INDIVIDUAL RIGHTS PROGRAM

LEVEL I PROGRAM 10

PROGRAM TITLE: INDIVIDUAL RIGHTS

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH SERVICES AND PRODUCTS MEETING ACCEPTABLE STANDARDS OF QUALITY, DEPENDABILITY AND SAFETY; GIVEN EQUITABLE AND RESPONSIVE TREATMENT BY PUBLIC AGENCIES; AND AFFORDED EQUAL PROTECTION OF LEGAL AND CIVIL RIGHTS AND INTERESTS.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
2. PERCENT OF FINANCIAL INSTITUTIONS, BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTES AND RULES.
3. PERCENT OF COMPLAINTS RESOLVED WITHIN 90 DAYS.

LEVEL II PROGRAM 10 01

PROGRAM TITLE: PROTECTION OF THE CONSUMER

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH SERVICES AND PRODUCTS MEETING ACCEPTABLE STANDARDS OF QUALITY, DEPENDABILITY, AND SAFETY BY THE ADOPTION AND ENFORCEMENT OF APPROPRIATE LAWS, RULES, AND REGULATIONS AND THROUGH EDUCATIONAL PROGRAMS.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
2. PERCENT OF FINANCIAL INSTITUTIONS, BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTES AND RULES.
3. PERCENT OF COMPLAINTS RESOLVED WITHIN 90 DAYS.

LEVEL III PROGRAM 10 01 03

PROGRAM TITLE: REGULATION OF SERVICES

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, DEPENDABILITY, AND SAFETY BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
2. PERCENT OF FINANCIAL INSTITUTIONS, BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTES AND RULES.
3. PERCENT OF COMPLAINTS RESOLVED WITHIN 90 DAYS.

LEVEL IV PROGRAM 10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

OBJECTIVE: TO FOSTER THE DEVELOPMENT OF RESPONSIVE AND RELIABLE CABLE TELEVISION COMMUNICATIONS SERVICES FOR THE PEOPLE OF HAWAII, BY PROMOTING THE PUBLIC INTEREST IN AUTHORIZATIONS BY THE STATE REGARDING CABLE TELEVISION FRANCHISES; REGULATE BASIC CABLE TELEVISION RATES AND SERVICE TO ENSURE COMPLIANCE WITH APPLICABLE STATE AND FEDERAL LAW; EXPAND AND OPERATE THE STATEWIDE INSTITUTIONAL NETWORK ("INET"); AND CONTINUE THE AVAILABILITY OF PUBLIC, EDUCATION AND GOVERNMENT ("PEG") CABLE ACCESS.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF HOMES FOR WHICH CABLE TELEVISION IS AVAILABLE IN THE STATE.
2. PERCENT OF COMPLIANCE BY CABLE TELEVISION COMMUNICATIONS SYSTEMS WITH STATE STATUTORY AND REGULATORY REPORTING REQUIREMENTS.
3. PERCENT OF COMPLAINTS ADDRESSED WITHIN 30 DAYS.

TARGET GROUPS:
1. HAWAII HOUSEHOLDS (THOUSANDS).
2. HAWAII BUSINESSES (THOUSANDS).
3. CABLE TELEVISION SUBSCRIBERS (THOUSANDS).
4. CABLE TELEVISION COMPANIES.
5. PEG ACCESS ORGANIZATIONS.

PROGRAM ACTIVITIES:
1. NUMBER OF PROCEEDINGS HELD TO PROMULGATE POLICIES AND STANDARDS FOR CABLE COMMUNICATIONS SERVICES.
2. NUMBER OF APPLICATIONS RECEIVED AND REVIEWED BY THE CABLE TELEVISION DIVISION.
3. NUMBER OF INSPECTIONS, TESTINGS, INVESTIGATIONS, AND COMPLIANCE REVIEWS COMMENCED AND COMPLETED.
4. NUMBER OF TESTIMONIES RELATING TO CABLE COMMUNICATIONS PREPARED AND PRESENTED TO THE LEGISLATURE, CONGRESS, AND FEDERAL, STATE AND COUNTY AGENCIES.
5. NUMBER OF MEETINGS ATTENDED BY PROGRAM PERSONNEL RELATING TO THE DEVELOPMENT, CONSTRUCTION, AND USE OF FACILITIES RELATING TO APPLICATION OF CABLE COMMUNICATIONS SERVICES.
6. NUMBER OF COMPLAINTS AND INQUIRIES RECEIVED.
7. NUMBER OF RATE FILINGS RECEIVED AND EXAMINED BY THE DIVISION.
8. NUMBER OF INET PROJECT REQUESTS RECEIVED AND PROCESSED.
9. NUMBER OF PEG ACCESS RELATED ACTIVITIES.

LEVEL IV PROGRAM 10 01 03 02

CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMMUNICATIONS, UTIL & TRANSPORTATION SVCS

OBJECTIVE: THROUGH ADVOCACY, EDUCATION, AND LONG-RANGE PLANNING, TO ENSURE SUSTAINABLE, RELIABLE, SAFE AND QUALITY COMMUNICATIONS, UTILITY AND TRANSPORTATION SERVICES AT FAIR COST FOR HAWAII'S CONSUMERS FOR THE SHORT AND LONG-TERM.

