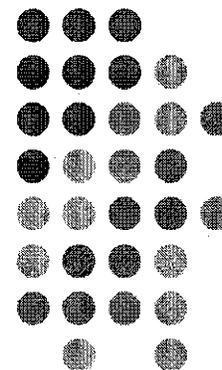
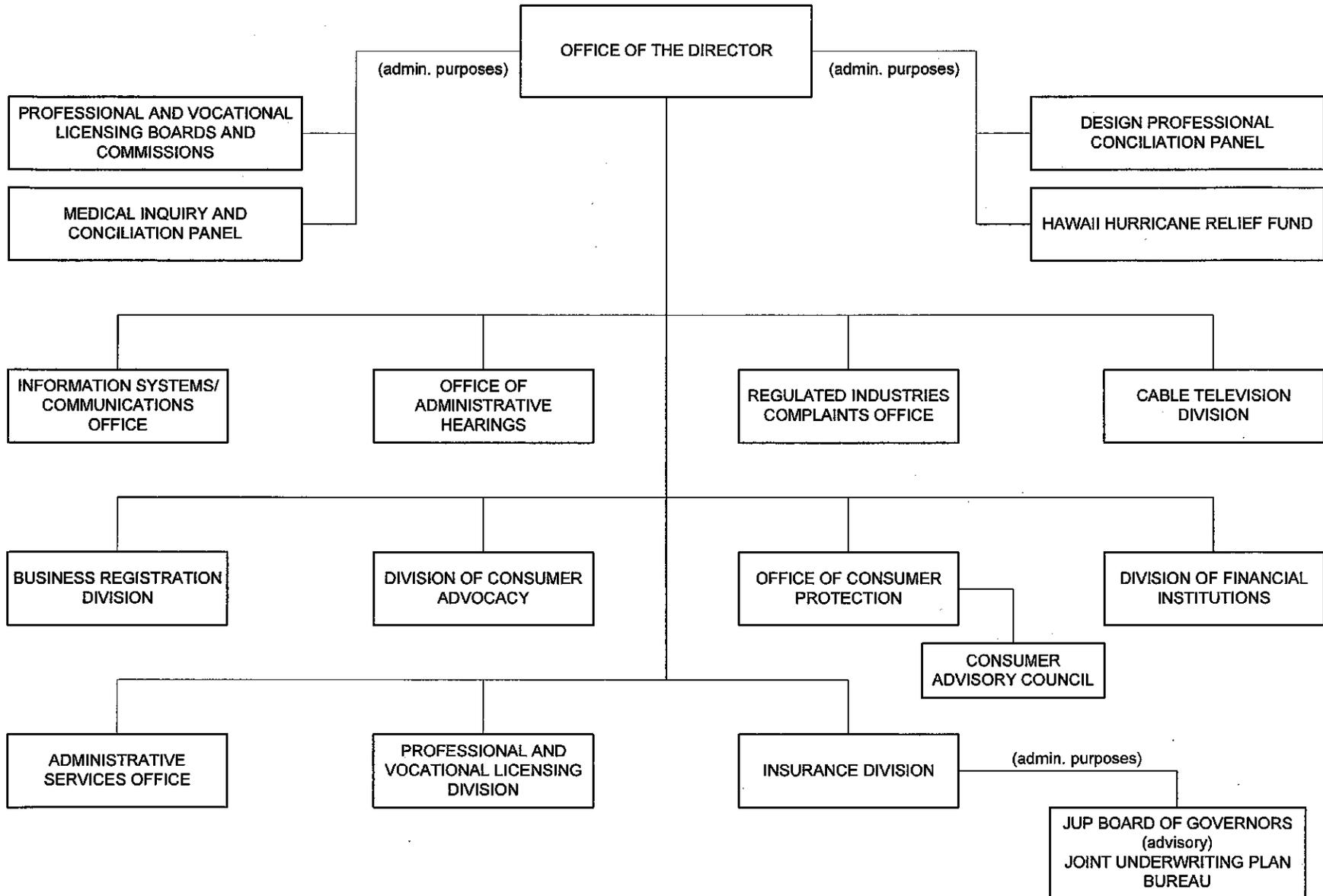

**Department of Commerce and Consumer
Affairs**



**STATE OF HAWAII
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
ORGANIZATION CHART**



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

Department Summary

Mission Statement

To promote a strong and healthy business environment by upholding fairness and public confidence in the marketplace, and by increasing knowledge and opportunity for our businesses and citizens.

Department Goals

To develop rational business regulation; to achieve fairness and public confidence in the marketplace; and to foster sound consumer practices.

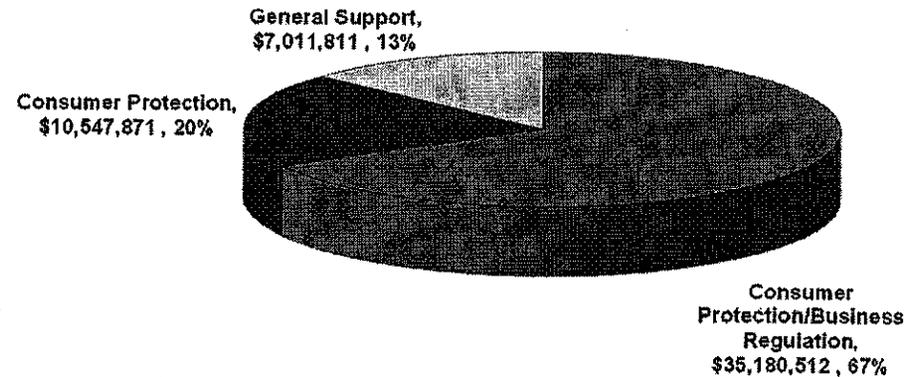
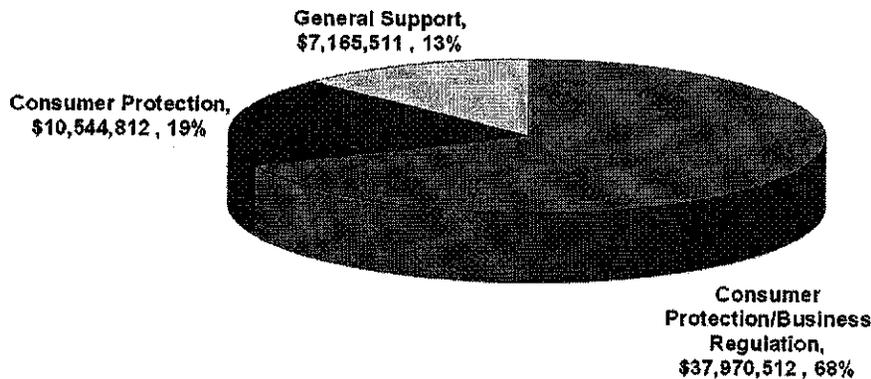
Significant Measures of Effectiveness

	<u>FY 2014</u>	<u>FY 2015</u>
1. Percent of recommended orders in favor of state	95	95
2. Percent of license renewals reviewed and processed in a timely manner pursuant to internal standards	95	95
3. Percent of complaints addressed within 30 days	99	99

FB 2013-2015 Operating Budget by Major Program Area

FY 2014

FY 2015



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS MAJOR FUNCTIONS

- Develops standards relating to the licensing of and general supervision over the conduct of the financial services industry, professions, businesses, trades, and insurance companies.
- Grants or denies the issuance of professional, business and trade licenses; directs investigations, holds hearings, and suspends, revokes or reinstates licenses; makes, amends or repeals such rules and regulations deemed necessary to fully effectuate the provisions of the laws within the Department's scope and jurisdiction.
- Represents, protects, and advances the interest of consumers of utility services; conducts investigations; assists and cooperates with Federal, State, and local agencies to protect the consumer's interests in the public utilities fields.
- Coordinates consumer protection activities in the State; conducts investigations, research, and enforces laws, rules, and regulations in the area of consumer protection; provides consumer education services and programs.
- Administers the laws of the State relating to corporations; partnerships; sales of securities; registration of trademarks, tradenames, prints and labels; miscellaneous business registrations; financial services industry; the insurance industry; and provides advice on business formation.
- Ensures that cable subscribers are provided with services that meet acceptable standards of quality, dependability, and fair rates; maintains surveillance over filed rates, charges, terms, and conditions of services; and monitors the operations and management of cable television operators and public access television entities.

