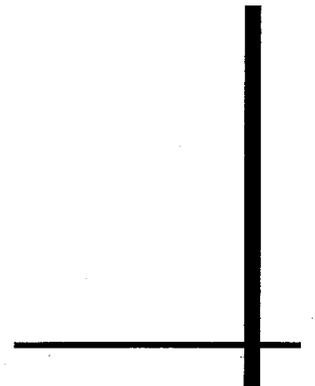


INDIVIDUAL RIGHTS



VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

PART I - EXPENDITURES AND POSITIONS

The variance in the Individual Rights Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties and furloughs. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for Explanation of Variances.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	437.00	366.00	- 71.00	16	460.00	376.00	- 84.00	18	460.00	445.00	- 15.00	3
EXPENDITURES (\$1000's)	59,362	47,575	- 11,787	20	13,227	10,454	- 2,773	21	48,621	51,256	+ 2,635	5
TOTAL COSTS												
POSITIONS	437.00	366.00	- 71.00	16	460.00	376.00	- 84.00	18	460.00	445.00	- 15.00	3
EXPENDITURES (\$1000's)	59,362	47,575	- 11,787	20	13,227	10,454	- 2,773	21	48,621	51,256	+ 2,635	5
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	67	- 33	33	100	100	+ 0	0				
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	95	97	+ 2	2	95	95	+ 0	0				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	90	+ 0	0	95	90	- 5	5				

**VARIANCE REPORT NARRATIVE
FY 2011 AND FY 2012**

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

**VARIANCE REPORT NARRATIVE
FY 2011 AND FY 2012**

PROGRAM TITLE: REGULATION OF SERVICES

10 01 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII
PROGRAM TITLE: CABLE TELEVISION
PROGRAM-ID: CCA-102
PROGRAM STRUCTURE NO: 10010301

VARIANCE REPORT

REPORT V61
12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	4.00	3.00	- 1.00	25	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,253	4,848	- 405	8	611	571	- 40	7	1,176	1,216	+ 40	3
TOTAL COSTS												
POSITIONS	4.00	3.00	- 1.00	25	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,253	4,848	- 405	8	611	571	- 40	7	1,176	1,216	+ 40	3
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0				
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)	430	430	+ 0	0	430	435	+ 5	1				
2. HAWAII BUSINESSES (000)	31	31	+ 0	0	32	32	+ 0	0				
3. CABLE TELEVISION SUBSCRIBERS (000)	411	408	- 3	1	410	405	- 5	1				
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0				
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	2	2	+ 0	0	2	2	+ 0	0				
2. # OF CATV APPLICATIONS REVIEWED BY CATV	1	1	+ 0	0	1	1	+ 0	0				
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	13	14	+ 1	8	13	14	+ 1	8				
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	+ 0	0	10	10	+ 0	0				
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0				
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	245	225	- 20	8	260	240	- 20	8				
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	8	8	+ 0	0	8	8	+ 0	0				
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	57	52	- 5	9	57	52	- 5	9				
9. # OF PEG ACCESS RELATED ACTIVITIES	295	275	- 20	7	300	275	- 25	8				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The position variance is due to the Cable Administrator's position being vacant; however, the position has since been filled.

The expenditures variance is due to the Cable Administrator's position being vacant for approximately six months, furlough savings, and deferring equipment and other critical operating expenses to FY 12.

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances of the measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

There are no significant variances for the program target group.

PART IV - PROGRAM ACTIVITIES

There no significant variances for the program activity.

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 02
CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PART I - EXPENDITURES AND POSITIONS

The position variance is due to two positions being vacant in FY 11. The Division is in the process of filling the vacancies and it should be noted that the vacancies in FY 12 would be affected by the Legislature's decision to allow the funding for only four of the eight positions that had been abolished and subsequently restored.

The expenditure variance is primarily due to position vacancies. In addition, due to the economic policies critically needed equipment and other operating expenses were deferred to FY 12. The Division is in the process of recruitment and hope to fill the vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Items 2: The variance reflects forecasting uncertainties from unknown factors such as when and if a company will file an application, and when and how the Hawaii Public Utilities Commission (PUC) will rule on that application. The possible savings are also affected by the size of the utility companies that are seeking rate changes. There were applications filed by the larger regulated companies in FY 11 (e.g., HECO), thus, there were greater anticipated savings, but the final decision and orders in those proceedings have not yet been filed. Thus, the anticipated savings for FY 11 were not realized. However, depending on the timing of the final decision and orders, there should be an anticipated savings in FY 12, where the stipulation in the HECO rate case resulted in a savings of almost \$60 million. The anticipated savings for water carrier proceeding in FY 12 is due to Young Brothers requested increase that is still pending.

If the final decision and order is filed within FY 12, the savings may approach \$10 million.

Items 5 and 6: The Division continues to actively seek out opportunities to increase consumer contact by appearing at events anticipated to reach a greater number of utility consumers and uses those and other opportunities to inform consumers of its quarterly newsletters, which is also provided to consumers through electronic mail. While the Division was mindful of a reduced budget, the perceived need to help consumers

better manage their use of regulated services led to an increase in contact with customers and in distributed newsletters as well as the fact that more customers are attending the events.

PART III - PROGRAM TARGET GROUPS

Item 5: The number of independent power producers and renewable energy providers is expected to increase, but the realization of that expectation is highly dependent on a number of ongoing efforts in certain generic proceedings, such as the Feed-In Tariff (FIT) docket (Docket No. 2008-0273). The FIT process is now open for all islands, but Tier 3 is still to be allowed. There are a number of ongoing negotiations that may also lead to an increase of independent producers to be added in FY 12, which has been reflected in the estimate, but those negotiations are still pending.

Item 10: The number of water carriers since the termination of services by Hawaii SuperFerry and the addition of Pasha Hawaii Transport Lines, LLC (on an interim basis) has been static. There are no other expected changes until the FY 13 or FY 14 when Pasha's interim Certificate of Public Convenience and Necessity (CPCN) will be reviewed to determine whether it should be made permanent.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4 and 5: The variance reflects the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets to address certain matters. Because of Hawaii's Clean Energy Initiative, there are a number of generic dockets being opened and is requiring significant amounts of resources from the participating parties, including the Consumer Advocate. The number of rate case applications is greater than the historical average, most likely due to a decreasing number of sales for these utility companies, which will result in lower margins for the utility companies. For the electric companies, due to the greater amount of investments needed to accommodate greater levels of renewable energy, their recorded rate of return has eroded, which increases their need for rate increases. The

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 02
CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

number of tariffs filed by motor carriers has not significantly varied from historical averages, but the Program has decided not to review any of these tariffs to reallocate its resources towards other more weighty matters. The number of non-rate applications received has increased somewhat for FY 11, but the Consumer Advocate has attempted to participate in less of these non-rate and non-policy applications in order to better allocate its available resources. This trend of curtailing its participation in proceedings is expected through FY 12 until the Program is able to complete the restoration of positions and, subsequently, fill those restored positions. In addition, due to the Clean Energy Initiative, there have been a number of proceedings that have been opened to make the commitments necessary to increase the amount of renewable generation and energy efficiency measures.

