 1/ | Annual payroll (\$1,000) | Num- ber | Sales/ receipts/ value of shipments (\$1,000) |
| Hawaii | | | | | | | | |
| Total Asian | 60,967 | 19,482,939 | 11,237 | 16,984,600 | 104,791 | 3,436,922 | 49,730 | 2,498,339 |
| Asian Indian | 556 | 213,038 | 69 | 187,184 | 1,859 | 50,291 | 487 | 25,855 |
| Chinese | 16,225 | 4,522,360 | 2,708 | 3,749,682 | 27,569 | 799,808 | 13,517 | 772,679 |
| Filipino | 13,404 | 1,021,335 | 1,085 | 694,832 | 6,761 | 174,175 | 12,318 | 326,502 |
| Japanese | 27,631 | 11,385,707 | 5,905 | 10,170,062 | 58,089 | 2,114,774 | 21,727 | 1,215,645 |
| Korean | 4,879 | 1,983,721 | 1,312 | 1,802,896 | 8,083 | 247,647 | 3,567 | 180,825 |
| Vietnamese | 3,177 | 243,974 | 237 | 133,850 | 1,403 | 23,566 | 2,940 | 110,124 |
| Other Asian | 1,465 | 141,889 | 136 | 100,296 | 1,086 | 37,625 | 1,329 | 41,593 |
| U.S. | | | | | | | | |
| Total Asian | 1,917,902 | 699,492,422 | 481,026 | 627,532,399 | 3,572,577 | 110,543,615 | 1,436,876 | 71,960,023 |
| Asian Indian | 377,486 | 227,148,254 | 137,720 | 209,778,561 | 1,124,943 | 39,121,409 | 239,766 | 17,369,692 |
| Chinese | 528,702 | 210,062,246 | 139,016 | 190,602,834 | 984,985 | 29,748,590 | 389,685 | 19,459,412 |
| Filipino | 193,336 | 25,845,518 | 24,548 | 20,460,768 | 186,397 | 5,888,012 | 168,788 | 5,384,749 |
| Japanese | 119,163 | 44,243,189 | 23,906 | 39,990,633 | 219,857 | 7,849,769 | 95,257 | 4,252,556 |
| Korean | 224,891 | 107,813,236 | 81,902 | 99,194,346 | 524,929 | 14,169,769 | 142,989 | 8,618,889 |
| Vietnamese | 310,864 | 34,649,696 | 37,015 | 24,193,204 | 200,583 | 5,164,102 | 273,849 | 10,456,492 |
| Other Asian | 194,061 | 50,242,621 | 38,454 | 43,128,485 | 320,739 | 7,830,139 | 155,606 | 7,114,136 |
| Hawaii as a % of U.S. | 3.2 | 2.8 | 2.3 | 2.7 | 2.9 | 3.1 | 3.5 | 3.5 |

1/ For pay period including March 12.

Source: U.S. Census Bureau, 2012 Economic Census, 2012 Survey of Business Owners, "SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed December 31, 2015; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

Table 15.30-- NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER-OWNED BUSINESSES FOR HAWAII AND THE UNITED STATES: 2012

[Includes all U.S. firms operating during 2012 with receipts of \$1,000 or more which are classified in the North American Industry Classification System (NAICS) sectors 11 through 99, except for NAICS 111, 112, 482, 491, 521, 525, 813, 814, and 92 which are not covered. Firms with more than one domestic establishment are counted in each geographic area and industry in which they operate, but only once in the U.S. total. Includes Native Hawaiian and Other Pacific Islander (NHOPI) who own 51 percent or more of the equity, interest, or stock of the business. Details may not add to total or subgroup total because a firm could be tabulated in more than one racial group]

| Characteristics | All firms | | Firms with paid employees | | | | Firms without paid employees | |
|--|-----------|---|---------------------------|---|--------------|--------------------------|------------------------------|---|
| | Number | Sales/receipts/value of shipments (\$1,000) | Number | Sales/receipts/value of shipments (\$1,000) | Employees 1/ | Annual payroll (\$1,000) | Number | Sales/receipts/value of shipments (\$1,000) |
| Hawaii | | | | | | | | |
| Total Native Hawaiian & Other Pacific Islander | 14,537 | 2,210,215 | 1,285 | 1,630,568 | 10,341 | 350,276 | 13,251 | 579,647 |
| Native Hawaiian | 13,147 | 1,939,023 | 1,202 | 1,536,199 | 9,521 | 329,196 | 11,945 | 402,824 |
| Guamanian or Chamorro | 124 | 10,008 | 11 | 8,047 | 104 | 2,170 | 114 | 1,961 |
| Samoaan | 622 | (2/) | 28 | (2/) | (3/) | (2/) | 595 | (2/) |
| Other Pacific Islander | 879 | 89,538 | 50 | (2/) | (4/) | (2/) | 829 | 20,687 |
| U.S. | | | | | | | | |
| Total Native Hawaiian & Other Pacific Islander | 54,749 | 8,136,445 | 4,706 | 6,469,957 | 39,001 | 1,430,591 | 50,043 | 1,666,488 |
| Native Hawaiian | 25,774 | 4,524,772 | 2,753 | 3,767,988 | 21,680 | 838,495 | 23,021 | 756,784 |
| Guamanian or Chamorro | 6,559 | 702,685 | 441 | 493,623 | 5,194 | 137,867 | 6,118 | 209,062 |
| Samoaan | 5,892 | 856,219 | 348 | 564,382 | 2,856 | 96,987 | 5,544 | (2/) |
| Other Pacific Islander | 17,937 | 2,306,101 | 1,257 | 1,834,573 | 9,969 | 385,403 | 16,680 | 471,528 |
| Hawaii as a % of U.S. | 26.6 | 27.2 | 27.3 | 25.2 | 26.5 | 24.5 | 26.5 | 34.8 |

1/ For pay period including March 12.