MAJOR PROGRAM AREAS

The Department of Commerce and Consumer Affairs has programs in the following major program areas:

Individual Rights

Protection of the Consumer/Regulation of Services

CCA 102	Cable Television
CCA 103	Consumer Advocate for Communication, Utilities, and Transportation Services
CCA 104	Financial Services Regulation
CCA 105	Professional and Vocational Licensing
CCA 106	Insurance Regulatory Services

Protection of the Consumer/Enforcement of Fair Bus. Practices

CCA 110	Office of Consumer Protection
CCA 111	Business Registration and Securities Regulation
CCA 112	Regulated Industries Complaints Office

General Support

CCA 191	General Support
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**Department of Commerce and Consumer Affairs
(Operating Budget)**

Funding Sources:	Positions	Budget Base		
		FY 2014	FY 2014	FY 2015
		396.00	403.00	403.00
Special Funds	\$	49,067,686	52,125,843	49,975,202
		0.00	0.00	0.00
Other Federal Funds		0	1,000,000	250,000
		8.00	8.00	8.00
Trust Funds		2,464,992	2,554,992	2,514,992
		404.00	411.00	411.00
Total Requirements		51,532,678	55,680,835	52,740,194

Major Adjustments in the Executive Budget Request: (general funds unless noted)

1. Adds \$2,000,000 in special funds for FY 14 to support the broadband initiative for the Cable Television Division.
2. Adds \$1,000,000 in FY 14 and \$250,000 in FY 15 in other federal funds for the Federal Rate Review Grant for the Insurance Regulatory Division.
3. Adds 2.00 temporary positions and \$306,461 in special funds for both FY 14 and FY 15 to continue the Mortgage Foreclosure Dispute Resolution program.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID:
 PROGRAM STRUCTURE NO.
 PROGRAM TITLE: DEPARTMENT OF COMMERCE AND CONSUMER AFFA

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	391.00*	404.00*	411.00*	411.00*	411.0*	411.0*	411.0*	411.0*
PERSONAL SERVICES	28,470,223	33,209,606	34,403,975	34,244,019	34,244	34,244	34,244	34,244
OTHER CURRENT EXPENSES	12,850,330	18,368,072	21,098,635	18,496,175	18,497	18,497	18,497	18,497
EQUIPMENT	176,682	175,000	178,225					
TOTAL OPERATING COST	41,497,235	51,752,678	55,680,835	52,740,194	52,741	52,741	52,741	52,741
BY MEANS OF FINANCING								
SPECIAL FUND	386.00*	396.00*	403.00*	403.00*	403.0*	403.0*	403.0*	403.0*
	40,350,169	49,287,686	52,125,843	49,975,202	49,976	49,976	49,976	49,976
OTHER FEDERAL FUNDS	*	*	*	*	*	*	*	*
			1,000,000	250,000	250	250	250	250
TRUST FUNDS	5.00*	8.00*	8.00*	8.00*	8.0*	8.0*	8.0*	8.0*
	1,147,066	2,464,992	2,554,992	2,514,992	2,515	2,515	2,515	2,515
TOTAL POSITIONS	391.00*	404.00*	411.00*	411.00*	411.00*	411.00*	411.00*	411.00*
TOTAL PROGRAM COST	41,497,235	51,752,678	55,680,835	52,740,194	52,741	52,741	52,741	52,741

Department of Commerce and Consumer Affairs
(Capital Improvements Budget)

	<u>FY 2014</u>	<u>FY 2015</u>
Funding Sources:		
General Obligation Bonds	0	0
Federal Funds	0	0
	<hr/>	
Total Requirements	0	0
	<hr/> <hr/>	

Highlights of the Executive CIP Budget Request: (general obligation bonds unless noted)

- 1. None.

STATE OF HAWAII

REQUIRED CAPITAL APPROPRIATIONS - BY CAPITAL PROJECT
IN THOUSANDS OF DOLLARS

REPORT B78

PROGRAM ID

PAGE 284

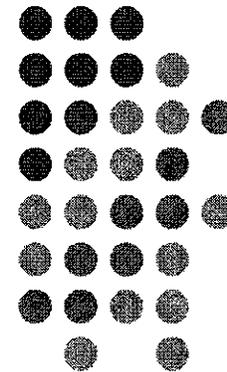
PROGRAM STRUCTURE NO.

PROGRAM TITLE

DEPARTMENT OF COMMERCE AND CONSUMER AFFA

PROJECT NUMBER	PRIORITY NUMBER	LOC	SCOPE	PROJECT TITLE		BUDGET PERIOD						SUCCEED YEARS	
				PROJECT TOTAL	PRIOR YRS	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17		FY 17-18
			COST ELEMENT/MOF										
			LAND	3,000	3,000								
			DESIGN	2,001	2,001								
			CONSTRUCTION	28,001	28,001								
			EQUIPMENT	1,998	1,998								
			TOTAL	35,000	35,000								
			G.O. BONDS	35,000	35,000								

Operating Budget Details



OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID:
 PROGRAM STRUCTURE NO. 10
 PROGRAM TITLE: INDIVIDUAL RIGHTS

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	143.00*	143.00*	143.00*	143.00*	143.0*	143.0*	143.0*	143.0*
PERSONAL SERVICES	13,729,337	13,581,076	14,013,134	14,013,134	14,013	14,013	14,013	14,013
OTHER CURRENT EXPENSES	6,424,131	7,133,339	9,452,339	7,391,099	10,166	7,398	7,133	7,133
EQUIPMENT			296,870	41,870	18			
TOTAL OPERATING COST	20,153,468	20,714,415	23,762,343	21,446,103	24,197	21,411	21,146	21,146
BY MEANS OF FINANCING								
GENERAL FUND	81.00*	81.00*	81.00*	81.00*	81.0*	81.0*	81.0*	81.0*
	9,792,698	9,479,864	9,795,299	9,795,299	9,795	9,795	9,795	9,795
SPECIAL FUND	62.00*	62.00*	62.00*	62.00*	62.0*	62.0*	62.0*	62.0*
	10,360,770	11,234,551	13,967,044	11,650,804	14,402	11,616	11,351	11,351
TOTAL POSITIONS	143.00*	143.00*	143.00*	143.00*	143.00*	143.00*	143.00*	143.00*
TOTAL PROGRAM COST	20,153,468	20,714,415	23,762,343	21,446,103	24,197	21,411	21,146	21,146

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: CCA102
 PROGRAM STRUCTURE NO. 10010301
 PROGRAM TITLE: CABLE TELEVISION

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	4.00*	7.00*	7.00*	7.00*	7.0*	7.0*	7.0*	7.0*
PERSONAL SERVICES	755,843	730,175	730,175	730,175	730	730	730	730
OTHER CURRENT EXPENSES	1,128,167	1,406,362	3,361,362	1,361,362	1,362	1,362	1,362	1,362
TOTAL OPERATING COST	1,884,010	2,136,537	4,091,537	2,091,537	2,092	2,092	2,092	2,092
BY MEANS OF FINANCING								
SPECIAL FUND	4.00*	7.00*	7.00*	7.00*	7.0*	7.0*	7.0*	7.0*
	1,884,010	2,136,537	4,091,537	2,091,537	2,092	2,092	2,092	2,092
TOTAL POSITIONS	4.00*	7.00*	7.00*	7.00*	7.00*	7.00*	7.00*	7.00*
TOTAL PROGRAM COST	1,884,010	2,136,537	4,091,537	2,091,537	2,092	2,092	2,092	2,092