Items 6 and 7: The Program continues to expect that it will produce a newsletter but may reduce that number as our education specialist is also tasked with shepherding the current rebate program for electric vehicles and charging stations that was re-assigned to the Program in FY 11. The Program has tried to seek more opportunities to perform outreach because of the clean energy matters as well as the perceived need to help consumers manage their utility bills.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	30.00	22.00	- 8.00	27	34.00	25.00	- 9.00	26	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,792	2,208	- 584	21	594	512	- 82	14	2,903	2,985	+ 82	3
TOTAL COSTS												
POSITIONS	30.00	22.00	- 8.00	27	34.00	25.00	- 9.00	26	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,792	2,208	- 584	21	594	512	- 82	14	2,903	2,985	+ 82	3
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	95	97	+ 2	2	83	95	+ 12	14				
2. %COMPL FI,ED,MT& MS APP PROC TIMELY & PURS TO STAT	90	85	- 5	6	90	85	- 5	6				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	90	85	- 5	6	90	85	- 5	6				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	90	97	+ 7	8	90	90	+ 0	0				
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	90	75	- 15	17	90	75	- 15	17				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1392	1360	- 32	2	1394	1360	- 34	2				
2. FI, ED, MT & MS BRANCHES & OTHER OFFICES REGULATED	908	1013	+ 105	12	908	1029	+ 121	13				
PART IV: PROGRAM ACTIVITY												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	292	267	- 25	9	206	251	+ 45	22				
2. # OF APP OF FIN INST, ED, MT & MS REVIEWED	193	230	+ 37	19	193	230	+ 37	19				
3. # OF WRITTEN INQUIRIES RECEIVED	535	771	+ 236	44	380	500	+ 120	32				
4. # OF LICENSES RENEWED	198	192	- 6	3	198	218	+ 20	10				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	53	51	- 2	4	53	59	+ 6	11				
6. # OF WRITTEN COMPLAINTS RECEIVED	60	75	+ 15	25	80	85	+ 5	6				
7. # OF TELEPHONE/WALK-IN INQUIRIES RECEIVED	3700	5725	+ 2025	55	3120	5000	+ 1880	60				
8. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	26	27	+ 1	4	12	27	+ 15	125				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

For FY 11 and first quarter FY 12, the position variances are due to: (1) retirement, and resignation of six employees in FY 11 which more than offset the two employees that were hired in FY 11, (2) delays in hiring in FY 11 due to budget uncertainty, and (3) delays in hiring in FY 11 and FY 12 due to inability to find qualified candidates. The program is actively working to fill its vacant positions.

For FY 11 and FY 12, the expenditure variances are generally attributed to personnel expenditures being less than planned due to vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance in FY 12 is primarily due to the Program's plans to examine more of the branches of non-depository financial institutions than originally planned.

Item 5: Due to vacancies and the increased number of applications, complaints, and written and telephone inquiries received and processed, the Program was unable to review the audited statements as originally planned for FY 11 and expects this situation will continue in FY 12.

PART III - PROGRAM TARGET GROUPS

Item 2: The variance in both FY 11 and FY 12 is primarily due to (1) licensure of one money transmitter in FY 11 that had over 90 authorized delegate locations, and (2) more licenses issued under the new licensing program for mortgage servicers (MSs) than originally estimated. The MS licensing program became effective July 1, 2010 and there were no reliable estimates of the number of MSs that needed to be licensed.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance in FY 12 is primarily due to Program's plans to examine more of the branches of non-depository financial institutions than originally planned.

Item 2: The number of applications varies from year to year. Projections for FY 11 and FY 12 were based on number of applications received in FY 10 and adjusted for the estimated number of applications to be received from the new MS licensing program. There were no reliable estimates of the number of MSs that needed to be licensed and the actual number of MS applications received was greater than estimated. Also, for FY 12, the program has already received more money transmitter applications than received in each of the prior two fiscal years.

Item 3: Inquiries significantly increased due to new licensing programs for MSs, mortgage loan originators (MLOs), and mortgage loan originator companies (MLOCs). The projections for FY 11 and 12 were based on (1) adjusting the actual FY 10 inquiries received for the increase in inquiries due to the initial licensing of the MSs in July 2010, and the initial licensing of MLOs and MLOCs that began in October 2010 and was completed by March 2011, and (2) estimating that the number of inquiries about these new licensing programs would significantly decrease once the initial licensure was complete. However, the decrease did not occur in FY 11, and the decrease for FY 12 has not been as significant as expected.

Item 4: The variance for FY 12 is primarily due to the licensing of more MSs than initially projected, which then results in more MS licenses that must be renewed.

Item 5: The variance for FY 12 is due to the recent increase in applications for initial licensure of money transmitters that will then be required to file audited financial statements that must be reviewed.

Item 6: The number of complaints varies from year to year. The FY 11 projection was based on the declining number of complaints over the previous three fiscal years and the actual complaints received at the time the FY 11 projection was made. However, number of complaints then increased in the last half of FY 11.

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

Item 7: The inquiries significantly increased due to MSs, MLOs, and MLOCs. The projections for FY 11 and FY 12 were based on the expectation that once the initial licensing of the MSs was completed in July 2010, and the licensing of MLOs and MLOCs was completed by March 2011, that the number of inquiries about these licensing programs would significantly decrease; however, the decrease did not occur in FY 11, and the decrease for FY 12 has not been as significant as expected.

Item 8: For FY 12, examinations of escrow depositories are not mandated by law; however, the Program is now projecting to conduct more examinations of escrow depository offices due to recent trends and issues in the real estate market, complaints received, and to follow-up on prior examination issues.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	57.00	50.00	- 7.00	12	57.00	49.00	- 8.00	14	57.00	57.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,190	5,160	- 2,030	28	1,834	1,321	- 513	28	5,826	6,339	+ 513	9
TOTAL COSTS												
POSITIONS	57.00	50.00	- 7.00	12	57.00	49.00	- 8.00	14	57.00	57.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,190	5,160	- 2,030	28	1,834	1,321	- 513	28	5,826	6,339	+ 513	9
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	91	80	- 11	12	95	95	+ 0	0				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	88	- 9	9	97	97	+ 0	0				
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	90	+ 0	0	0	90	+ 90	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1392	1360	- 32	2	1394	1360	- 34	2				
2. PERS/BUS LIC BY PVL (ALL STATUSES)	338500	347756	+ 9256	3	344340	348000	+ 3660	1				
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	135000	122373	- 12627	9	138370	125000	- 13370	10				
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	47	47	+ 0	0	47	47	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED	11500	11757	+ 257	2	14140	12500	- 1640	12				
2. # OF EXAMINEES & REEXAMINEES	9015	9106	+ 91	1	10060	10060	+ 0	0				
3. # OF APPLICANTS LICENSED	9850	9215	- 635	6	13130	10000	- 3130	24				
4. # OF PERMITS ISSUED	1950	1994	+ 44	2	2450	2000	- 450	18				
5. # OF LICENSES RENEWED	62700	59214	- 3486	6	50500	50500	+ 0	0				
6. # OF UPDATE TRANSACTIONS FOR LICENSES	205500	215738	+ 10238	5	207050	207050	+ 0	0				
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	62500	27927	- 34573	55	62500	26500	- 36000	58				
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	100000	113581	+ 13581	14	101650	105000	+ 3350	3				
9. # OF SUBDIVISION FILINGS RECEIVED	5	3	- 2	40	2	2	+ 0	0				
10. # OF EXAMS & EXAM PROC DEV, MODIFIED OR REVIEWED	28	28	+ 0	0	28	28	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

The position variance resulted from vacancies pending recruitment and filling of the positions.