MEASURES OF EFFECTIVENESS:
1. AVERAGE PERCENT TO WHICH DECISIONS ON UTILITY AND TRANSPORTATION MATTERS (INCLUDING BUT NOT LIMITED TO REQUESTS FOR RATE ADJUSTMENT AND SERVICE OFFERINGS, TO PROCEED WITH LONG-TERM PLANS THAT COMPLY WITH STATE POLICIES ON ENERGY AND TELECOMMUNICATION MATTERS, TO AMEND RULES AND REGULATIONS, TO COMMIT MONIES FOR CAPITAL IMPROVEMENT PROJECTS, TO RECEIVE AUTHORIZATION TO PROVIDE A REGULATED SERVICE, TO ENTER INTO LONG-TERM FINANCING ARRANGEMENTS, TO MERGE OR ACQUIRE STOCK OF A UTILITY COMPANY, ETC.) AGREE WITH DIVISION RECOMMENDATIONS.
2. SAVINGS TO CONSUMERS DUE TO THE DIVISION'S PARTICIPATION IN PUBLIC UTILITIES COMMISSION (PUC) AND OTHER REGULATORY AGENCIES' PROCEEDINGS ON UTILITY COMPANIES' REQUESTS FOR RATE INCREASES, AND MERGER OR ACQUISITION PROCEEDINGS.
3. SAVINGS DUE TO THE DIVISION'S PARTICIPATION IN PUC AND OTHER REGULATORY AGENCIES' PROCEEDINGS CONSUMERS ON WATER CARRIER COMPANIES' REQUESTS FOR RATE INCREASE.
4. PERCENTAGE OF PROCEDURAL SCHEDULE DEADLINES MET (SET ON A CASE-BY-CASE BASIS THAT IS DETERMINED BY PUC. A NORMAL PROCEDURAL SCHEDULE HAS ANYWHERE FROM 3 TO 30 DEADLINES RANGING FROM 3 MONTHS TO YEARS).
5. NUMBER OF PEOPLE REACHED THROUGH EDUCATION/OUTREACH EVENTS.
6. NUMBER OF NEWSLETTERS/PUBLICATIONS DISTRIBUTED.
7. PERCENTAGE OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS.
8. PERCENTAGE OF ALTERNATIVE ENERGY SOURCES USED BY ELECTRIC UTILITIES.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. NUMBER OF RESIDENTIAL ELECTRICAL METERS (THOUSANDS).
3. NUMBER OF NON-RESIDENTIAL USERS (THOUSANDS).
4. NUMBER OF ELECTRIC PUBLIC UTILITLIES REGULATED BY PUC.
5. NUMBER OF SUPPLIERS OF ELECTRIC ENERGY TO ELECTRIC PUBLIC UTILITIES.
6. NUMBER OF TELECOMMUNICATIONS COMMON CARRIERS (FEDERAL AND STATE LICENSED) OPERATING IN HAWAII.
7. NUMBER OF PIPED GAS, WATER, AND WASTEWATER PUBLIC UTILITIES REGULATED BY PUC.
8. NUMBER OF PROPERTY MOTOR CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY.
9. NUMBER OF PASSENGER CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY.
10. NUMBER OF WATER CARRIERS REGULATED BY PUC.

PROGRAM ACTIVITIES:
1. NUMBER OF UTILITY GENERAL RATE APPLICATIONS REVIEWED BY THE DIVISION.
2. NUMBER OF GENERAL TARIFF CHANGES FILED BY MOTOR CARRIERS REVIEWED BY THE DIVISION.
3. NUMBER OF NON-RATE APPLICATIONS FILED BY UTILITY COMPANIES REVIEWED BY THE DIVISION.
4. NUMBER OF INVESTIGATIONS FOR QUALITY SERVICE AND/OR OPERATIONAL INTEGRITY PARTICIPATED IN BY THE DIVISION.
5. NUMBER OF RULEMAKING PROCEEDINGS/GENERIC DOCKETS PARTICIPATED IN BY THE DIVISION.
6. NUMBER OF EDUCATION/OUTREACH EVENTS ATTENDED.
7. NUMBER OF NEWSLETTERS/PUBLICATIONS CREATED.

LEVEL IV PROGRAM 10 01 03 03

CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

OBJECTIVE: TO ENSURE THE SAFETY AND SOUNDNESS OF STATE-CHARTERED AND STATE-LICENSED FINANCIAL INSTITUTIONS BY FAIRLY ADMINISTERING APPLICABLE STATUTES AND RULES IN ORDER TO PROTECT THE RIGHTS AND FUNDS OF DEPOSITORS, BORROWERS, CONSUMERS AND OTHER MEMBERS OF THE COMMUNITY AND TO SUPERVISE ESCROW DEPOSITORIES, MONEY TRANSMITTERS AND MORTGAGE SERVICERS.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF FINANCIAL INSTITUTIONS, BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTE AND RULE.
2. PERCENT OF COMPLETED FINANCIAL INSTITUTION, ESCROW DEPOSITORY, MONEY TRANSMITTER AND MORTGAGE SERVICER APPLICATIONS REVIEWED AND PROCESSED IN A TIMELY MANNER PURSUANT TO STATUTE AND INTERNAL GUIDELINES, WHICH RANGE FROM 30 - 90 DAYS FROM RECEIPT.
3. PERCENT OF WRITTEN INQUIRIES REVIEWED AND PROCESSED WITHIN 30 DAYS.
4. PERCENT OF LICENSE RENEWALS REVIEWED AND PROCESSED IN A TIMELY MANNER PURSUANT TO INTERNAL STANDARDS, WHICH RANGE FROM 30 - 60 DAYS.
5. PERCENT OF AUDITED FINANCIAL STATEMENTS REVIEWED WITHIN 60 DAYS OF RECEIPT.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. FINANCIAL INSTITUTIONS, ESCROW DEPOSITORIES, MONEY TRANSMITTERS, MORTGAGE SERVICES BRANCHES AND OTHER OFFICES REGULATED.