PROGRAM ID: CCA102
 PROGRAM STRUCTURE: 10010301
 PROGRAM TITLE: CABLE TELEVISION

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	99	99	99	99	99	99
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	99	99	99	99	99	99
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	99	99	99	99	99	99
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	99	99	99	99	99	99
PROGRAM TARGET GROUPS								
1. HAWAII HOUSEHOLDS (000)	430	550	560	570	580	590	600	600
2. HAWAII BUSINESSES (000)	32	53	54	55	56	57	58	59
3. CABLE TELEVISION SUBSCRIBERS (000)	399	389	379	369	359	349	339	329
4. CABLE TELEVISION COMPANIES	2	2	2	2	2	2	2	2
5. PEG ACCESS ORGANIZATIONS	4	4	4	4	4	4	4	4
6. BROADBAND SUBSCRIBERS (000)	393	402	411	420	429	439	449	459
PROGRAM ACTIVITIES								
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	2	2	2	2	2	2	2	2
2. # OF CATV APPLICATIONS REVIEWED BY CATV	1	1	1	1	1	1	1	1
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	13	13	13	13	13	13	13	13
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	10	10	10	10	10	10
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	4	4	4	4	4	4
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	260	260	260	260	260	260	260	260
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	8	8	8	8	8	8	8	8
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	57	58	58	58	58	58	58	58
9. # OF PEG ACCESS RELATED ACTIVITIES	300	300	300	300	300	300	300	300
10. # OF BROADBAND RELATED ACTIVITIES	100	110	120	130	140	150	150	150
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
LICENSES, PERMITS, AND FEES	1,959	1,900	1,900	1,900	1,900	1,900	1,900	1,900
REVENUES FROM THE USE OF MONEY AND PROPERTY	16	14	14	14	14	14	14	14
TOTAL PROGRAM REVENUES	1,975	1,914	1,914	1,914	1,914	1,914	1,914	1,914
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	1,975	1,914	1,914	1,914	1,914	1,914	1,914	1,914
TOTAL PROGRAM REVENUES	1,975	1,914	1,914	1,914	1,914	1,914	1,914	1,914

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

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 the statewide institutional network ("INET"); continue the availability of public, education and government ("PEG") cable access; and to engage in activities promoting the expansion of, and accelerating, the deployment of broadband infrastructure.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Add special fund to support broadband deployment and adoption efforts of counties; \$2,000,000 in FY14.

C. Description of Activities Performed

1. Franchising is the single most important tool by which the division can determine and build in requirements for quality services. This applies to new franchises, franchise renewals and transfers of franchises.
2. Technical inspections and reporting requirements are important means by which quality cable communications services can be assured. The program continues to enforce and monitor compliance.
3. Long range planning to enhance the division's ability to identify new and improved services, future community needs and interests and enhancing technologies.
4. Monitor complaint responses and complaint resolution to ensure improved consumer service.

5. Support for PEG access to promote diversity of programming while procuring PEG contracts pursuant to Act 19 SLH 2011.

6. Advocate for Hawaii's broadband future pursuant to Act 199 SLH 2010 and establish work groups to develop procedures for streamlined permitting functions applicable to the development of broadband services or technology.

7. Expansion of the State's Institutional Network ("INET") in a manner that is efficient and effective for the State.

D. Statement of Key Policies Pursued

1. To continue the policy of greater access to cable and broadband services to the extent possible in light of topography and economics.
2. To meet community needs and interests by encouraging the continued accessibility of local educational, governmental and public programming to all cable systems and broadband services.
3. To promote a coordinated approach to planning the State's future cable communication infrastructure, in part, by monitoring and participating in proceedings on both the federal and local level.
4. To use cable communications to bring Hawaii's geographically dispersed communities closer together, and to enrich Hawaii's diverse ethnic and cultural groups.
5. To encourage the cable industry to take a significant role in business development and job formation in Hawaii.
6. Pursue broadband policy and funding opportunities for the State of Hawaii.

E. Identification of Important Program Relationships

1. In cable regulation, federal law and state law must be applied together. Communications and working relationships with the Federal Communications Commission and members of Congress will be developed and maintained. For the broadband workgroup, working relationships are with the Federal, State and County government, and representatives from the private sector.

2. Education and government institutions are important constituencies of cable regulation due to a federal law promoting access programming. Independent public producers continue to provide input to the division.

3. Consumers continue to have high priority in the cable regulatory program.

4. Cable operators are large multiple system operators.

F. Description of Major External Trends Affecting the Program

Rate regulation by the State has been limited to ensure compliance with Federal standards. The Cable Communications Policy Act of 1984, Television Consumer Protection and Competition Act of 1992 and the Telecommunications Act of 1996 continue to spawn litigation and uncertainty in cable regulation. While the Telecommunications Act of 1996 also allows cable operators to develop advanced informational services, as well as entry into local telephone and telecommunications markets, and also allows telecommunication providers to enter the cable market. Local providers have already crossed over into these markets, and as telecomm and cable television services migrate to IP based technologies, wireless broadband will enable these and more services for portable devices. These new services will provide additional challenges to the Division. The broadband work group, tasked to streamline permitting functions, must take into consideration all Federal, State and Local county laws and regulations.

G. Discussion of Cost, Effectiveness, and Program Size Data

The Division's work load has been steadily increasing with the addition of broadband responsibilities, as evidenced by the increasing level and scope of broadband activities. These activities range from efforts to map the availability of broadband service statewide, convening work groups to identify roadblocks to the deployment of broadband infrastructure, and drafting legislation to streamline and encourage the expansion of broadband infrastructure. The program size data does not accurately capture the increasing level of activity and the complexity of the issues that the Division is dealing with. Because broadband is driven by fast changing technologies, keeping staff up to date in this area continues to be a priority.

H. Discussion of Program Revenue

Program revenue is derived from annual fees assessed to franchised cable operators.

I. Summary of Analysis Performed

The 2010 Hawaii State Legislature passed Act 199 that added Broadband responsibilities to Chapter 440G, HRS with the objective to enhance access and availability of advanced broadband services at competitive and affordable price and cost.

J. Further Considerations

The State needs to retain flexibility due to rapid developments in both technology and the law. At the same time, it is in the public interest to closely coordinate all communications planning through specific programs that take advantage of what each technology has to offer.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA103**
 PROGRAM STRUCTURE NO. **10010302**
 PROGRAM TITLE: **CONSUMER ADVOCATE FOR COMM, UTIL & TRAN**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	23.00*	23.00*	23.00*	23.00*	23.0*	23.0*	23.0*	23.0*
PERSONAL SERVICES	1,603,847	1,881,887	1,909,796	1,909,796	1,910	1,910	1,910	1,910
OTHER CURRENT EXPENSES	1,030,654	1,121,712	1,121,712	1,121,712	1,122	1,122	1,122	1,122
TOTAL OPERATING COST	2,634,501	3,003,599	3,031,508	3,031,508	3,032	3,032	3,032	3,032
BY MEANS OF FINANCING								
SPECIAL FUND	23.00*	23.00*	23.00*	23.00*	23.0*	23.0*	23.0*	23.0*
	2,634,501	3,003,599	3,031,508	3,031,508	3,032	3,032	3,032	3,032
TOTAL POSITIONS	23.00*	23.00*	23.00*	23.00*	23.00*	23.00*	23.00*	23.00*
TOTAL PROGRAM COST	2,634,501	3,003,599	3,031,508	3,031,508	3,032	3,032	3,032	3,032

PROGRAM ID: CCA103
PROGRAM STRUCTURE: 10010302
PROGRAM TITLE: CONSUMER ADVOCATE FOR COMMUNICATIONS, UTIL & TRANSPORTATION SVCS