The expenditure variance is generally attributed to position vacancies and recovery claims. Recovery claims are contingent upon the number of claims filed and the nature of the claims.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance is due to staffing shortfalls as a result of position vacancies.

PART III - PROGRAM TARGET GROUPS

There no significant variances for the program target group.

PART IV - PROGRAM ACTIVITIES

Item 7: The variance decrease in condominium requests, applications, reports and educational offerings is the result of no longer mailing hard copies of the Condominium Bulletins to Associations. Instead a link is sent to condominium management companies (for forwarding to associations) and the contact person for associations not managed by management companies for their review.

Item 8: The variance increase in real estate requests and education offerings is the result of the increased distribution of the Real Estate Bulletin.

Item 9: The variance decrease is due to the present state of the economy. Subdividers are holding off on projects because developer financing is probably difficult to obtain and people cannot afford to purchase lots at this time.

STATE OF HAWAII

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

PROGRAM-ID:

BUF-901

PROGRAM STRUCTURE NO:

10010305

VARIANCE REPORT

REPORT V61

12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	51.00	38.00	- 13.00	25	62.00	38.00	- 24.00	39	62.00	47.00	- 15.00	24
EXPENDITURES (\$1000's)	9,249	7,198	- 2,051	22	2,737	1,875	- 862	31	8,312	9,065	+ 753	9
TOTAL COSTS												
POSITIONS	51.00	38.00	- 13.00	25	62.00	38.00	- 24.00	39	62.00	47.00	- 15.00	24
EXPENDITURES (\$1000's)	9,249	7,198	- 2,051	22	2,737	1,875	- 862	31	8,312	9,065	+ 753	9
					FISCAL YEAR 2010-11				FISCAL YEAR 2011-12			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
3. % INFORMAL COMPLAINT RESOLVED IN REASONABLE TIME	90	94	+ 4	4	90	90	+ 0	0	90	90	+ 0	0
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	115	113	- 2	2	125	113	- 12	10	125	113	- 12	10
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD	2	2	+ 0	0	2	2	+ 0	0	2	2	+ 0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	2	+ 0	0	2	2	+ 0	0	2	2	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0	5	5	+ 0	0
2. PROPERTY CARRIERS	600	582	- 18	3	600	582	- 18	3	600	582	- 18	3
3. PASSENGER CARRIERS	685	680	- 5	1	680	680	+ 0	0	680	680	+ 0	0
4. WATER COMMON CARRIERS	4	4	+ 0	0	4	4	+ 0	0	4	4	+ 0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	38	38	+ 0	0	37	38	+ 1	3	37	38	+ 1	3
6. TELECOMMUNICATIONS COMPANIES	176	177	+ 1	1	175	177	+ 2	1	175	177	+ 2	1
7. OPERATORS OF SUBSURFACE INSTALLATIONS	80	80	+ 0	0	80	80	+ 0	0	80	80	+ 0	0
8. PETROLEUM DISTRIBUTORS	27	NO DATA	- 27	100	27	NO DATA	- 27	100	27	NO DATA	- 27	100
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED	350	370	+ 20	6	350	370	+ 20	6	350	370	+ 20	6
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	750	846	+ 96	13	840	846	+ 6	1	840	846	+ 6	1
3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	20	11	- 9	45	25	11	- 14	56	25	11	- 14	56
4. NUMBER OF CITATIONS ISSUED	20	28	+ 8	40	50	28	- 22	44	50	28	- 22	44
5. NUMBER OF INFORMAL COMPLAINTS FILED	150	123	- 27	18	200	123	- 77	39	200	123	- 77	39

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 05
BUF 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 2010-11

The variance in expenditures and positions in FY 10 were primarily due to 2 vacant and 11 un-established positions and unanticipated lower actual other current expenses in advertising and travel. A majority of the vacant positions are pending classification actions and a review of operational requirements.

FY 2011-12

The 1st quarter variance in positions was due to 3 vacant, 11 unestablished, and 10 re-established positions pursuant to Act 130/SLH 2010, and the lack of office space on Oahu. The variance in expenditures is primarily due to the vacant and un-established positions and deferring planned 1st quarter contract executions to the 2nd and 3rd quarters.

PART II - MEASURES OF EFFECTIVENESS

Item 3 - The increase is primarily due to the 20% reduction in informal complaints over the previous fiscal year and improved enforcement and investigative staff handling of the informal complaint process.

Item 4 - The decrease is due to improved compliance with Occupational Safety and Health Administration regulations. The estimate for FY 2011 is decreased accordingly.

PART III - PROGRAM TARGET GROUPS

Item 8 - No data is being collected for this measure as Petroleum Industry Monitoring, Analysis and Reporting (PIMAR) has been discontinued/repealed pursuant to Act 152/SLH 2010.

PART IV - PROGRAM ACTIVITIES

Item 2 - The increase is primarily due to the increase in motor carrier applications: 1) PUC initiated Order to Show Cause, and Notice of Hearing applications; and 2) property carrier applications requesting voluntary surrender of or the placement of certificates on an inactive

status. Both increases can be attributed to the State's current economic condition.

Item 3 - The decrease is due to parties settling docket cases, thus decreasing the need for contested case hearings.

Item 4 - The increase is primarily due to increased compliance activities by the Commission's Enforcement/Investigative team with 64% of the citations written to motor carriers operating without a published tariff.

Item 5 - The decrease is primarily due to the decrease of informal complaints filed against 3 industries (motor carrier passenger, water and wastewater, and gas).