2/ Withheld because estimates did not meet publication standards.

3/ 250 to 499 employees.

4/ 500 to 999 employees.

Source: U.S. Census Bureau, 2012 Economic Census, 2012 Survey of Business Owners, "SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed December 31, 2015; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

**Table 15.31-- WOMEN-OWNED BUSINESSES FOR
HAWAII AND THE UNITED STATES: 2012**

[Includes all U.S. firms operating during 2012 with receipts of \$1,000 or more which are classified in the North American Industry Classification System (NAICS) sectors 11 through 99, except for NAICS 111, 112, 482, 491, 521, 525, 813, 814, and 92 which are not covered. Firms with more than one domestic establishment are counted in each geographic area and industry in which they operate, but only once in the U.S. total. Includes women who own 51 percent or more of the equity, interest, or stock of 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 | 118,454 | 44,453 | 37.5 |
| Sales, receipts, value of shipments (\$1,000) | 102,120,740 | 7,086,066 | 6.9 |
| Firms with paid employees | | | |
| Number | 23,038 | 4,717 | 20.5 |
| Sales, receipts, value of shipments (\$1,000) | 97,223,349 | 5,599,536 | 5.8 |
| Employees 3/ | 464,922 | 39,796 | 8.6 |
| Annual payroll (\$1,000) | 17,913,118 | 1,095,518 | 6.1 |
| Firms without paid employees | | | |
| Number | 95,415 | 39,736 | 41.6 |
| Sales, receipts, value of shipments (\$1,000) | 4,897,391 | 1,486,530 | 30.4 |
| U.S. | | | |
| All firms | | | |
| Number | 27,626,360 | 9,878,397 | 35.8 |
| Sales, receipts, value of shipments (\$1,000) | 33,536,848,821 | 1,419,834,295 | 4.2 |
| Firms with paid employees | | | |
| Number | 5,424,458 | 1,035,655 | 19.1 |
| Sales, receipts, value of shipments (\$1,000) | 32,495,262,387 | 1,190,586,438 | 3.7 |
| Employees 3/ | 115,249,007 | 8,431,614 | 7.3 |
| Annual payroll (\$1,000) | 5,236,446,058 | 263,720,252 | 5.0 |
| Firms without paid employees | | | |
| Number | 22,201,902 | 8,842,742 | 39.8 |
| Sales, receipts, value of shipments (\$1,000) | 1,041,586,434 | 229,247,857 | 22.0 |

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/ For pay period including March 12.

Source: U.S. Census Bureau, 2012 Economic Census, 2012 Survey of Business Owners, "SB1200CSA01: Statistics for All U.S. Firms by Industry, Gender, Ethnicity, and Race for the U.S., States, Metro Areas, Counties, and Places: 2012" <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>> accessed December 31, 2015; and calculations by the Hawaii State Department of Business, Economic Development & Tourism.

**Table 15.32-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2017**

| Type of industry 1/ | Number of inquiries | Type of industry 1/ | Number of complaints | Average settlement per consumer complaint (dollars) |
|------------------------------|---------------------|--------------------------------|----------------------|---|
| General contractors | 36,700 | Auto dealers - new cars 2/ | 82 | 5,564.66 |
| Roofing contractors | 17,483 | Airlines | 72 | 851.65 |
| Real estate | 16,880 | Auto dealers - used cars | 35 | 2,602.73 |
| Plumbers | 16,115 | Hotels | 34 | 1,125.87 |
| Electricians | 14,183 | Property management | 32 | 1,280.35 |
| Construction services | 13,460 | Health clubs | 26 | 674.92 |
| Property management | 12,538 | Towing companies | 26 | 883.04 |
| Lawyers | 9,381 | Restaurants | 24 | 893.21 |
| Air conditioning contractors | 9,312 | Banks | 24 | 59,235.85 |
| Dating services | 8,732 | Moving companies | 23 | 1,329.48 |
| Painting contractors | 8,726 | Internet marketing services | 20 | 163.15 |
| Pest control services | 8,503 | Real estate | 19 | 1,747.42 |
| Travel agencies | 8,123 | Tour operators | 19 | 669.94 |
| Building contractors | 8,003 | Auto renting & leasing | 17 | 678.54 |
| Auto dealers - new cars | 6,759 | Swimwear | 15 | 90.00 |
| Auto services | 6,682 | Travel clubs | 14 | 4,567.33 |
| Vacation rentals | 6,357 | General contractors | 14 | 23,827.56 |
| Moving companies | 5,843 | Perfume | 14 | 4,062.62 |
| Landscape contractors | 5,442 | Handyman services | 14 | 1,488.89 |
| Auto dealers - used cars | 5,397 | Collection agencies | 13 | 565.00 |
| Jewelry stores | 5,344 | Auto services | 13 | (NA) |
| Tour operators | 5,080 | Auto body repair & painting | 13 | 830.81 |
| Mason contractors | 4,954 | Sightseeing tours | 13 | 352.79 |
| Handyman services | 4,940 | Solar energy equipment dealers | 12 | 102,400.00 |
| Solar energy design | 4,706 | Air conditioning contractors | 12 | 4,100.55 |
| Financial consultants | 4,685 | Major appliance services | 12 | 747.49 |
| | | Online shopping | 12 | 46.46 |

NA Not available.

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.