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	80	80	75	75	75	75	75	75
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	56275	16000	15000	15000	15000	15000	15000	15000
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	3829	1000	1000	1000	1000	1000	1000	1000
4. % PROCEDURAL DEADLINES MET	100	100	100	100	100	100	100	100
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4000	4000	2000	2000	2000	2000	2000	2000
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	90	100	100	100	100	100	100	100
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	24	24	24	15	16	17	18	19
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000'S)	1487	1500	1500	1500	1500	1500	1500	1500
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	418	418	425	429	433	437	441	444
3. # OF NON-RESIDENTIAL USERS (000'S)	64	64	68	69	70	71	72	73
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	4	4	4	4	4	4
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	40	40	35	37	39	41	43	45
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	184	184	180	180	180	180	150	150
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	44	44	43	43	43	43	43	43
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	555	555	600	600	600	600	600	600
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	743	743	690	690	690	690	690	690
10. # WATER CARRIERS REGULATED BY PUC	4	4	3	3	3	3	3	3
PROGRAM ACTIVITIES								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	8	6	7	7	7	7	7	7
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	0	10	10	10	10	10	10
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	133	133	120	120	120	120	120	120
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	0	0	1	1	2	2	2	2
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	11	11	10	10	10	10	10	10
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	4	4	4	4	4	4	4	4
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	3	6	4	4	4	4	4	4
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
REVENUES FROM THE USE OF MONEY AND PROPERTY	21	50	50	50	50	50	50	50
NON-REVENUE RECEIPTS	3,004	3,004	3,003	3,003	3,003	3,003	3,003	3,003
TOTAL PROGRAM REVENUES	3,025	3,054	3,053	3,053	3,053	3,053	3,053	3,053
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	3,025	3,054	3,053	3,053	3,053	3,053	3,053	3,053
TOTAL PROGRAM REVENUES	3,025	3,054	3,053	3,053	3,053	3,053	3,053	3,053

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

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.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Increase special fund for Compliance Resolution Fund for fringe benefits; \$27,909.

C. Description of Activities Performed

1. The Division advocates positions on behalf of consumers of utility and transportation services before the State of Hawaii Public Utilities Commission ("PUC"), the Federal Communications Commission ("FCC"), and other federal, state and local agencies. The Division is a party to every application before the PUC and includes, but is not limited to, applications for authority to modify or offer new services; rate and fare proposals; revenue requirements; finance transactions review of capital improvement projects; and generic proceedings that affect all companies in an industry, to name a few examples.

2. Compliance investigations are conducted regarding the adequacy and efficiency of utility services.

3. Education of consumers through web site, newsletters, sponsored events, and attendance at trade-shows, fairs, business and community meetings.

D. Statement of Key Policies Pursued

1. Ensure robust utility infrastructures and regulated services. This program is highly proactive in implementing the objectives and policies for transportation,

energy and telecommunications systems stated in the Hawaii State Planning Act, HRS, §226-17, 18 and 18.5, respectively. The program advances the public interest by advocating for dependable, efficient and reasonably priced utilities and transportation services.

2. Fostering the adoption of renewable energy and energy efficiency resources. The program considers the long-term benefits of renewable resources and energy efficiency measures consistent with state objectives, which helps to attract investment in Hawaii for various utility projects.

3. Provide jobs; stabilize and diversify Hawaii's economy. The program endeavors to ensure that high quality utility and transportation services to facilitate customers, businesses, and industries needs.

4. Maintain a healthy visitor industry. The program provides Hawaii a voice before regulatory agencies to encourage reasonably-priced utility services to ensure that Hawaii remains competitive with other tourist destinations.

5. Educate people about utility matters that affect them, how they can be wiser consumers, and how they can more fully participate in the regulatory process. Encourage consumers to play a more active role in moving our state's energy and other utility policies forward.

E. Identification of Important Program Relationships

1. Federal regulatory policies should be consistent with components of the Hawaii State Plan. However, Hawaii's uniqueness may, at times, require exemption from federal policies in selected areas and this Program may need to make filings before the FCC or other federal agencies to protect Hawaii's interests.

2. Because the PUC makes fact-based findings and determinations, this

Program provides the PUC with well researched, fact-based recommendations consistent with administrative initiatives and consumers' interests.

3. At the county level, there are occasional overlaps that require coordination with county ordinances and regulatory policies.
4. Various state and county agencies, such as the Department of Health, Department of Business and Economic Development and Tourism, Department of Agriculture, and the Department of Transportation, are continually consulted.

F. Description of Major External Trends Affecting the Program

1. Movement toward competition in the electric, transportation and telecommunications industries and resulting changes in regulation.
2. Changing governmental policies and technological developments in the energy field. Promotion of renewable energy and energy efficiency are examples. In addition, changing environmental regulations are affecting how utility service is provided and at what cost.
3. The growth of wide-spectrum telecommunications and changes in governmental policies are affecting the quality, quantity, nature and pricing of communication services as well as the implementation of universal service support.
4. A recovering economy and changing demands affecting regulated services has caused an increase in rate increase requests.
5. Growing community awareness and other factors have increased public input into the regulatory process, which can require greater resources.

G. Discussion of Cost, Effectiveness, and Program Size Data

1. The Program has changed its area of emphasis and the methods by which it carries out the program directives. The program has reduced emphasis in some areas of responsibility and focused more on certain utility services and educational outreach. The Program has secured significant customer savings in rate proceedings and supported various alternative energy projects.
2. The program has fourteen of twenty-five positions filled, and also relies upon consultant services where the size, scope, and sophistication of the problems confronting consumers require specialized expertise, in the form of cost-beneficial "services for fee."

H. Discussion of Program Revenue

Not applicable.

I. Summary of Analysis Performed

Four studies analyzed and evaluated the current regulatory program:

- (1) "Management Audit of the Public Utilities Commission and the Division of Consumer Advocacy" (January 2004);
- (2) "Management Audit of the Public Utilities Program of the State of Hawaii," (February 1989);
- (3) "Management Study of the Public Utilities Division, Department of Regulatory Agencies and the Public Utilities Commission," (January 1980); and
- (4) "Management Audit of the Public Utilities Program," (August 1975, three volumes). The Legislative Auditor has made several recommendations affecting the Program.

J. Further Considerations

The Program has implemented some of the recommendations and continues to evaluate other recommendations included in the 2004 study as well as identifying other measures that should enhance the Program's effectiveness.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: CCA104
 PROGRAM STRUCTURE NO. 10010303
 PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	34.00*	34.00*	34.00*	34.00*	34.0*	34.0*	34.0*	34.0*
PERSONAL SERVICES	2,148,206	2,971,144	2,971,144	2,971,144	2,971	2,971	2,971	2,971
OTHER CURRENT EXPENSES	322,553	523,776	523,776	523,776	524	524	524	524
EQUIPMENT								
TOTAL OPERATING COST	2,470,759	3,494,920	3,494,920	3,494,920	3,495	3,495	3,495	3,495
BY MEANS OF FINANCING								
SPECIAL FUND	34.00*	34.00*	34.00*	34.00*	34.0*	34.0*	34.0*	34.0*
TRUST FUNDS	2,470,759	3,384,920	3,384,920	3,384,920	3,385	3,385	3,385	3,385
		110,000	110,000	110,000	110	110	110	110
TOTAL POSITIONS	34.00*	34.00*	34.00*	34.00*	34.00*	34.00*	34.00*	34.00*
TOTAL PROGRAM COST	2,470,759	3,494,920	3,494,920	3,494,920	3,495	3,495	3,495	3,495