STATE OF HAWAII

PROGRAM TITLE:

INSURANCE REGULATORY SERVICES

PROGRAM-ID:

CCA-106

PROGRAM STRUCTURE NO:

10010306

VARIANCE REPORT

REPORT V61

12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	67.00	- 14.00	17	81.00	70.00	- 11.00	14	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,601	10,629	- 2,972	22	2,253	1,634	- 619	27	12,229	12,848	+ 619	5
TOTAL COSTS												
POSITIONS	81.00	67.00	- 14.00	17	81.00	70.00	- 11.00	14	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,601	10,629	- 2,972	22	2,253	1,634	- 619	27	12,229	12,848	+ 619	5
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	90	+ 0	0	95	90	- 5	5				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	67	- 33	33	100	100	+ 0	0				
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	60	60	+ 0	0	70	70	+ 0	0				
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	85	85	+ 0	0	90	90	+ 0	0				
5. % MV INSURANCE FRAUD CASES INDICTED BY STATE	100	100	+ 0	0	100	100	+ 0	0				
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	5.0	4	- 1	20	5.0	5	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1392	1360	- 32	2	1394	1360	- 34	2				
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1018	1009	- 9	1	1027	1018	- 9	1				
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	170	169	- 1	1	178	174	- 4	2				
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	40000	43744	+ 3744	9	40000	41200	+ 1200	3				
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	935	927	- 8	1	944	935	- 9	1				
PART IV: PROGRAM ACTIVITY												
1. # OF INSURER REPTS ANALYZD FOR HJUP RATE MAKING	23	23	+ 0	0	23	14	- 9	39				
2. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	132069	134293	+ 2224	2	131971	133022	+ 1051	1				
3. # OF COMPLAINTS	880	779	- 101	11	850	790	- 60	7				
4. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	55	- 20	27	75	65	- 10	13				
5. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	25	26	+ 1	4	26	27	+ 1	4				
6. # OF ANNUAL COMPANY FILINGS PROCESSED	1944	1986	+ 42	2	1944	2034	+ 90	5				
7. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	45	22	- 23	51	55	22	- 33	60				
8. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	31	28	- 3	10	39	47	+ 8	21				
9. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	8480	4325	- 4155	49	8563	4230	- 4333	51				
10. # OF PREMIUM TAX STATEMENTS FILED	10437	11195	+ 758	7	10500	11098	+ 598	6				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

The position variance resulted from vacancies pending recruitment and filling, or recruitment difficulties.

The expenditure variance is generally attributed to position vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The variance in FY 11 due to error in reporting previous period budget between the 2010 and 2011 exams that were completed during the calendar year.

Item 6: The number of captive insurance licensees grew from 162 to 169, instead of the projected 170. The variance was due to one less insurer licensed than budgeted for.

PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

PART IV - PROGRAM ACTIVITIES

Item 1: For FY 12, the number of insurer reports analyzed for Hawaii Joint Underwriting Program rate making will decrease due to change in law.

Item 3: For FY 11, the number of complaints received was 11 percent less than budgeted for. The variance primarily related to the departure of Summerlin Life and Health Insurance from Hawaii.

Item 4: For FY 11 and FY 12, the decline in the number of investigations opened was due to less referrals received from insurers.

Item 7: The variance was due to less applications received in comparison to the prior year. Additionally, two companies voluntarily withdrew their applications and three companies chose to delay their applications due to internal organization issues.

Item 8: The variance in FY 11 was due to errors in reporting previous period budget between the 2010 and 2011 exams that were completed in the calendar year. The increase in FY 12 estimate is due to the correction in reporting the completed exams in the proper fiscal year.

Item 9: The large decrease is due to a more accurate method of counting the rate and policy filings.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	156.00	133.00	- 23.00	15	156.00	136.00	- 20.00	13	156.00	156.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,366	10,967	- 2,399	18	3,199	2,637	- 562	18	11,090	11,623	+ 533	5
TOTAL COSTS												
POSITIONS	156.00	133.00	- 23.00	15	156.00	136.00	- 20.00	13	156.00	156.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,366	10,967	- 2,399	18	3,199	2,637	- 562	18	11,090	11,623	+ 533	5
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OCP ACTN (000)	30	27	- 3	10	30	30	+ 0	0				
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0				
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0				
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS	15	15	+ 0	0	15	15	+ 0	0				
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+ 0	0	15	15	+ 0	0				
6. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000)	100	108	+ 8	8	100	100	+ 0	0				

**VARIANCE REPORT NARRATIVE
FY 2011 AND FY 2012**

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	14.00	12.00	- 2.00	14	14.00	13.00	- 1.00	7	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,512	1,388	- 124	8	404	324	- 80	20	1,271	1,351	+ 80	6
TOTAL COSTS												
POSITIONS	14.00	12.00	- 2.00	14	14.00	13.00	- 1.00	7	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,512	1,388	- 124	8	404	324	- 80	20	1,271	1,351	+ 80	6
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	27	- 3	10	30	30	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	1043	- 57	5	1100	1100	+ 0	0				
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	1626	+ 1326	442	300	600	+ 300	100				
4. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION	100	0	- 100	100	100	0	- 100	100				
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1300	1360	+ 60	5	1300	1360	+ 60	5				
2. VISITORS TO HAWAII (000)	7000	7133	+ 133	2	7000	7133	+ 133	2				
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	1841	+ 341	23	1500	1500	+ 0	0				
2. # OF COMPLAINTS INITIATED BY OCP	75	54	- 21	28	75	75	+ 0	0				
3. # OF LANDLORD-TENANT DISPUTES PROCESSED	10000	7261	- 2739	27	10000	10000	+ 0	0				
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	802	+ 102	15	700	700	+ 0	0				
5. # OF LEGAL ACTIONS	15	7	- 8	53	15	15	+ 0	0				
6. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	16102	+ 8102	101	8000	10000	+ 2000	25				
7. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	300728	+ 290728	2907	1000	300000	+ 299000	29900				
8. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	44	+ 24	120	20	30	+ 10	50				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

The position variance is due to two positions being vacant in FY 11. The Program is in the process of filling both positions.

The expenditure variance is generally attributed to unexpended litigation funds. Litigation costs are contingent on the nature of cases which are investigated and or prosecuted.

PART II - MEASURES OF EFFECTIVENESS

Item 1: There was a slight decrease in the number of requests from the public for information and assistance from the projected estimate.

Item 3: The variance reflects a significant increase in the number of cases being processed and the Office of Consumer Protection's (OCP) increased participation in multi-state enforcement actions. The increase in FY 12 is attributed to anticipated settlements in multi-state investigations.

Item 4: No cases were resolved through the Alternate Dispute Resolution process by a neutral party and the program does not anticipate using this method in FY 12.

PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

PART IV - PROGRAM ACTIVITIES

Item 1: The increased exposure of the office has led to the filing of more consumer complaints.

Item 2: The decrease reflects the drop in complaints related to the mortgage foreclosure crisis.

Item 3: The decrease reflects the improved economic conditions overall and improved outreach programs by the OCP and other agencies.

Item 4: The increased outreach by investigative section has resulted in a larger number of cases being able to be resolved without necessitating a referral to OCP's legal section.

Item 5: The slightly reduced number of legal filings by the legal section was attributable to the increased successful resolution of cases by the investigative section.