PROGRAM ACTIVITIES:
1. NUMBER OF FINANCIAL INSTITUTIONS, BRANCHES AND OTHER OFFICES EXAMINED.
2. NUMBER OF APPLICATIONS OF FINANCIAL INSTITUTIONS, ESCROW DEPOSITORIES, MONEY TRANSMITTERS AND MORTGAGE SERVICERS REVIEWED.
3. NUMBER OF WRITTEN INQUIRIES RECEIVED.
4. NUMBER OF LICENSES RENEWED.
5. NUMBER OF AUDITED FINANCIAL STATEMENTS RECEIVED FOR REVIEW.
6. NUMBER OF WRITTEN COMPLAINTS RECEIVED.
7. NUMBER OF TELEPHONE AND WALK-IN INQUIRIES RECEIVED.
8. NUMBER OF ESCROW DEPOSITORIES, MONEY TRANSMITTERS, BRANCHES AND AUTHORIZED DELEGATE LOCATION EXAMINED.

LEVEL IV PROGRAM

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL AND VOCATIONAL LICENSING

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH PROFESSIONAL, VOCATIONAL, AND PERSONAL SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, EQUITY AND DEPENDABILITY BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS; TO REGULATE ACTIVITIES FOR THE PROTECTION, WELFARE AND SAFETY OF THE PARTICIPANTS AS WELL AS THE PUBLIC.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF NEW LICENSES ISSUED WITHIN 10 - 12 BUSINESS DAYS.
2. PERCENT OF LICENSEES RENEWED WITHIN 10 - 12 BUSINESS DAYS.
3. PERCENT OF PROFESSIONAL AND VOCATIONAL LICENSING (PVL) PROPOSED LEGISLATIVE MEASURES ENACTED.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. PERSONS AND BUSINESSES LICENSED BY PROFESSION AND VOCATIONAL LICENSING (ALL STATUSES).
3. PERSONS AND BUSINESSES LICENSED BY PROFESSIONAL AND VOCATIONAL LICENSING (CURRENT AND ACTIVE).
4. REGULATORY BOARDS, COMMISSIONS AND PROGRAMS THAT ARE ASSIGNED TO PVL.

PROGRAM ACTIVITIES:
1. NUMBER OF PROFESSIONAL AND VOCATIONAL LICENSE APPLICATIONS RECEIVED.
2. NUMBER OF EXAMINEES AND REEXAMINEES.
3. NUMBER OF APPLICANTS LICENSED.
4. NUMBER OF PERMITS ISSUED.
5. NUMBER OF LICENSES RENEWED.
6. NUMBER OF UPDATE TRANSACTIONS FOR LICENSES.
7. NUMBER OF CONDOMINIUM REQUESTS, APPLICATIONS, REPORTS AND EDUCATIONAL OFFERINGS.
8. NUMBER OF REAL ESTATE REQUESTS AND EDUCATIONAL OFFERINGS.
9. NUMBER OF SUBDIVISION FILINGS RECEIVED.
10. NUMBER OF EXAMINATIONS AND EXAMINATION PROCEDURES DEVELOPED, MODIFIED, OR REVIEWED.

LEVEL IV PROGRAM 10 01 03 05

BUF 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

OBJECTIVE: TO ENSURE THAT REGULATED COMPANIES EFFICIENTLY AND SAFELY PROVIDE THEIR CUSTOMERS WITH ADEQUATE AND RELIABLE SERVICES AT JUST AND REASONABLE RATES, WHILE PROVIDING REGULATED COMPANIES WITH A FAIR OPPORTUNITY TO EARN A REASONABLE RATE.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF RATE CASES COMPLETED WITHIN THE APPLICABLE STATUTORY TIME PERIOD.
2. PERCENT OF NON-RATE CASE MATTERS COMPLETED WITHIN THE APPLICABLE STATUTORY OR REGULATORY TIME PERIOD.
3. PERCENT OF INFORMAL COMPLAINT SURVEY RESPONDENTS WHO RESPONDED THAT THE COMMISSION RESOLVED THEIR INFORMAL COMPLAINT IN A REASONABLE AMOUNT OF TIME.
4. NUMBER OF REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES.
5. AVERAGE NUMBER OF ELECTRIC SERVICE INTERRUPTIONS PER CUSTOMER SERVICED.
6. NUMBER OF REPORTED TELECOMMUNICATIONS SERVICE DISRUPTIONS OF LONGER THAN 1 HOUR THAT AFFECT THE LESSER OF 25 PERCENT OR 2,000 CUSTOMERS.

TARGET GROUPS:
1. ELECTRIC AND GAS COMPANIES.
2. PROPERTY CARRIERS.
3. PASSENGER CARRIERS.
4. WATER COMMON CARRIERS.
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES.
6. TELECOMMUNICATIONS COMPANIES.
7. OPERATORS OF SUBSURFACE INSTALLATIONS.
8. PETROLEUM DISTRIBUTORS.

PROGRAM ACTIVITIES:
1. NUMBER OF APPLICATIONS FILED.
2. NUMBER OF DECISIONS AND ORDERS AND ORDERS ISSUED RELATING TO DOCKETED MATTERS.
3. NUMBER OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS.
4. NUMBER OF CITATIONS ISSUED.
5. NUMBER OF INFORMAL COMPLAINTS FILED.