PROGRAM ID: CCA104
 PROGRAM STRUCTURE: 10010303
 PROGRAM TITLE: FINANCIAL SERVICES REGULATION

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	90	93	90	96	92	92	92	92
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	86	90	90	90	90	90	90	90
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	50	75	75	80	85	90	90	90
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	99	90	95	95	95	95	95	95
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	87	87	85	85	85	85	85	85
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000)	1487	1500	1500	1500	1500	1500	1500	1500
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	1172	1201	2800	2800	2800	2800	2800	2800
PROGRAM ACTIVITIES								
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	217	222	211	230	223	223	223	223
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	220	220	675	650	650	650	650	650
3. # OF INQUIRIES RECEIVED	584	590	6100	6100	6100	6100	6100	6100
4. # OF LICENSES RENEWED	205	236	1535	1535	1535	1535	1535	1535
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	54	68	68	68	68	68	68	68
6. # OF WRITTEN COMPLAINTS RECEIVED	72	60	60	60	60	60	60	60
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	27	37	54	27	47	47	47	47
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM		0	6	6	11	16	21	21
9. # OF INVESTIGATIONS RECEIVED		60	65	65	65	65	65	65
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
TAXES	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000
LICENSES, PERMITS, AND FEES	212	207	207	207	207	207	207	207
REVENUES FROM THE USE OF MONEY AND PROPERTY	20	13	13	13	13	13	13	13
CHARGES FOR CURRENT SERVICES	1,117	1,011	970	971	950	961	950	961
TOTAL PROGRAM REVENUES	3,349	3,231	3,190	3,191	3,170	3,181	3,170	3,181
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	3,349	3,231	3,190	3,191	3,170	3,181	3,170	3,181
TOTAL PROGRAM REVENUES	3,349	3,231	3,190	3,191	3,170	3,181	3,170	3,181

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

To ensure the safety and soundness of state-chartered and state-licensed financial institutions, and ensure regulatory compliance by state-licensed financial institutions, escrow depositories, money transmitters, mortgage servicers, mortgage loan originators and mortgage loan originator companies, by fairly administering applicable statutes and rules, in order to protect the rights and funds of depositors, borrowers, consumers and other members of the public.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Program is not requesting adjustments to its base budget.

C. Description of Activities Performed

The Division is responsible for the licensure, examination and supervision of state-chartered and licensed banks, trust companies, savings and loan associations, financial services loan companies, credit unions, escrow depositories, money transmitters, mortgage servicers, mortgage loan originators and mortgage loan originator companies.

D. Statement of Key Policies Pursued

The Division's greatest challenge is to be responsive to changes in the financial services industry. This is accomplished through: (1) ensuring that the Division's laws, rules, policies, procedures and resources enable the Division to effectively and efficiently regulate and supervise the financial services industry, and (2) maintaining a work force that is highly skilled and effective through continuous and on-going training.

E. Identification of Important Program Relationships

Uniformity, consistency and cooperation among federal and state financial regulators is required to maintain public confidence in the financial system, especially with the continuing economic uncertainties and the advent of interstate banking and branching, internet banking, implementation of the federal financial modernization laws allowing affiliations among banks and other financial services companies, increased emphasis on compliance with federal Bank Secrecy Act and anti-money laundering laws, and the sweeping restructuring of U.S. financial services industry due to the passage of the Dodd-Frank Wall Street Reform and Consumer Protection Act ("Dodd-Frank Act") in 2010. A good foundation has been laid for such interaction. Existing laws, policies, and procedures for coordinating the supervision of financial institutions (including the conduct of joint examinations, coordinated processing of applications, sharing of confidential supervisory information, and coordinated efforts for enforcement actions) between the federal and state regulatory agencies continue to be reviewed and refined in order to achieve optimal supervisory efficiency for the protection of the public while minimizing the regulatory burdens on the financial services industry.

F. Description of Major External Trends Affecting the Program

The nation and Hawaii appear to be recovering from the national mortgage crisis that began in 2007 and evolved into a full-scale financial crisis that resulted in unprecedented economic disruptions both nationally and globally. However, the recovery has been very slow, major uncertainties still remain, and the economy is fragile. Efforts to address the economic crisis included the passage of the Dodd-Frank Act in 2010. That law is considered the most sweeping change to financial regulation in the U.S. since the Great Depression, and affects almost every aspect of the U.S. financial services industry, including consumer protection; systemic risks; large, complex institutions; liquidation procedures for systemically significant institutions; executive compensation; corporate governance; mortgage practices; and the structure and powers of the federal financial regulatory agencies. The Dodd-Frank Act requires the federal agencies to adopt over 200 rules. In addition, a major overhaul of the international capital standards, Basel

III, is being proposed by the global financial regulators to strengthen capital requirements and address the risk of systemically significant institutions.

Meanwhile, the financial services industry continues to undergo dramatic and stunning changes to its operations, structure, and risk profile due to factors such as increased competition from non-banking entities; new products and delivery channels; and new laws and rules including the elimination of legal barriers to affiliations among banks and other financial services companies, financial privacy, identity theft, and terrorism.

The slowdown in the economy has placed increasing strains on Hawaii's financial institutions and the consumers they serve. While some signs of improvement in the economy have been seen, the recovery continues to be slow, and Hawaii's financial institutions will continue to deal with impact of the disruptions and resulting steps taken to restore stability and prevent future crises while addressing all the changes in their regulatory and competitive environment.

In response, the Division has had and will continue to closely monitor the impact of all of these changes and disruptions on the overall industry and on individual institutions. This has and will continue to require increased supervision of individual institutions; review of all new federal laws and rules to determine whether Division must submit legislation to change conflicting or inconsistent State laws or amend or adopt administrative rules; adopt supervisory protocols and agreements with other state and federal banking agencies for the cooperation and coordination of regulatory activities; increase coordination and cooperation with other federal and state agencies that serve as the functional regulators of certain financial institution activities; implement new examination procedures and enhance other program activities; and develop and maintain a highly skilled and effective work force. In addition, the Division has and will continue to have to work closely with the private sector, law enforcement, and other state and federal agencies to protect the financial sector.

G. Discussion of Cost, Effectiveness, and Program Size Data

Work load in FY12 increased substantially, evidenced by the actual number of institutions and offices regulated, and the number of applications, inquiries and complaints received, which were all greater than previously projected. The increase was due not only to the addition of two new programs requiring the regulation of mortgage servicers, mortgage loan originators, and mortgage loan originator companies, but also due to changes in the other financial services industries regulated, as those industries reacted and adjusted to economic uncertainties, evolving and increasingly competitive financial services industry, and newly enacted laws, rules and regulations. Further, the program size data do not reflect the increasing complexity of issues the Division must review as the financial services industry evolves and as new laws, rules and regulations are enacted that require more comprehensive and enhanced examinations and supervisory efforts. Training of staff continues to be a high priority.

H. Discussion of Program Revenue

Revenues, generated primarily from the franchise tax, annual office fees, application fees, license fees and examination fees, are insufficient to allow Division to fully fund all of its positions. Division plans to introduce bills in the 2013 legislative session that will seek increases in many of the fees currently imposed to allow the Division to fund its positions and provide the appropriate oversight consumers expect.

I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA105**
 PROGRAM STRUCTURE NO. **10010304**
 PROGRAM TITLE: **PROFESSIONAL & VOCATIONAL LICENSING**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	57.00*	62.00*	64.00*	64.00*	64.0*	64.0*	64.0*	64.0*
PERSONAL SERVICES	4,263,120	5,243,356	5,243,356	5,243,356	5,243	5,243	5,243	5,243
OTHER CURRENT EXPENSES	1,363,260	2,811,443	2,941,443	2,901,443	2,901	2,901	2,901	2,901
TOTAL OPERATING COST	5,626,380	8,054,799	8,184,799	8,144,799	8,144	8,144	8,144	8,144
BY MEANS OF FINANCING								
SPECIAL FUND	52.00*	54.00*	56.00*	56.00*	56.0*	56.0*	56.0*	56.0*
TRUST FUNDS	4,547,861	6,000,488	6,040,488	6,040,488	6,040	6,040	6,040	6,040
TRUST FUNDS	5.00*	8.00*	8.00*	8.00*	8.0*	8.0*	8.0*	8.0*
TRUST FUNDS	1,078,519	2,054,311	2,144,311	2,104,311	2,104	2,104	2,104	2,104
TOTAL POSITIONS	57.00*	62.00*	64.00*	64.00*	64.00*	64.00*	64.00*	64.00*
TOTAL PROGRAM COST	5,626,380	8,054,799	8,184,799	8,144,799	8,144	8,144	8,144	8,144