Item 6: The increased exposure of OCP has led to an increase in inquiries.

Item 7: The increased emphasis on consumer outreach has led to a marked increase in the level of consumer education which includes OCP'S web-hits. The FY 12 numbers was underestimated as to the consumers that will be reached by OCP's outreach program.

Item 8: The increase in the number of consumer protection related bills including mortgage foreclosure necessitated an increase in testimony at the Legislature.

STATE OF HAWAII

PROGRAM TITLE:

MEASUREMENT STANDARDS

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO:

10010402

VARIANCE REPORT

REPORT V61

12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	327	301	- 26	8	94	74	- 20	21	291	282	- 9	3
TOTAL COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	327	301	- 26	8	94	74	- 20	21	291	282	- 9	3
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	90	+ 0	0	90	90	+ 0	0				
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	10	- 40	80	50	10	- 40	80				
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	100	+ 0	0	100	100	+ 0	0				
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	NO DATA	0	+ 0	0	NO DATA	0	+ 0	0				
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	60	62	+ 2	3	60	60	+ 0	0				
6. COMPLIANCE RATE FOR PRICING	95	95	+ 0	0	95	95	+ 0	0				
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	1	- 24	96	25	0	- 25	100				
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	50	+ 0	0	50	50	+ 0	0				
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	50	+ 0	0	50	50	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. BUSINESSES USING WEIGHING DEVICES	2800	2748	- 52	2	2800	2800	+ 0	0				
2. BUSINESSES USING VOLUMETRIC DEVICES	540	458	- 82	15	540	450	- 90	17				
3. BUSINESSES USING LINEAR DEVICES	2020	2085	+ 65	3	2020	2050	+ 30	1				
4. SERVICE AGENCIES FOR MEASURING DEVICES	60	76	+ 16	27	60	60	+ 0	0				
5. STORES USING PRICE SCANNERS	1060	1050	- 10	1	1060	1060	+ 0	0				
6. WEIGHMASTERS	210	205	- 5	2	210	200	- 10	5				
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1480	1480	+ 0	0	1480	1500	+ 20	1				
PART IV: PROGRAM ACTIVITY												
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	1000	255	- 745	75	1000	200	- 800	80				
2. # OF MEASURING DEVICES INSPECTED - VOLUME	1000	456	- 544	54	1000	300	- 700	70				
3. # OF MEASURING DEVICES INSPECTED - LINEAR	400	1771	+ 1371	343	400	1000	+ 600	150				
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	60	60	+ 0	0	60	60	+ 0	0				
5. # OF MEASUREMENT STANDARDS CALIBRATED	800	1864	+ 1064	133	800	1000	+ 200	25				
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	0	0	+ 0	0	0	0	+ 0	0				
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	1000	0	- 1000	100	1000	0	- 1000	100				
8. # OF CONSUMER PACKAGE LABELS INSPECTED	300	3	- 297	99	300	0	- 300	100				
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	7000	10	- 6990	100	7000	0	- 7000	100				
10. # OF WEIGHMASTERS & SERVICE AGENCIES LICENSED	245	281	+ 36	15	245	250	+ 5	2				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

Variances in FY 11 were due to vacancies as a result of the hiring freeze and less than expected expenditures.

PART II - MEASURES OF EFFECTIVENESS

Items 2 and 7- Variances due to lack of personnel to perform related services.

PART III - PROGRAM TARGET GROUPS

Item 2- Decrease in businesses using volumetric devices due to business closures.

Item 4- The increased number of service agencies registered are either new businesses or were previously unregistered with program.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 5, 7, 8, 9 - Variance due to vacancies in inspection staff.

Item 3- Underestimation of linear devices previously reported.

Item 10- Increased amount of licenses requested.

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN
 PROGRAM-ID: CCA-111
 PROGRAM STRUCTURE NO: 10010403

12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	70.00	60.00	-	10.00	14	70.00	62.00	-	8.00	11	70.00	70.00	+	0.00	0
EXPENDITURES (\$1000's)	6,295	4,740	-	1,555	25	1,404	1,123	-	281	20	5,245	5,526	+	281	5
TOTAL COSTS															
POSITIONS	70.00	60.00	-	10.00	14	70.00	62.00	-	8.00	11	70.00	70.00	+	0.00	0
EXPENDITURES (\$1000's)	6,295	4,740	-	1,555	25	1,404	1,123	-	281	20	5,245	5,526	+	281	5

	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+	0	0	1	1	+	0	0
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	4	+	1	33	3	4	+	1	33
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+	0	0	25	25	+	0	0
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS	15	15	+	0	0	15	15	+	0	0
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+	0	0	15	15	+	0	0
6. AVG AGE OF CASES PENDING IN INVESTIGATIONS SECTION	550	417	-	133	24	550	420	-	130	24
7. AVG AGE OF CASES PENDING IN LEGAL SECTION	550	409	-	141	26	500	450	-	50	10
8. AVG AGE OF ALL CASES PENDING IN ENFORCEMENT	500	581	+	81	16	450	600	+	150	33
9. TOTAL DOLLAR AMOUNT OF PENALTIES IMPOSED	1300000	2435264	+	1135264	87	100000	1300000	+	1200000	1200

PART III: PROGRAM TARGET GROUP										
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC(000)	164000	168333	+	4333	3	168000	170000	+	2000	1
2. DLRS, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	75000	89901	+	14901	20	75000	93000	+	18000	24

PART IV: PROGRAM ACTIVITY										
1. # DOCUMENTS RECEIVED FOR PROCESSING	0	0	+	0	0	0	0	+	0	0
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	36500	40882	+	4382	12	36000	43000	+	7000	19
3. # ENFORCE CASES OPENED FOR INVES DESIGN TIME PER	65	28	-	37	57	65	40	-	25	38
4. # DISCIPLINARY/ENFORCE-RELATED INQUIRIES RECEIVED	1550	1102	-	448	29	1550	1550	+	0	0
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	60	60	+	0	0	60	60	+	0	0
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	65	87	+	22	34	45	65	+	20	44
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	13	14	+	1	8	13	13	+	0	0
8. # OF SUSPENSIONS OR BARS IMPOSED	4	15	+	11	275	4	4	+	0	0
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25000	29266	+	4266	17	25000	27000	+	2000	8

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

The position variance was due in part to the hiring restriction in conjunction with staff attrition. The program expects to fill the vacancies in FY 12.

The expenditure variance is due in part to position vacancies, staff attrition, and furlough savings. Critical equipment and other necessary operating expenditures were also deferred until FY 12.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The average days processing corporations, partnerships, LLCs, trade names with regular handling was underestimated. In FY11, staff was challenged with shortened work weeks due to the furlough and vacancies in the processing branch which remained high throughout the year. The program anticipates additional vacancies in the upcoming year as staff members retire and the projects for FY 12 was increased accordingly.