LEVEL IV PROGRAM 10 01 03 06

CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

OBJECTIVE: TO ENSURE THAT CONSUMERS ARE PROVIDED WITH INSURANCE SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, EQUITY, AND DEPENDABILITY AT FAIR RATES BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS AND FAIRLY ADMINISTERING THE INSURANCE CODE.

MEASURES OF EFFECTIVENESS:
1. PERCENT OF COMPLAINTS RESOLVED WITHIN 90 DAYS.
2. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
3. PERCENT OF CAPTIVE INSURANCE EXAMINATION WORKLOAD COMPLETED WITHIN THE THREE OR FIVE YEAR REQUIREMENT.
4. PERCENT OF RATE AND POLICY FILINGS REVIEWED WITHIN STATUTORY TIME REQUIREMENTS.
5. PERCENT OF MOTOR VEHICLE INSURANCE FRAUD CASES INDICTED BY THE STATE.
6. PERCENT OF CHANGE FROM PRIOR YEAR IN NUMBER OF CAPTIVE LICENSEES.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. INSURER LICENSEES REGULATED BY THE INSURANCE DIVISION.
3. CAPTIVE LICENSEES REGULATED BY THE INSURANCE DIVISION.
4. OTHER LICENSEES REGULATED BY THE INSURANCE DIVISION (PRODUCERS, ADJUSTERS, NON-RESIDENT PRODUCERS, MANAGING GENERAL AGENTS, SURPLUS LINES BROKERS, INDEPENDENT BILL REVIEWERS, REINSURANCE INTERMEDIARIES, SERVICE CONTRACT PROVIDERS, SETTLEMENT BROKERS AND PROVIDERS).
5. MOTOR VEHICLES SUBJECT TO INSURANCE REGULATIONS.

PROGRAM ACTIVITIES:
1. NUMBER OF INSURER REPORTS ANALYZED FOR HAWAII JOINT UNDERWRITING PLAN RATE MAKING.
2. NUMBER OF LICENSE APPLICATIONS, RENEWALS AND UPDATES PROCESSED.
3. NUMBER OF COMPLAINTS.
4. NUMBER OF FRAUD REFERRALS AND COMPLAINTS OPENED FOR INVESTIGATION.
5. NUMBER OF INFORMATION BRIEFINGS AND CAPTIVE DEVELOPMENT ACTIVITIES UNDERTAKEN DURING THE YEAR.
6. NUMBER OF ANNUAL COMPANY FILINGS PROCESSED.
7. NUMBER OF INSURERS' AND CAPTIVES' APPLICATIONS FOR CERTIFICATES OF AUTHORITY REVIEWED.
8. NUMBER OF EXAMINATIONS OF DOMESTIC INSURER AND INSURER-TYPE ENTITIES.
9. NUMBER OF INSURER AND ISSUER RATE AND POLICY FILINGS ANALYZED.
10. NUMBER OF PREMIUM TAX STATEMENTS FILED BY INSURERS, SURPLUS LINES BROKERS, CAPTIVES AND RISK RETENTION GROUPS.

LEVEL III PROGRAM 10 01 04

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS FULLY AND ACCURATELY INFORMED ON ALL ASPECTS OF BUSINESS AND RETAIL TRANSACTIONS BY ESTABLISHING AND ENFORCING APPROPRIATE REGULATIONS AND BY INVESTIGATING AND CORRECTING ABUSES.

MEASURES OF EFFECTIVENESS:
1. NUMBER OF CONSUMERS DIRECTLY AFFECTED BY OFFICE OF CONSUMER PROTECTION (OCP) ACTION (THOUSANDS).
2. AVERAGE NUMBER OF DAYS TO PROCESS CORPORATION, PARTNERSHIP, LIMITED LIABILITY COMPANY, TRADE NAME, AND OTHER DOCUMENTS UNDER REGULAR HANDLING (BENCHMARK: 3 DAYS).
3. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR BROKERS/DEALERS AND INVESTMENT ADVISORS (BENCHMARK: 30 DAYS).
4. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR SALESPERSONS (BENCHMARK: 15 DAYS).
5. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR INVESTMENT ADVISER REPRESENTATIVES (BENCHMARK: 15 DAYS).
6. NUMBER OF CONSUMERS DIRECTLY AFFECTED BY REGULATED INDUSTRIES COMPLAINT OFFICE (RICO) ACTIONS (THOUSANDS).

LEVEL IV PROGRAM 10 01 04 01

CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

OBJECTIVE: TO PROTECT THE PUBLIC INTEREST BY INVESTIGATING ALLEGED VIOLATIONS OF CONSUMER PROTECTION LAWS, TAKING LEGAL ACTION TO STOP UNFAIR OR DECEPTIVE TRADE PRACTICES IN THE MARKETPLACE, AND ASSISTING IN EDUCATING THE PUBLIC AND BUSINESSES CONCERNING THEIR RESPECTIVE LEGAL RIGHTS AND OBLIGATIONS IN THE MARKETPLACE.

MEASURES OF EFFECTIVENESS:
1. NUMBER OF CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTION (THOUSANDS).
2. NUMBER OF BUSINESSES DIRECTLY AFFECTED BY OFFICE INVESTIGATIONS.
3. DOLLAR AMOUNT OF FINES ASSESSED OR COSTS IMPOSED (THOUSANDS).
4. NUMBER OF DISPUTES HANDLED THROUGH ALTERNATIVE DISPUTE RESOLUTION.