PROGRAM ID: CCA105
 PROGRAM STRUCTURE: 10010304
 PROGRAM TITLE: PROFESSIONAL AND VOCATIONAL LICENSING

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	83	95	95	95	95	95	95	95
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	93	97	97	97	97	97	97	97
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	0	90	90	90	90	90	90	90
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000)	1487	1500	1500	1500	1500	1500	1500	1500
2. PERS/BUS LIC BY PVL (ALL STATUSES)	353980	364305	367950	371630	375345	379100	382890	386715
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	126308	128000	141150	142560	143985	145425	145425	145425
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	47	48	48	48	48	48	48	48
PROGRAM ACTIVITIES								
1. # OF PROF & VOC APPLICATIONS RECEIVED	13120	13380	13640	13900	14160	14420	14680	14940
2. # OF EXAMINEES & REEXAMINEES	9360	9550	9740	9930	10120	10310	10500	10690
3. # OF APPLICANTS LICENSED	10125	10330	9946	10045	10145	10246	10348	10451
4. # OF PERMITS ISSUED	1465	1490	1515	1540	1565	1590	1615	1640
5. # OF LICENSES RENEWED	68420	51000	69795	70492	71196	71907	72626	73352
6. # OF UPDATE TRANSACTIONS FOR LICENSES	200405	204415	200425	200435	200455	200455	200465	200745
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	21633	21500	21500	21500	21500	21500	21500	21500
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	105295	105000	105000	105000	105000	105000	105000	105000
9. # OF SUBDIVISION FILINGS RECEIVED	3	3	3	3	3	3	3	3
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED			3	2	2	2	2	2
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
LICENSES, PERMITS, AND FEES	4,196	3,579	4,111	4,389	4,017	4,000	4,100	3,906
REVENUES FROM THE USE OF MONEY AND PROPERTY	26	24	24	24	24	24	24	24
CHARGES FOR CURRENT SERVICES	1,477	1,759	1,988	1,703	1,857	1,434	1,558	1,401
NON-REVENUE RECEIPTS	352	1,424	482	1,419	482	1,419	482	1,419
TOTAL PROGRAM REVENUES	6,051	6,786	6,605	7,535	6,380	6,877	6,164	6,750
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
GENERAL FUNDS	38	1	20	2	1	20	2	1
SPECIAL FUNDS	5,682	5,361	6,103	6,114	5,897	5,438	5,680	5,330
ALL OTHER FUNDS	331	1,424	482	1,419	482	1,419	482	1,419
TOTAL PROGRAM REVENUES	6,051	6,786	6,605	7,535	6,380	6,877	6,164	6,750

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

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.

B. Description of Request and Compliance with §37-68(1)(A)(B)

1. Add trust fund for federal registry fees; Real Estate Appraisers Registry Fee, \$50,000. The request for the increase will streamline the efficiency and timeliness of the required payment of fees to the Appraisal Subcommittee of the Federal Financial Institutions Council.
2. Add special fund for the implementation of Act 198, SLH 2012 -- for new registration and regulation of Athletic Trainers; Compliance Resolution Fund \$40,000. The monies will be used for office supplies, postage, and other current expenses to implement the newly established Athletic Trainers Program.
3. Add trust fund for consumer education activities; Contractor's Education Fund, \$40,000 in FY14 only. The Unlicensed Contractor Law Enforcement Task Force discussed the need for consumer education in deterring unlicensed contracting activity. The request for the increase will be used for public service announcements warning consumers of the risks of hiring unlicensed contractors.
4. Convert two special fund temporary positions to permanent; Compliance Resolution Fund. The positions are essential to ensure the continued efficiency and timeliness of the operations of the program. Converting

these positions to permanent status is needed if the program is to be able to attract and retained qualified personnel.

C. Description of Activities Performed

The special funded program is responsible for the licensing and regulation of 48 different professions and vocations. It provides administrative support to 25 regulatory licensing boards and, on behalf of the director of the department, administers 23 regulatory licensing programs.

The trust funds are dedicated to specific statutory purposes to educate the licensees who are the contributors to the fund, or serve as a source of monetary recovery for an injured consumer, or support increased government service demands by licensees. One fund is federally mandated to collect fees on its behalf, with revenues going to the federal agency.

D. Statement of Key Policies Pursued

For both the special and trust funds, users of the program are to be serviced with quality, equity, dependability, and promptness. Individuals and entities that the program licenses are to be competent so that the consuming public's health, safety and welfare are protected.

E. Identification of Important Program Relationships

The special funded program has equally important relationships with other State agencies, counties, federal agencies, private sector programs, and national regulatory and licensing bodies. Persons who are licensed by this program may be employees, contractors, or service providers of these private and public sector agencies. Consultation and coordination may be necessary in cases where changes in licensing and regulation could have a significant or adverse effect on said agencies.

The trust funds do not necessarily require agency relationships since the beneficiaries of the trust funds are the contributing licensees, or injured consumers, or a federal agency.

F. Description of Major External Trends Affecting the Program

A change in economic conditions could affect the number of persons seeking licensure or renewing licenses. This impacts revenues to the special fund and the trust funds and the program's self-sufficiency.

The division continues to receive requests to take over licensing functions outside the jurisdiction and expertise of DCCA. The expansion of the division in this fashion would undermine and jeopardize its jurisdictional focus and negatively affect its current population of 127,000 licensees and the on-going professional services that the division currently provides them.

Federal licensing mandates also impact the program, although nothing is pending at this time.

G. Discussion of Cost, Effectiveness, and Program Size Data

For the special fund, the budget is consistent with the program's anticipated expenditures. The programs' prudent spending requires them to have a fund balance at the end of the fiscal year, for carryover purposes. New regulatory programs enacted by the legislature and assigned to this program, as well as general increases in cost for products and services, could increase expenditures, which the budget does not take into account.

For the trust funds, the budget is consistent with the program's planned program of work and anticipated expenditures.

H. Discussion of Program Revenue

For the special fund, all revenues are derived from fees paid by applicants for professional and vocational licenses, and renewing licensees.

With the advent of self-sufficiency in July 1994, the program is sustained by its revenues, has not sought fee increases, has provided discounts for on-line renewals provided the licensing area is online eligible and listed in HRS 92-28, continues its cost control measures to maintain appropriate service standards in spite of rising operational costs, and further ensures sufficient carryover balances each year.

For the trust funds, revenues are derived from trust fund fees paid in initial license and/or at renewal. Estimation of revenues is based on past trending and other planned program of work, estimation of recovery fund payouts to consumers from the applicable fund(s). External considerations, such as the effect of economic conditions, also impacts revenues.

I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA106**
 PROGRAM STRUCTURE NO. **10010306**
 PROGRAM TITLE: **INSURANCE REGULATORY SERVICES**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	81.00*	81.00*	85.00*	85.00*	85.0*	85.0*	85.0*	85.0*
PERSONAL SERVICES	5,511,781	6,780,368	7,583,686	7,398,146	7,398	7,398	7,398	7,398
OTHER CURRENT EXPENSES	5,225,922	7,701,387	7,914,330	7,401,870	7,402	7,402	7,402	7,402
EQUIPMENT			52,000					
TOTAL OPERATING COST	10,737,703	14,481,755	15,550,016	14,800,016	14,800	14,800	14,800	14,800
BY MEANS OF FINANCING	81.00*	81.00*	85.00*	85.00*	85.0*	85.0*	85.0*	85.0*
SPECIAL FUND	10,671,856	14,281,755	14,350,016	14,350,016	14,350	14,350	14,350	14,350
OTHER FEDERAL FUNDS	*	*	1,000,000	250,000	250	250	250	250
TRUST FUNDS	65,847	200,000	200,000	200,000	200	200	200	200
TOTAL POSITIONS	81.00*	81.00*	85.00*	85.00*	85.00*	85.00*	85.00*	85.00*
TOTAL PROGRAM COST	10,737,703	14,481,755	15,550,016	14,800,016	14,800	14,800	14,800	14,800