Item 6: The average age of cases pending investigations was overestimated. The average age of cases in investigation was lower than expected as a result of the ability of the investigative staff to complete some of the older cases in a shorter time than anticipated. The estimate for the following year has been adjusted accordingly.

Item 7: The average age of cases pending in the legal section was overestimated. The average age of cases in legal was less than anticipated as a result of the resolution of some of the older cases. The estimate for the following year has been adjusted accordingly.

Item 8: The average age of all cases pending in the enforcement section was underestimated. The average age of cases in the section was higher than anticipated in part due to the nature and age of the cases.

Item 9: The total dollar of penalties imposed was underestimated. The Program imposed a significantly greater amount of penalties imposed

than anticipated in large part due to the nature of the cases and the settlement agreements the Program were able to reach with counterparties. These factors vary greatly between years and are highly unpredictable and dependent on matters beyond the control of the Program.

PART III - PROGRAM TARGET GROUPS

Item 2: The variance can be attributed to the volatility of the securities industry and the impact the economy has on it. The state of the economy fluctuates, making it difficult to predict the number of registrations expected. The increase in actual numbers is due in part to underestimation of growth for that period.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of securities compliance applications received was underestimated. Due to the contraction of the securities industry, the program estimated that applications would be low. However, applications were above estimates and the FY 12 estimates were adjusted accordingly.

Item 3: There was significant variance in the estimated and actual number of enforcement cases opened for investigation due to a new accounting method that does not count cases that may be referred to investigation but do not lead to investigative work.

Item 4: There was a variance between the estimated number of inquiries received and the actual amount. The number of inquiries from the public depends solely on who reports to the program and this is highly unpredictable.

Item 6: The number of enforcement cases closed was underestimated. The program closed significantly more matters than anticipated due to the types of matters that were reported by the public and the speed with which those matters could be resolved.

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

Item 8: The number of suspensions or bars imposed was underestimated. The Program imposed a significantly greater amount of bars or suspensions than anticipated due to the types of cases and number of respondents per case. These factors are highly unpredictable and dependent on matters outside the control of the Program.

Item 9: The number of persons reached through investor education program activities was higher than estimated due to the program's outreach to new audiences and the first-time participation in several annual community events statewide. The Program continues to outreach to new audiences and anticipates continued participation in annual community events statewide. The estimate for FY12 has been adjusted accordingly.

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

The position variance resulted from vacancies pending recruitment and filling.

The expenditure variance was lower than budgeted because of staffing vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The FY 11 larger number of complaints received in prior fiscal year resulted in a larger number of complaints being investigated this fiscal year.

PART III - PROGRAM TARGET GROUPS

Item 2: The FY 12 variance was due to the state of the economy when the budget projections were created and resulted in the budget projections being understated.

PART IV - PROGRAM ACTIVITIES

Item 1: As more users switch to the Internet for information, the number of calls has decreased. At the same time, the number of Internet hits continues to increase with FY11 hits totaling 592,116.

Item 4: The fewer inquiries reflect increased reliance on on-line complaints history site.

Item 5: The variance reflects reduction in consumer attendance at various exposition and greater reliance on the Internet for educational materials.

STATE OF HAWAII
PROGRAM TITLE: GENERAL SUPPORT
PROGRAM-ID: CCA-191
PROGRAM STRUCTURE NO: 100105

VARIANCE REPORT

REPORT V61
12/14/11

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	43.00	40.00	- 3.00	7	43.00	42.00	- 1.00	2	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,823	4,889	- 934	16	1,372	1,345	- 27	2	5,011	5,038	+ 27	1
TOTAL COSTS												
POSITIONS	43.00	40.00	- 3.00	7	43.00	42.00	- 1.00	2	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,823	4,889	- 934	16	1,372	1,345	- 27	2	5,011	5,038	+ 27	1
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	60	- 25	29	85	85	+ 0	0				
2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH	90	94	+ 4	4	90	90	+ 0	0				
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	67	- 23	26	90	90	+ 0	0				
4. %CASES RESLVD BY HRGS OFF BEFORE END OF HRG PROC	35	29	- 6	17	35	35	+ 0	0				
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	90	- 5	5	95	95	+ 0	0				
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	98	+ 3	3	95	95	+ 0	0				
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	40	52	+ 12	30	40	55	+ 15	38				
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	86	84	- 2	2	86	84	- 2	2				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1392	1360	- 32	2	1394	1360	- 34	2				
2. LICENSEES (000)	380	393	+ 13	3	386	390	+ 4	1				
3. DCCA DIVISIONS	12	12	+ 0	0	12	12	+ 0	0				
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	51	50	- 1	2	51	50	- 1	2				
5. DCCA EMPLOYEES	357	352	- 5	1	357	357	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	425	444	+ 19	4	450	425	- 25	6				
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	325	464	+ 139	43	300	325	+ 25	8				
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	270	263	- 7	3	250	250	+ 0	0				
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	245	245	+ 0	0	225	225	+ 0	0				
5. # INFO PRESENTNS TO PUBLIC FOR EDUC GUIDANCE	24	24	+ 0	0	24	24	+ 0	0				
6. # SYSTEMS ADDED OR ENHANCED	145	151	+ 6	4	145	150	+ 5	3				
7. # OF INFORMATION SYSTEMS WORK REQUESTS	3675	4317	+ 642	17	3700	5000	+ 1300	35				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

The expenditure variances are generally attributed to personnel expenditures being less than planned due to vacant positions. The critical repair and maintenance, equipment, and other necessary operating expenditures were also deferred until FY 12.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The Office of Administrative Hearings (OAH) was understaffed by 33 percent and subject to the furlough. The number of cases, however, did not decrease. Productivity in FY 12 should increase with full staffing and the elimination of furloughs.

Item 3: There were only nine appeals in FY 11, so the difference in variance from 10 percent is not significant. The figures would be quite different if only one or two appeals had been decided differently.

Item 4: The number of cases that are withdrawn, settle, or otherwise resolved prior to hearing is unpredictable because each case is different. Since the variation figure is random in that sense, the assessment is not a good evaluate of the program's effectiveness and should be deleted.

Item 7: For FY 11, with the elimination of furloughs and the addition of more work hours, the Information System Communication Office (ISCO) staff was able to work on and complete lower priority system changes that had been backlogged. There were also significantly less statutory mandates in the 2011 Legislative Session that required system changes that allowed the staff to focus on and complete backlogged system changes.

PART III - PROGRAM TARGET GROUPS

There no significant variances in the program target group.

PART IV - PROGRAM ACTIVITIES

Item 2: After the issuance of the initial pre-hearing notice, the number of additional events prior to hearing is unpredictable because each case is different. Since the variation figure is random in that sense, the assessment is not a good evaluate of the program activities for the OAH and should be deleted.