TARGET GROUPS:
1. RESIDENT STATE POPULATION (THOUSANDS).
2. VISITORS TO HAWAII (THOUSANDS).

PROGRAM ACTIVITIES:
1. NUMBER OF CONSUMER COMPLAINTS RECEIVED, EXCLUSIVE OF LANDLORD-TENANT MATTERS.
2. NUMBER OF COMPLAINTS INITIATED BY OFFICE OF CONSUMER PROTECTION (OCP).
3. NUMBER OF LANDLORD-TENANT DISPUTES PROCESSED.
4. NUMBER OF COMPLAINTS RESOLVED AT INVESTIGATIVE LEVEL.
5. NUMBER OF LEGAL ACTIONS.
6. NUMBER OF INQUIRIES RECEIVED CONCERNING BUSINESS COMPLAINT HISTORIES.
7. NUMBER OF PERSONS REACHED THROUGH EDUCATIONAL EFFORTS.
8. NUMBER OF LEGISLATIVE PROPOSALS FOR WHICH OCP PROVIDED TESTIMONY.

LEVEL IV PROGRAM 10 01 04 02

AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

OBJECTIVE: TO MINIMIZE INACCURACY OR FRAUDULENT PRACTICES IN COMMERCIAL MEASUREMENT, LABELING, AND PRICING TO REDUCE LOSSES FOR SELLERS AND CONSUMERS THROUGH A PROGRAM OF LICENSING, INSPECTING, TESTING, CALIBRATING, AND INVESTIGATING COMPLAINTS.

MEASURES OF EFFECTIVENESS:
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES.
2. PERCENTAGE OF MEASURING DEVICES INSPECTED.
3. COMPLIANCE RATE FOR SERVICE AGENCIES.
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING.
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED.
6. COMPLIANCE RATE FOR PRICING.
7. PERCENTAGE OF STORES INSPECTED FOR PRICING.
8. COMPLIANCE RATE FOR PACKAGE CONTENT.
9. COMPLIANCE RATE FOR PACKAGE LABELING.

TARGET GROUPS:
1. BUSINESSES USING WEIGHING DEVICES.
2. BUSINESSES USING VOLUMETRIC DEVICES.
3. BUSINESSES USING LINEAR DEVICES.
4. SERVICE AGENCIES FOR MEASURING DEVICES.
5. STORES USING PRICE SCANNERS.
6. WEIGHMASTERS.
7. DE FACTO POPULATION OF HAWAII (THOUSANDS).

PROGRAM ACTIVITIES:
1. NUMBER OF MEASURING DEVICES INSPECTED - WEIGHT.
2. NUMBER OF MEASURING DEVICES INSPECTED - VOLUME.
3. NUMBER OF MEASURING DEVICES INSPECTED - LINEAR.
4. NUMBER OF REPAIR SERVICES MONITORED FOR QUALITY.
5. NUMBER OF MEASUREMENT STANDARDS CALIBRATED.
6. NUMBER OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL.
7. NUMBER OF CONSUMER PACKAGES INSPECTED FOR QUANTITY OF CONTENTS (THOUSANDS OF PACKAGES).
8. NUMBER OF CONSUMER PACKAGE LABELS INSPECTED.
9. NUMBER OF CONSUMER PRODUCTS INSPECTED FOR PRICE VERIFICATION.
10. NUMBER OF WEIGHMASTERS AND SERVICE AGENCIES LICENSED.

LEVEL IV PROGRAM

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION AND SECURITIES REGULATION

OBJECTIVE: TO ENSURE THAT BUSINESS REGISTRATION INFORMATION IS ACCURATELY MAINTAINED FOR CORPORATIONS, PARTNERSHIPS, LIMITED LIABILITY COMPANIES, TRADE NAMES, TRADEMARKS, SERVICE MARKS AND OTHER ENTITIES; TO RUN BUSINESS CENTERS TO PROVIDE PERSONALIZED ASSISTANCE TO SMALL AND STARTUP BUSINESSES; AND TO ENSURE COMPLIANCE WITH AND ENFORCEMENT OF SECURITIES AND FRANCHISE LAWS.

MEASURES OF EFFECTIVENESS:
1. AVERAGE NUMBER OF DAYS TO PROCESS CORPORATION, PARTNERSHIP, LIMITED LIABILITY COMPANY, TRADE NAME OR OTHER DOCUMENTS UNDER EXPEDITED HANDLING (BENCHMARK: 1 DAY).
2. AVERAGE NUMBER OF DAYS TO PROCESS CORPORATION, PARTNERSHIP, LIMITED LIABILITY COMPANY, TRADE NAME, AND OTHER DOCUMENTS UNDER REGULAR HANDLING (BENCHMARK: 3 DAYS).
3. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR BROKERS/DEALERS AND INVESTMENT ADVISORS (BENCHMARK: 30 DAYS).
4. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR SALESPERSONS (BENCHMARK: 15 DAYS).
5. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR INVESTMENT ADVISER REPRESENTATIVES (BENCHMARK: 15 DAYS).
6. AVERAGE AGE OF CASES PENDING IN INVESTIGATIONS SECTION (BENCHMARK: 640 DAYS).
7. AVERAGE AGE OF CASES PENDING IN LEGAL SECTION (BENCHMARK: 365 DAYS).
8. AVERAGE AGE OF ALL CASES PENDING IN ENFORCEMENT (BENCHMARK: 365 DAYS).
9. TOTAL DOLLAR AMOUNT OF PENALTIES IMPOSED.