PROGRAM ID: CCA106
PROGRAM STRUCTURE: 10010306
PROGRAM TITLE: INSURANCE REGULATORY SERVICES

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	97	90	90	90	90	90	90	90
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	92	100	100	100	100	100	100	100
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	23	21	35	45	75	75	75	75
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	90	95	95	95	95	95	95	95
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	100	100	100	100	100	100
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	4.2	5.0	4.0	4.0	4.0	4.0	4.0	4.0
7. % CRIMINAL & ADMIN BACKGROUND REVIEWS	1416	1400	1350	1350	1350	1350	1350	1350
8. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	73	70	70	70	70	70	70	70
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000)	1487	1500	1510	1520	1530	1540	1550	1560
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1010	1015	1025	1032	1038	1044	1050	1056
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	175	184	191	199	207	215	224	233
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	45362	46000	46000	46000	46000	46000	46000	46000
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	943	935	945	950	955	960	965	970
PROGRAM ACTIVITIES								
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	105657	127000	128000	129000	130000	130000	130000	130000
2. # OF COMPLAINTS	644	720	620	620	620	620	620	620
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	60	75	75	75	75	80	80	80
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	37	30	30	30	30	30	30	30
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2068	2120	2115	2110	2110	2110	2110	2110
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	21	20	25	22	20	20	20	20
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	28	59	50	49	46	43	42	45
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4597	4380	4510	4610	4610	4610	4610	4610
9. # OF PREMIUM TAX STATEMENTS FILED	9527	9609	9200	9200	9200	9200	9200	9200
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	226	235	242	250	258	268	275	284
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
TAXES	119,472	119,850	121,850	121,850	123,850	123,850	125,850	125,850
LICENSES, PERMITS, AND FEES	8,637	9,000	8,500	4,200	3,700	4,200	3,700	3,700
REVENUES FROM THE USE OF MONEY AND PROPERTY	42	53	53	53	53	53	53	53
CHARGES FOR CURRENT SERVICES	6,114	7,776	8,026	8,551	8,051	7,851	7,876	7,876
FINES, FORFEITS AND PENALTIES	722	210	210	210	210	210	210	210
NON-REVENUE RECEIPTS	4,449	575	575	575	575	575	575	575
TOTAL PROGRAM REVENUES	139,436	137,464	139,214	135,439	136,439	136,739	138,264	138,264
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
GENERAL FUNDS	126,181	123,200	125,200	120,400	122,400	122,400	124,400	124,400
SPECIAL FUNDS	13,066	14,084	13,834	14,859	13,859	14,159	13,684	13,684
ALL OTHER FUNDS	189	180	180	180	180	180	180	180
TOTAL PROGRAM REVENUES	139,436	137,464	139,214	135,439	136,439	136,739	138,264	138,264

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

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.

B. Description of Request and Compliance with §37-68(1)(A)(B)

1. Increase special funds for the Compliance Resolution Fund (CRF) ceiling for fringe benefits; \$68,261.
2. Trade-off special funds for four permanent position counts; Captive Insurance Administrative Fund (CIAF).
3. Establish ceiling (four temporary positions and other federal funding) for the Federal Rate Review Grant; FY14: \$1,000,000, FY15: \$250,000

C. Description of Activities Performed

The program is responsible for the regulatory oversight of the insurance industry. The major activities are: (1) analysis of approval or disapproval of policies and rate filings; (2) review of insurance entities financial, operating and tax statements; (3) field examinations of insurers, health maintenance organizations, rating organizations, mutual and fraternal benefit societies, advisory organizations, agencies, independent claims organizations, guaranty associations; (4) qualification examinations and licensing insurers, health maintenance organizations and all categories of producers to transact insurance; (5) administration of the Hawaii Joint Underwriting Plan, including the development and promulgation of motor vehicle insurance rates, and prepaid legal plans; (6) investigation of complaints by the public of alleged violations of insurance statutes and rules and other consumer requests for assistance; (7)

investigation of violations and enforcement of insurance fraud laws with the exception of workers compensation insurance; (8) regulatory surveillance for market conduct and financial condition of all insurers, health maintenance organizations, and mutual and fraternal benefit societies for compliance with insurance laws, (9) licensing, examination and regulatory oversight of the captive insurance companies and development of the captive industry in Hawaii; and (10) assist the Hawaii Health Connector to setup Hawaii's health insurance exchange under the federal Patient Protection and Affordable Care Act (PPACA).

D. Statement of Key Policies Pursued

Implementing the State Plan on Individual Rights by assuring the public of the broadest possible insurance coverages and benefits commensurate with reasonable rates from competent insurers and producers; by monitoring the financial solvency of licensed insurance companies to assure the insurers' ability to pay claims; enforcing all laws and regulations; and improving the level of voluntary compliance by the industry and public.

E. Identification of Important Program Relationships

The Director of the Commerce and Consumer Affairs has tasked the Division to provide staff support services in the administration of Chapter 448D, HRS, Dental Service Organizations; and Act 232, §5, SLH 1984, Patients' Compensation Fund. The Insurance Commissioner is an ex-officio member of the Hawaii Hurricane Relief Fund.

F. Description of Major External Trends Affecting the Program

1. President Obama signed the PPACA into law in 2010. The requirements of PPACA are many and specific time frames for states to meet those requirements are set. One of these is the State option of establishing a health exchange. The Division was the recipient of two health exchange grants totaling \$15.4 million

from the federal Department of Health and Human Services (DHHS) beginning in 2010 to study and create and implement, if decided, a health insurance exchange in Hawai'i. Health insurance exchanges are part of PPACA and are designed to allow individuals and small businesses to purchase federally qualified health plans written by private insurer and obtain federal subsidies. Exchanges must also provide a front end for Medicaid. The Division is devoting resources and is working with the Hawai'i Health Connector (the State's exchange) to ensure that the State is in compliance with the PPACA.

2. The Insurance Division received another two grants totaling \$4 million dollars from DHHS to build a computer system that can report data relating to health premium rate regulation. The Division is exploring various options to meet this goal including using the National Association of Insurance Commissioner's System for Electronic Rate and Form Filing and modifying the Division's current database to enable the reporting.

3. The Insurance Division is continuously improving its computerization and the use of the Internet. This includes the continued interfacing with the National Association of Insurance Commissioners to support regulatory expertise and speed in the processing of work and the Hawaii Information Consortium to promote the accessing of information by the public. These interfaces will continue to improve the efficiency of the Division and provide better services and information via the web to consumers and insurance licensees.

G. Discussion of Cost, Effectiveness, and Program Size Data

1. The Financial Surveillance and Examination Branch performs quarterly and annual financial analyses and evaluates the financial condition of twenty-seven domestic insurers in accordance with guidelines established by the National Association of Insurance Commissioners (NAIC). The Branch also conducts financial examinations of the twenty-seven domestic insurers at least once every three to five years in accordance with the Hawaii Revised Statutes and guidelines established by the NAIC. The Branch also licenses and renews

approximately 1,000 out-of-state insurers who are authorized to conduct the business of insurance in Hawaii and processed more than 9,500 premium tax returns and collected over \$117 million in premium taxes and assessments.

2. The Compliance and Enforcement Branch investigators resolved approximately 97% of consumers and industry (excluding cases referred for formal resolutions by administrative hearings) in 90 days in the last fiscal year. The Branch handles an average of 600 complaints annually. The Compliance and Enforcement Branch also reviews approximately 1,400 license applications for criminal and administrative violation background checks and fields approximately 4,000 consumer calls a year.

3. The Rate and Policy Analysis Branch completed 90% of forms and rate filings reviews within the statutory time requirements in the last fiscal year. Annually, approximately 4,600 forms and rate filings are analyzed.