Item 7: For FY 11 and FY 12, the number of information systems work requests completed was higher than predicted. Original predictions were based on continued furloughs and spending restrictions. Due to the early termination of furloughs, more time was available to the ISCO staff to complete work requests. Due to the elimination of budget restrictions, ISCO was able to accelerate the replacement of aging hardware resulting in additional work requests. The change in the administration and elimination of hiring restrictions resulted in a large number of requests.

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES
 PROGRAM-ID: LTG-105
 PROGRAM STRUCTURE NO: 1002

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	364	312	- 52	14	100	84	- 16	16	302	307	+ 5	2
TOTAL COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	364	312	- 52	14	100	84	- 16	16	302	307	+ 5	2

	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % APPEALS FR DENIAL OF ACCESS RESOLVED W/IN 30 DYS	70	10	- 60	86	70	70	+ 0	0
2. % OF ADVISORY OPINIONS RENDERED WITHIN 45 DAYS	70	27	- 43	61	70	70	+ 0	0
3. % OF SUNSHINE LAW INVESTIGATIONS COMP W/IN 45 DAYS	80	1	- 79	99	80	80	+ 0	0
4. % ASSIST ENF AGEN COMPL RESP REQ COMP W/IN 30 DAYS	50	57	+ 7	14	50	50	+ 0	0
5. % GENERAL INQUIRIES (AOD) RESPONDED TO W/IN 1 DAY	95	95	+ 0	0	95	95	+ 0	0
6. % NEW BOARD MEMBERS REC'G SUNSHINE LAW TRAINING	60	NO DATA	- 60	100	60	60	+ 0	0
7. % AGENCIES COMPLYING WITH RECORD REPORTING SYSTEM	50	50	+ 0	0	50	50	+ 0	0
8. NO. OF OPENLINE NEWSLETTERS AND GUIDANCE MEMORANDA	9	5	- 4	44	9	9	+ 0	0
9. NO. OF TRAINING PRESENTATIONS TO AGENCIES/BOARDS	18	12	- 6	33	18	20	+ 2	11
10. NO. OF PUBLIC INFORMATIONAL PRESENTATIONS	1	1	+ 0	0	1	1	+ 0	0

PART III: PROGRAM TARGET GROUP									
1. DE FACTO POPULATION OF HAWAII	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	0
2. ALL STATE AND COUNTY AGENCIES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	0
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	0
4. OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	0

PART IV: PROGRAM ACTIVITY									
1. GENERAL GUIDANCE RE: UIPA & SUNSHINE LAW ISSUES	800	676	- 124	16	800	750	- 50	6	6
2. ASSISTANCE PROVIDED TO OBTAIN AGENCY RECORDS	50	33	- 17	34	50	50	+ 0	0	0
3. FORMAL OPINIONS ISSUED	5	5	+ 0	0	5	5	+ 0	0	0
4. INFORMAL OPINIONS ISSUED	40	28	- 12	30	40	40	+ 0	0	0
5. INVESTIGATIONS RE: SUNSHINE LAW COMPLIANCE	15	10	- 5	33	15	15	+ 0	0	0
6. LAWSUITS MONITORED	5	1	- 4	80	5	5	+ 0	0	0
7. LEGISLATION MONITORED/TESTIFIED	125	180	+ 55	44	125	125	+ 0	0	0
8. PUBLICATIONS (OPENLINE/EDUC MATERIALS/REPORTS)	9	9	+ 0	0	9	9	+ 0	0	0
9. RRS REPORTS INPUTTED/RECEIVED	24	5	- 19	79	24	10	- 14	58	58
10. TRAINING WORKSHOPS ON UIPA AND SUNSHINE LAW	18	12	- 6	33	18	20	+ 2	11	11

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 02
LTG 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

FY 2010-11: Actual expenditure was less than budgeted due to vacancy in the two staff attorney positions resulting in vacancy savings and a two percent budget restriction of \$7,289 imposed from OIP's personal services.

FY 2011-12

1st Quarter: Actual expenditure during 1st quarter was less than budgeted due to a vacancy in one staff attorney position and a restriction of \$11,273 in labor savings adjustment resulting in vacancy savings to OIP's personal services.

Item 9: The variance is less than estimated because either records no longer maintained or deleted by agencies from the RRS system. Agencies input their own reports and is not initiated by OIP.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, 3, 4, 8, and 9: The actual and estimated percentages are less than planned due to limited staffing/resources and the recent hire of a new OIP director.

Item 6: No data compiled. Due to staffing issues, annual state training of new board members was not conducted from which data may be provided.

PART III - PROGRAM TARGET GROUPS

No data available.

PART IV - PROGRAM ACTIVITIES

Items 1, 5, 6, and 10: The number is driven by actual inquiries and requests made to OIP by agencies and the public that OIP does not have control over.

Item 7: There was no single issue responsible for the increased number of bills tracked; rather, this past session simply had a larger than usual number of bills, in a variety of areas, that raised open meeting or open record issues.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	142.00	118.00	- 24.00	17	142.00	122.00	- 20.00	14	142.00	136.00	- 6.00	4
EXPENDITURES (\$1000's)	12,927	11,792	- 1,135	9	3,390	2,819	- 571	17	10,697	10,944	+ 247	2
TOTAL COSTS												
POSITIONS	142.00	118.00	- 24.00	17	142.00	122.00	- 20.00	14	142.00	136.00	- 6.00	4
EXPENDITURES (\$1000's)	12,927	11,792	- 1,135	9	3,390	2,819	- 571	17	10,697	10,944	+ 247	2
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES	5	NO DATA	-	5	100	5	NO DATA	-	5	100		

**VARIANCE REPORT NARRATIVE
FY 2011 AND FY 2012**

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

No measures of effectiveness established for the Enforcement of Fair Business Practices.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ESTIMATED	+ CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	71.00	- 10.00	12	81.00	75.00	- 6.00	7	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,919	8,437	- 482	5	2,352	2,001	- 351	15	7,443	7,473	+ 30	0
TOTAL COSTS												
POSITIONS	81.00	71.00	- 10.00	12	81.00	75.00	- 6.00	7	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,919	8,437	- 482	5	2,352	2,001	- 351	15	7,443	7,473	+ 30	0
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	+ CHANGE	%	PLANNED	ESTIMATED	+ CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	5	NO DATA	- 5	100	5	NO DATA	- 5	100				
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	NO DATA	- 481	100	481	NO DATA	- 481	100				
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT	197	NO DATA	- 197	100	197	NO DATA	- 197	100				
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	NO DATA	- 5	100	5	NO DATA	- 5	100				
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	NO DATA	- 90	100	90	NO DATA	- 90	100				
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	5446	NO DATA	- 5446	100	5555	NO DATA	- 5555	100				
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	37167	NO DATA	- 37167	100	37910	NO DATA	- 37910	100				
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	139	NO DATA	- 139	100	142	NO DATA	- 142	100				
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	235	NO DATA	- 235	100	240	NO DATA	- 240	100				
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES	7723	NO DATA	- 7723	100	7877	NO DATA	- 7877	100				
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2191	NO DATA	- 2191	100	2235	NO DATA	- 2235	100				
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY	4877	NO DATA	- 4877	100	4975	NO DATA	- 4975	100				
2. CASES ACCEPTED - MISDEMEANOR	35918	NO DATA	- 35918	100	36636	NO DATA	- 36636	100				
3. CASES ACCEPTED - FAMILY COURT	6406	NO DATA	- 6406	100	6534	NO DATA	- 6534	100				
4. CASES ACCEPTED - APPEAL	139	NO DATA	- 139	100	142	NO DATA	- 142	100				
5. CASES ACCEPTED - MENTAL COMMITMENT	235	NO DATA	- 235	100	240	NO DATA	- 240	100				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

10 03 01
BUF 151

PART I - EXPENDITURES AND POSITIONS

FY 2010-11

The variances in expenditures and positions in FY 11 were primarily due to vacant positions due to budget restrictions and the hiring freeze.