TARGET GROUPS:
1. CORPORATIONS, PARTNERSHIPS, LIMITED LIABILITY COMPANIES, TRADE NAMES, TRADEMARKS, AND SERVICE MARKS ON RECORDS (THOUSANDS).
2. DEALERS, SALESPERSONS, SECURITY OFFERINGS, FRANCHISES, INVESTMENT ADVISERS AND INVESTMENT ADVISER REPRESENTATIVES.

PROGRAM ACTIVITIES:
1. NUMBER OF DOCUMENTS RECEIVED FOR PROCESSING.
2. NUMBER OF SECURITIES COMPLIANCE APPLICATIONS RECEIVED.
3. NUMBER OF ENFORCEMENT CASES OPENED FOR INVESTIGATION DURING DESIGNATED TIME PERIOD.
4. NUMBER OF DISCIPLINARY/ENFORCEMENT-RELATED INQUIRIES RECEIVED.
5. NUMBER OF COMPLAINTS RESOLVED AT THE INVESTIGATIVE LEVEL DURING THE FISCAL YEAR.
6. NUMBER OF ENFORCEMENT CASES CLOSED DURING THE FISCAL YEAR.
7. NUMBER OF ORDERS, CONSENT AGREEMENTS AND SETTLEMENTS COMPLETED.
8. NUMBER OF SUSPENSIONS OR BARS IMPOSED.
9. NUMBER OF PERSONS REACHED THROUGH INVESTOR EDUCATION PROGRAM ACTIVITY.

LEVEL IV PROGRAM 10 01 04 04

CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

OBJECTIVE: TO ASSIST THE GENERAL PUBLIC BY PROVIDING CONSUMER EDUCATION OUTREACH ACTIVITIES, INVESTIGATING COMPLAINTS FROM THE PUBLIC AND ENFORCING THE LICENSING LAWS.

MEASURES OF EFFECTIVENESS:
1. NUMBER OF CONSUMERS DIRECTLY AFFECTED BY REGULATED INDUSTRIES COMPLAINT OFFICE (RICO) ACTIONS (THOUSANDS).
2. NUMBER OF BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS.
3. DOLLAR AMOUNT OF FINES ASSESSED.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. LICENSEES (THOUSANDS).
3. BOARDS AND COMMISSIONS ADMININSTRATIVELY ASSIGNED TO DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS.

PROGRAM ACTIVITIES:
1. NUMBER OF INQUIRIES RECEIVED BY RICO.
2. NUMBER OF COMPLAINTS RECEIVED.
3. NUMBER OF LEGAL ACTIONS.
4. NUMBER OF COMPLAINT HISTORY INQUIRIES RECEIVED BY RICO.
5. NUMBER OF PERSONS REACHED THROUGH RICO'S EDUCATIONAL EFFORTS.
6. NUMBER OF ASSISTS PROVIDED BY NEIGHBOR ISLAND RICO OFFICES TO THE PUBLIC REGARDING DEPARTMENTAL, NON-RICO MATTERS.

LEVEL III PROGRAM 10 01 05

CCA 191

PROGRAM TITLE: GENERAL SUPPORT

OBJECTIVE: TO UPHOLD FAIRNESS AND PUBLIC CONFIDENCE IN THE MARKETPLACE, PROMOTE SOUND CONSUMER PRACTICES, AND INCREASE KNOWLEDGE, OPPORTUNITY, AND JUSTICE IN OUR COMMUNITY BY ENHANCING PROGRAM EFFECTIVENESS AND EFFICIENCY.

MEASURES OF EFFECTIVENESS:
1. PERCENTAGE OF CASES COMPLETED WITHIN THE DESIGNATED TIME FRAMES FOR COMPLETING CONTESTED CASE HEARINGS.
2. PERCENTAGE OF HEARINGS OFFICERS' RECOMMENDED ORDERS ADOPTED BY THE FINAL ADMINISTRATIVE AUTHORITIES.
3. PERCENTAGE OF HEARINGS OFFICERS' RECOMMENDED ORDERS ADOPTED BY FINAL ADMINISTRATIVE AUTHORITIES AND SUSTAINED ON APPEAL.
4. PERCENTAGE OF CASES RESOLVED BY HEARINGS OFFICERS PRIOR TO THE COMPLETION OF THE CONTESTED CASE HEARINGS PROCESS.
5. PERCENT OF COMPLAINTS/INQUIRIES ADDRESSED IN A TIMELY MANNER.
6. PERCENTAGE OF DEPARTMENT-RELATED LEGISLATIVE HEARINGS TO WHICH TIMELY WRITTEN TESTIMONY IS SUBMITTED.
7. PERCENT OF REQUESTS FOR SYSTEMS ADDITIONS OR ENHANCEMENTS FULFILLED.
8. PERCENT OF INFORMATION SYSTEMS WORK REQUESTS COMPLETED IN THE REQUIRED TIME.

TARGET GROUPS:
1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. LICENSEES (THOUSANDS).
3. DCCA DIVISIONS.
4. BOARDS AND COMMISSIONS ADMINISTRATIVELY ASSIGNED TO DCCA.
5. DCCA EMPLOYEES.

