

From: [Okabe, Andrew J](#)
To: [Hunt, Steven](#); [Senator Lorraine R. Inouye](#); [Dean Nishina](#); [Lisa M. Hiraoka](#); [Evans, Mary Alice](#); [Jay Ana](#); [Kris Nakagawa](#); [Chris Edwards](#); [Jesse Andrade](#); [Kilolu, Layla M](#); [Stephanie Crivello](#); [Baba](#); [Laborte, Carolyn L](#); [Steven Iha](#)
Subject: RE: Drafts of revised recommendations in both actionable form and report format
Date: Wednesday, June 23, 2021 11:28:00 AM

Hello Rates Group Members,

To assist the group on the current reporting requirements of performance measures, I have reviewed Docket No. [2013-0032](#) Order No. [33640](#). YB submitted [supplemental information](#) (on July 18, 2016), as required by Order No. 33640. YB has also provided updated performance measure reports in their past rate cases including the 2018 Test Year Rate Case Docket No. [2017-0363](#) ([Refiled Application Vol. II](#) YB-201 at pdf page 35 to 59) and 2020 Test Year Rate Case Docket No. [2019-0117](#) ([Application Vol. I](#) YB-201 at pdf page 315 to 340).

As portrayed in Order No. [33640](#), and Ordered by the Commission to be present in Docket No. [2019-0117](#) (by Order No. [36140](#) in Docket No. [2017-0363](#) at page 7), the current performance measures reported are the adopted measures currently expected for current reporting.

The currently adopted performance measures include:

- Safety: Recordable Incident Rate (see Order No. [33640](#), at page 20-23)
 - The performance standard is a three-year average of recordable incident rates for (a) shoreside personnel, and (b) marine personnel.
- Safety: Lost Time Incident Rate (see Order No. [33640](#), at page 23-24)
 - The performance standard is a three-year average of lost time incident rates for (a) shoreside personnel, and (b) marine personnel.
- Safety: Workers' Compensation Insurance Claims (see Order No. [33640](#), at page 25)
 - The performance standard is (a) three-year average of total number of worker's compensation insurance claims, and (b) three-year average of the total dollar value of YB's workers' compensation insurance claims.
- Safety: Hazardous Materials (see Order No. [33640](#), at page 25-26)
 - The performance standard is (a) three-year average of total of YB's hazardous materials incidents, and (b) three-year average of the total monetary expenses associated with YB's hazardous materials incidents.
- **Efficiency: Labor Efficiency** (see Order No. [33640](#), at page 26-28)
 - The performance standard is (a) three-year average of actual revenue tons, divided by the total shoreside (terminal) labor hours, and (b) three-year average of the dollar value of such total shoreside (terminal) labor hours.
- Efficiency: Fuel Efficiency (shoreside and marine use) (see Order No. [33640](#), at page 28-30)
 - The performance standard is (a) three-year average of shoreside fuel efficiency, Shoreside fuel efficiency shall be measured by the actual revenue tons (as referenced in the Labor Efficiency metric) divided by the total fuel consumed by shoreside equipment, and
 - (b) three-year average of marine fuel efficiency, Marine fuel efficiency shall be measured by the actual revenue tons (as referenced in the Labor Efficiency metric), divided by the total fuel consumed by marine equipment.

- Service: On-Time Barge Arrival (see Order No. [33640](#), at page 30-33)
 - The performance standard is seventy-five percent (75%) on-time barge arrivals, measured “by dividing the number of barges that arrive on-time by the total number of sailings annually[,]” with “on-time arrival” defined as the barge being tied up alongside the pier and ready for unloading operations to commence by the time the port's gates are scheduled to open for business at 7:30 a.m.
- Service: Customer Wait Time for Freight (see Order No. [33640](#), at page 33-38)
 - The performance standard is "trucker wait time" which is measured "upon entry to the Honolulu yard" until "exiting the secured gate" with "an annual average of 45 minutes or less at palletized dry and reefer queues at the port of Honolulu.”
 - This is clarified that “trucker wait time” should be separately measured for (a) freight drop-off, and (b) freight pick-up by customer.
 - The Commission also found expansion to cover drop-off and pick-up at all ports were warranted, but directed YB to provide additional information to these findings, YB filed their [supplemental information](#) on July 18, 2016.
- Service: Caller Wait Time (see Order No. [33640](#), at page 38-39)
 - The performance standard is ninety percent (90%) of all calls answered within sixty (60) seconds.
- Service: Customer Dropped Calls (see Order No. [33640](#), at page 39-40)
 - The performance standard is customer dropped calls which are "the calls that are not answered by a company before the caller hangs up”
 - The performance standard also is a “dropped call ratio of 5% or less.”
- Service: Completed Sailings (see Order No. [33640](#), at page 40-41)
 - The performance standard is completed sailings of ninety-nine percent (99%) of YB’s scheduled and regulated round-trip sailings.
- Service: Cargo Insurance Loss Ratio (see Order No. [33640](#), at page 41-42)
 - The performance standard is YB’s (a) three-year average of its cargo insurance loss ratio, and (b) three-year average of the number of cargo-damage claims.

Labor Efficiency was not included in the below list.

I do not take a position on whether or not it should be included in any performance measures going forward as part of WICI, I am simply pointing out that it is part of the currently adopted performance measures required by YB to be displayed on its website (<https://htbyb.com/performance17/>) as well as updated and submitted in Docket No. [2017-0363](#) and Docket No. [2019-0117](#). I am also unable to state as to what adjustments should be made, or what changes that may be acceptable to the Commission.

Let me know if anyone has any questions about the above information.

I can also provide compressed files / excerpts through email for anyone who is having trouble opening the very large rate case files through the links above.

Thanks,
Andrew Okabe

From: Hunt, Steven <*redacted*>

Sent: Tuesday, June 22, 2021 12:42 PM

To: Senator Lorraine R. Inouye <redacted>; Dean Nishina <redacted>; Lisa M. Hiraoka <redacted>; Evans, Mary Alice <redacted>; Jay Ana <redacted>; Kris Nakagawa <redacted>; Chris Edwards <redacted>; Jesse Andrade <redacted>; Kilolu, Layla M <redacted>; Stephanie Crivello <redacted>; Okabe, Andrew J <redacted>; Baba <redacted>; Laborte, Carolyn L <redacted>; Steven Iha <redacted>

Subject: [EXTERNAL] Drafts of revised recommendations in both actionable form and report format

Aloha Rates Group Members,

Attached are my attempt to summarize our recommendations in an actionable form as well as in the suggested reporting format to the WCWG. Since we have some time between now and our July 9th Rates Group meeting, please review these documents and provide any comments, concerns, or suggested edits. I'm certain the "pros" and "cons" section of the draft report can use more feedback.

I'm also relying on YB and HPUC to go over the following list (below) of performance measures to make sure they both on are on the same page in terms of what's expected in a second-tier WICI rate adjustment request.

- Performance measures supporting the WICI rate adjustment must be reported to Commission and should include:
 - Safety: Recordable Incident Rate
 - Safety: Lost Time Incident Rate
 - Safety: Workers' Compensation Insurance Claims
 - Safety: Hazardous Materials
 - Efficiency: Fuel Efficiency (shoreside and marine use)
 - Service: On-Time Barge Arrival
 - Service: Customer Wait Time for Freight
 - Service: Caller Wait Time
 - Service: Customer Dropped Calls
 - Service: Completed Sailings
 - Service: Cargo Insurance Loss Ratio

Mahalo,
Steven A. Hunt
Deputy Director of Finance
County of Hawai'i
Department of Finance
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redacted _____

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