FY 2011-12

Expenditures - The 1st quarter variance in expenditures is due to vacant positions and current expense costs that were lower during the 1st quarter than planned. For the remainder of FY 12, we are anticipating to expend funds as planned, less amounts programmed for labor savings pursuant to Section of Act 164/SLH 2011.

PART II - MEASURES OF EFFECTIVENESS

No data submitted by program.

PART III - PROGRAM TARGET GROUPS

No data submitted by program.

PART IV - PROGRAM ACTIVITIES

No data submitted by program.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	60.00	47.00	- 13.00	22	60.00	47.00	- 13.00	22	60.00	55.00	- 5.00	8
EXPENDITURES (\$1000's)	3,852	3,265	- 587	15	1,001	802	- 199	20	3,129	3,328	+ 199	6
TOTAL COSTS												
POSITIONS	60.00	47.00	- 13.00	22	60.00	47.00	- 13.00	22	60.00	55.00	- 5.00	8
EXPENDITURES (\$1000's)	3,852	3,265	- 587	15	1,001	802	- 199	20	3,129	3,328	+ 199	6
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT	60	60	+ 0	0	60	60	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	1	1	+ 0	0	1	1	+ 0	0				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	2	2	+ 0	0	2	2	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	2	2	+ 0	0	2	2	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	190000	205774	+ 15774	8	190000	200000	+ 10000	5				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	105000	108138	+ 3138	3	105000	105000	+ 0	0				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	43000	41234	- 1766	4	43000	25000	- 18000	42				
4. LAND COURT ORDERS RECORDED	3800	4100	+ 300	8	3800	4000	+ 200	5				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	160	150	- 10	6	160	150	- 10	6				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	130000	130000	+ 0	0	130000	130000	+ 0	0				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	220	200	- 20	9	220	200	- 20	9				
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	190000	205774	+ 15774	8	190000	205000	+ 15000	8				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	100000	108138	+ 8138	8	100000	105000	+ 5000	5				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	30000	30000	+ 0	0	30000	30000	+ 0	0				
4. LAND COURT ORDERS PROCESSED	3000	3000	+ 0	0	3000	3000	+ 0	0				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	175	175	+ 0	0	175	175	+ 0	0				
6. CERTIFIED COPIES PROCESSED	130000	130000	+ 0	0	130000	130000	+ 0	0				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	220	200	- 20	9	220	200	- 20	9				

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY11 & FY12: The number of positions filled was less than budgeted due to vacancies attributed to mandatory restrictions on recruitment and hiring.

The expenditure variance was due to salary savings and budget restrictions.

PART II - MEASURES OF EFFECTIVENESS

No significant variances to report.

PART III - PROGRAM TARGET GROUPS

Item 3. The land court certificates of title have significantly decreased due to the statutory mandate to de-register all timeshares from Land Court. There will be no new timeshare recordings in land court; all will be recorded in the regular system. The regular system does not issue certificates.

PART IV - PROGRAM ACTIVITIES

No significant variances to report.

VARIANCE REPORT

	FISCAL YEAR 2010-11				THREE MONTHS ENDED 09-30-11				NINE MONTHS ENDING 06-30-12						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100
EXPENDITURES (\$1000's)	156	90	-	66	42	37	16	-	21	57	125	143	+	18	14
TOTAL COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100
EXPENDITURES (\$1000's)	156	90	-	66	42	37	16	-	21	57	125	143	+	18	14
	FISCAL YEAR 2010-11				FISCAL YEAR 2011-12										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. NO. WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL	40	40	+	0	0	40	40	+	0	0					
2. NO. WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	26	31	+	5	19	26	26	+	0	0					
3. NO. WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	53	-	1	2	54	54	+	0	0					
4. NO. WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE	36	38	+	2	6	36	36	+	0	0					
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	20	20	+	0	0	20	20	+	0	0					
6. % OF STATE POPULATION REACHED BY COMMISSION PROGMS	75	50	-	25	33	75	75	+	0	0					
7. NO. OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	2450	2232	-	218	9	0	2000	+	2000	0					
PART III: PROGRAM TARGET GROUP															
1. TOTAL STATE POPULATION (THOUSANDS)	1406	1406	+	0	0	1406	1406	+	0	0					
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	719	+	0	0	719	719	+	0	0					
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	300	300	+	0	0	300	300	+	0	0					
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	453	+	0	0	453	453	+	0	0					
5. FEMALES OVER 65 (THOUSANDS)	109	109	+	0	0	109	109	+	0	0					
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS	300	300	+	0	0	300	300	+	0	0					
2. NO. OF EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	350000	50000	-	300000	86	350000	50000	-	300000	86					
3. NO. PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	100	-	100	50	200	100	-	100	50					
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	100	-	100	50	200	100	-	100	50					
5. NO. OF NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS	200	100	-	100	50	200	100	-	100	50					
6. NO. SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	36	38	+	2	6	36	36	+	0	0					
7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED	50	46	-	4	8	50	50	+	0	0					
8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS	10	5	-	5	50	10	10	+	0	0					
9. NO. ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	1	0	-	1	100	1	1	+	0	0					

VARIANCE REPORT NARRATIVE FY 2011 AND FY 2012

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance was due to hiring restrictions.

PART II - MEASURES OF EFFECTIVENESS

Item 2: There was an increase in female members in the House of Representatives

Item 6: Reduction in publications and information outreach and distribution as a factor of budget reductions.

PART III - PROGRAM TARGET GROUPS

No variances.

PART IV - PROGRAM ACTIVITIES

Item 2: Reduction in publications and information outreach and distribution as a factor of budget reductions. Additionally the changes in the Advertiser and in circulation impacted the Women's Health Month statewide outreach.

Item 3: Variance due to budget restraints and an open position due to a retirement.

Item 4: Variance due to reduced projects and events

Item 6: Variance due to reduced travel to neighbor island due to on-going cost reduction measures

Item 8: Variance due to reduced travel to neighbor island due to on-going cost reduction measures.