PROGRAM ACTIVITIES:
1. NUMBER OF WRITTEN NOTICES ISSUED BY HEARINGS OFFICERS TO INFORM PARTIES OF PROCEDURAL EVENTS (E.G., CONFERENCE, HEARINGS, RESCHEDULINGS, MOTIONS AND ORAL ARGUMENTS).
2. NUMBER OF PRE-HEARING EVENTS CONDUCTED BY HEARINGS OFFICERS INVOLVING THE PARTIES (PRE-HEARING CONFERENCES, STATUS CONFERENCES, HEARINGS ON MOTIONS).
3. NUMBER OF HEARINGS CONDUCTED BY HEARINGS OFFICERS.
4. NUMBER OF RECOMMENDED AND FINAL ORDERS ISSUED BY HEARINGS OFFICERS.
5. NUMBER OF INFORMATIONAL PRESENTATIONS TO THE PUBLIC FOR EDUCATIONAL GUIDANCE.
6. NUMBER OF SYSTEMS ADDED OR ENHANCED.
7. NUMBER OF INFORMATION SYSTEMS WORK REQUESTS.

LEVEL II PROGRAM 10 02

LTG 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

OBJECTIVE: TO PROTECT THE PUBLIC'S RIGHT TO KNOW AND TO SCRUTINIZE AND PARTICIPATE IN THE GOVERNMENTAL PROCESS BY ENSURING, TO THE GREATEST EXTENT POSSIBLE, PUBLIC ACCESS TO GOVERNMENT RECORDS AND THE MEETINGS OF GOVERNMENT BOARDS WHILE PROTECTING THE PRIVACY RIGHTS OF INDIVIDUALS.

MEASURES OF EFFECTIVENESS:
1. PERCENTAGE OF APPEALS FROM DENIAL OF ACCESS RESOLVED WITHIN 30 DAYS.
2. PERCENTAGE OF ADVISORY OPINIONS RENDERED WITHIN 45 DAYS.
3. PERCENTAGE OF SUNSHINE LAW INVESTIGATIONS COMPLETED WITHIN 45 DAYS.
4. PERCENTAGE OF ASSISTANCE TO ENFORCE AGENCY COMPLIANCE WITH RESPONSE REQUIREMENTS COMPLETED WITHIN 30 DAYS.
5. PERCENTAGE OF GENERAL INQUIRIES "ATTORNEY OF THE DAY"(AOD) RESPONDED TO WITHIN ONE DAY.
6. PERCENTAGE OF NEW BOARD MEMBERS RECEIVING SUNSHINE LAW TRAINING.
7. PERCENTAGE OF AGENCIES COMPLYING WITH RECORD REPORTING SYSTEM.
8. NUMBER OF OPENLINE NEWSLETTERS AND GUIDANCE MEMORANDA.
9. NUMBER OF TRAINING PRESENTATIONS TO AGENCIES/BOARDS.
10. NUMBER OF PUBLIC INFORMATIONAL PRESENTATIONS.

TARGET GROUPS:
1. DE FACTO POPULATION OF HAWAII.
2. ALL STATE AND COUNTY AGENCIES.
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES.
4. OTHERS INTERESTED IN HAWAII GOVERNMENT RECORDS & MEETINGS.

PROGRAM ACTIVITIES:
1. GENERAL GUIDANCE REGARDING UNIFORM INFORMATION PRACTICES ACT AND SUNSHINE LAW ISSUES.
2. ASSISTANCE PROVIDED TO OBTAIN AGENCY RECORDS.
3. FORMAL OPINIONS ISSUED.
4. INFORMAL OPINIONS ISSUED.
5. INVESTIGATIONS RE: SUNSHINE LAW COMPLIANCE.
6. LAWSUITS MONITORED.
7. LEGISLATION MONITORED/TESTIFIED.
8. PUBLICATIONS (OPENLINE/EDUCATION MATERIALS/REPORTS).
9. RECORD REPORTING SYSTEM(RRS) REPORTS INPUTTED/RECEIVED.

10. TRAINING WORKSHOPS ON UIPA AND SUNSHINE LAW.

LEVEL II PROGRAM 10 03

PROGRAM TITLE: LEGAL AND JUDICIAL PROTECTION OF RIGHTS

OBJECTIVE: TO ENSURE THAT AN INDIVIDUAL IS AFFORDED EQUAL PROTECTION OF LEGAL AND CIVIL RIGHTS AND INTERESTS BY PROVIDING EQUITABLE AND PROMPT ADJUDICATION PROCESS.

MEASURES OF EFFECTIVENESS:
1. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MAXIMUM FELONY CASES ON A PER ATTORNEY BASIS.

LEVEL III PROGRAM 10 03 01

BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

OBJECTIVE: TO SAFEGUARD THE RIGHTS OF INDIVIDUALS BY PROVIDING STATUTORILY ENTITLED AND EFFECTIVE LEGAL REPRESENTATION IN CRIMINAL, MENTAL COMMITMENT, AND FAMILY CASES IN COMPLIANCE WITH THE HAWAII RULES OF PROFESSIONAL CONDUCT. PRUDENTLY MANAGE DEPUTY PUBLIC DEFENDER AND SUPPORT SERVICE RESOURCES AND CASELOADS AND MAINTAIN QUALITY TRAINING PROGRAM FOR DEPUTY PUBLIC DEFENDER STAFF.

MEASURES OF EFFECTIVENESS:
1. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MAXIMUM FELONY CASES ON A PER ATTORNEY BASIS.
2. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MISDEMEANOR CASES ON A PER ATTORNEY BASIS.
3. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR FAMILY COURT CASES ON A PER ATTORNEY BASIS.
4. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR APPEALS CASES ON A PER ATTORNEY BASIS.
5. ANNUAL NUMBER OF TRAINING HOURS COMPLETED BY PROFESSIONAL STAFF AS A PERCENT OF PLANNED TRAINING HOURS.

TARGET GROUPS:
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES.
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES.
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES.
4. INDIGENTS REQUIRING SERVICES FOR MENTAL COMMITMENT CASES.
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES.
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES.

PROGRAM ACTIVITIES:
1. CASES ACCEPTED - FELONY.
2. CASES ACCEPTED - MISDEMEANOR.
3. CASES ACCEPTED - FAMILY COURT.
4. CASES ACCEPTED - APPEAL.
5. CASES ACCEPTED - MENTAL COMMITMENT.
6. CASES ACCEPTED - PRISON.

LEVEL III PROGRAM

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

OBJECTIVE: TO PROTECT THE PUBLIC BY PROVIDING FOR AN ACCURATE, TIMELY, AND PERMANENT SYSTEM OF REGISTERING AND RECORDING LAND TITLE AND RELATED DOCUMENTS AND MAPS.

MEASURES OF EFFECTIVENESS:
1. NUMBER OF DAYS BETWEEN RECORDING AND COMPLETION - REGULAR SYSTEM.
2. NUMBER OF DAYS BETWEEN RECORDING AND COMPLETION - LAND COURT.
3. NUMBER OF DAYS BETWEEN REQUEST AND COMPLETION - CERTIFIED COPIES.
4. NUMBER OF DAYS BETWEEN REQUEST AND COMPLETION - UNIFORM COMMERCIAL CODE SEARCHES.
5. NUMBER OF DAYS BETWEEN DOCUMENT SEARCH/COPY REQUEST AND COMPLETION.

TARGET GROUPS:
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM.
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT.
3. LAND COURT CERTIFICATES OF TITLE ISSUED.
4. LAND COURT ORDERS RECORDED.
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM.
6. CERTIFIED COPIES REQUESTED - LAND COURT AND REGULAR SYSTEM.
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED.

PROGRAM ACTIVITIES:
1. NUMBER OF DOCUMENTS PROCESSED - REGULAR SYSTEM.
2. NUMBER OF DOCUMENTS PROCESSED - LAND COURT.
3. LAND COURT CERTIFICATES OF TITLE PRODUCED.
4. LAND COURT ORDERS PROCESSED.
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM.
6. CERTIFIED COPIES PROCESSED.
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED.

LEVEL III PROGRAM

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

OBJECTIVE: TO ASSURE WOMEN FULL AND EQUAL COVERAGE UNDER THE LAW BY INFORMING GOVERNMENT AND NON-GOVERNMENT AGENCIES AND THE PUBLIC OF WOMEN'S RIGHTS, OPPORTUNITIES, AND RESPONSIBILITIES; ADVOCATING THE ENACTMENT OR REVISION OF LAWS TO ELIMINATE DISCRIMINATION; IDENTIFYING OR SUPPORTING PROGRAMS AND PROJECTS THAT ADDRESS WOMEN'S CONCERNS AND NEEDS; EDUCATING WOMEN IN THEIR POLITICAL RIGHT AND RESPONSIBILITIES, PARTICULARLY WITH RESPECT TO THEIR VOTING DUTIES; AND ESTABLISHING AND MAINTAINING AN ACTIVE PRESENCE IN THE COMMUNITY.

MEASURES OF EFFECTIVENESS:
1. NUMBER OF WOMEN ON STATE BOARDS AND COMMISSIONS AS A PERCENTAGE OF THE TOTAL NUMBER OF POSITIONS.
2. NUMBER OF WOMEN ELECTED TO LEGISLATIVE OFFICE AS A PERCENTAGE OF THE TOTAL NUMBER OF ELECTIVE SEATS.
3. NUMBER OF WOMEN REGISTERED TO VOTE AS A PERCENTAGE OF THE TOTAL NUMBER OF REGISTERED VOTERS.
4. NUMBER OF WOMEN VOTING AS A PERCENTAGE OF THE TOTAL POPULATION WHO ARE ELIGIBLE TO VOTE.
5. NUMBER OF LAWS RELATING TO WOMEN'S ISSUES ENACTED OR REVISED AS A PERCENTAGE OF TOTAL ADVOCATED.
6. PERCENT OF STATE POPULATION REACHED BY COMMISSION PROGRAMS.
7. NUMBER OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES.

TARGET GROUPS:

1. TOTAL STATE POPULATION (THOUSANDS).
2. TOTAL STATE FEMALE POPULATION (THOUSANDS).
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE).
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS).
5. FEMALES OVER 65 (THOUSANDS).

PROGRAM ACTIVITIES:

1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS.
2. NUMBER OF EDUCATION/INFORMATION MATERIALS PRODUCED AND CIRCULATED.
3. NUMBER OF PROJECTS/EVENTS INITIATED, CO-SPONSORED OR SUPPORTED.
4. NUMBER OF VOLUNTEERS AND STAFF PARTICIPATING IN PROJECTS/EVENTS (HOURS).
5. NUMBER OF NATIONAL AND INTERNATIONAL TECHNICAL ASSISTANCE/INFORMATIONAL CONTACTS.
6. NUMBER OF SPEAKING ENGAGEMENTS BY COMMISSIONERS AND STAFF.
7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED.
8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS.
9. NUMBER OF ORAL HISTORY INTERVIEWS ADDED TO THE COMMISSION COLLECTION.