4. The Licensing Branch maintains the licensing database for over 45,000 licensees. With the exception of insurers and health maintenance organizations, the Branch oversees and collects the renewal fees annually, issues new licenses, and updates the database for changes made by licensees. The Branch maintains the on-line features, which includes insurance licensee search, downloading licensing forms, fee schedules & information for various licenses, tracking of licensees' continuing education credits; and an option to pay renewal fees on-line. The Branch is now processing electronic filings for producers' licensing applications, new appointments and termination of appointments and address changes for both resident and nonresident licensees.

5. The Captives Branch has 175 active captive insurance companies licensed at the end of last fiscal year. Hawaii is third in the U.S. of number of captive domiciles, behind Vermont and Utah. The aggregate total of the licensed captive companies' assets, premiums and investments held in Hawaii financial institutions exceeded that of the twenty-seven Hawaii domestic commercial insurers.

6. The Insurance Fraud Investigations Branch opened 60 cases this past fiscal year. The Branch has a 100% success rate in cases either presented to grand jury for indictment or cases where complaints were filed through information charging as approved by the court.

7. The Health Branch received and reviewed 25 health insurance premium rate filings all within statutory time requirements. The Branch also received and reviewed 116 long term care advertising filings all completed within the statutory time requirements. The Health Branch reviewed 110 complaints, with 32 pending at the end of the fiscal year. The Branch handles about 1500 information inquiries a year. The Health Insurance Branch reviewed 37 premium rate filings of managed care plans during the last fiscal year and this resulted in consumer savings of over \$9 million.

H. Discussion of Program Revenue

1. The program collected \$117.6 million of insurance premium taxes for deposit into the general fund in FY 2011-12.

2. The program's operating expenditures, except for the captive program cost, are paid from the CRF. The CRF revenue sources are licensing fees, fines, penalties, reimbursements, and assessments to cover the program's appropriation.

3. The captive program operating expenditures are paid from the CIAF. The CIAF revenue sources are premium taxes, fees, fines, penalties, and reimbursements to cover the program's appropriation.

I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA110**
 PROGRAM STRUCTURE NO. **10010401**
 PROGRAM TITLE: **OFFICE OF CONSUMER PROTECTION**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	14.00*	16.00*	17.00*	17.00*	17.0*	17.0*	17.0*	17.0*
PERSONAL SERVICES	1,210,270	1,371,930	1,434,038	1,459,622	1,460	1,460	1,460	1,460
OTHER CURRENT EXPENSES	206,708	302,591	425,711	425,711	426	426	426	426
EQUIPMENT			22,525					
TOTAL OPERATING COST	1,416,978	1,674,521	1,882,274	1,885,333	1,886	1,886	1,886	1,886
BY MEANS OF FINANCING	14.00*	16.00*	17.00*	17.00*	17.0*	17.0*	17.0*	17.0*
SPECIAL FUND	1,414,278	1,573,840	1,781,593	1,784,652	1,785	1,785	1,785	1,785
TRUST FUNDS	2,700	100,681	100,681	100,681	101	101	101	101
TOTAL POSITIONS	14.00*	16.00*	17.00*	17.00*	17.00*	17.00*	17.00*	17.00*
TOTAL PROGRAM COST	1,416,978	1,674,521	1,882,274	1,885,333	1,886	1,886	1,886	1,886

PROGRAM ID: CCA110
 PROGRAM STRUCTURE: 10010401
 PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	26	30	30	30	30	30	30	30
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	859	1100	1100	1100	1100	1100	1100	1100
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	1846	4760	300	300	300	300	300	300
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	583	4700	150	150	150	150	150	150
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	100	100	100	100	100	100
PROGRAM TARGET GROUPS								
1. RESIDENT STATE POPULATION (000)	1375	1300	1300	1300	1300	1300	1300	1300
2. VISITORS TO HAWAII (000)	7498	7000	7000	7000	7000	7000	7000	7000
PROGRAM ACTIVITIES								
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1496	1500	1500	1500	1500	1500	1500	1500
2. # OF COMPLAINTS INITIATED BY OCP	42	75	75	75	75	75	75	75
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	7194	10000	10000	10000	10000	10000	10000	10000
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	578	700	700	700	700	700	700	700
5. # OF MULTISTATE CASES	3	4	5	5	5	5	5	5
6. # OF LEGAL ACTIONS	12	15	15	15	15	15	15	15
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	16632	8000	8000	8000	8000	8000	8000	8000
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	10000	10000	10000	10000	10000	10000	10000
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	40	20	20	20	20	20	20	20
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
REVENUES FROM THE USE OF MONEY AND PROPERTY	5	10	10	10	10	10	10	10
CHARGES FOR CURRENT SERVICES	1	2	2	2	2	2	2	2
FINES, FORFEITS AND PENALTIES	1,846	150	150	150	150	150	150	150
NON-REVENUE RECEIPTS	6							
TOTAL PROGRAM REVENUES	1,858	162	162	162	162	162	162	162
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	1,852	162	162	162	162	162	162	162
ALL OTHER FUNDS	6							
TOTAL PROGRAM REVENUES	1,858	162	162	162	162	162	162	162

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

To protect consumers by investigating alleged violations of consumer protection laws, taking legal action to stop unfair or deceptive trade practices in the marketplace, and educating consumers and businesses about their respective rights and obligations in the marketplace under Hawaii consumer protection laws.

B. Description of Request and Compliance with §37-68(1)(A)(B)

1. Increase special funds for the Compliance Resolution Fund ceiling for fringe benefits; \$36,524.
2. Increase special funds for the Compliance Resolution Fund ceiling for Central Services Assessments; \$120,000.
3. Add special funds and one permanent position to support Landlord-Tenant Hotline; Compliance Resolution Fund. FY14: \$51,229, FY15: \$54,288. The Landlord-Tenant Hotline (“Hotline”) receives an average of 7,000 new inquiries a year. The Hotline is currently staffed by four full-time line Investigator IVs who alternate turns on the Hotline each day of the workweek. These experienced Investigator IVs devote an average of 20% of their time to staffing the Hotline. This prevents them from devoting adequate time to their existing case loads. Securing an additional Investigator I position for the Landlord-Tenant Hotline will free the existing line investigators to devote all of their time to their pending case loads.

C. Description of Activities Performed

Investigation of Complaints. Receive all complaints on a statewide basis: walk-ins, mail and telephone; evaluate complaints in relation to investigation threshold criteria, for cases meeting threshold requirements; determine all facts of

complaint; determine from facts whether or not there is a violation of any consumer protection law; refer cases which, on their face, fall within the jurisdiction of another agency; inform complainant of findings of fact and course of action to be taken, if any, by this office or another governmental agency; coordinate fact finding functions with other governmental agencies; monitor advertisements; subpoena witnesses for investigation of facts; conduct investigative public hearings to determine if there is any violation of consumer protections law.

Landlord-Tenant Cases. Provide Landlord-Tenant code information to callers.

Prosecution. Determine adequacy of evidence to prove violation prior to filing a complaint in court; negotiate Assurance of Voluntary Compliance or Consent Judgment prior to the filing of a complaint in court; take court action against business entity which has violated consumer protection law; obtain injunction, civil penalty and restitution for consumers in court actions and settlement of cases.

Legislation. Promulgate rules and regulations to protect consumers; draft consumer protection legislation for the Department; recommend consumer protection legislation to the Legislature; and offer testimony on other consumer protection legislation.

D. Statement of Key Policies Pursued

To protect the interests of both the consumer public and legitimate businesses by investigating alleged violations of consumer protections laws; taking legal action to stop unfair or deceptive practices in the marketplace; proposing, drafting or responding to consumer-related legislation and contributing to the Department's efforts in educating the consumer public and businesses of their respective legal rights and obligations in the marketplace; to promote voluntary compliance with

consumer-related laws by the business community; to enforce consumer protection laws within the Division's jurisdiction; and to promote and to assist in the formation of consumer education groups and programs.

These policies will further the stated objectives of the State Plan on Individual Rights.

E. Identification of Important Program Relationships

Important program relationships are maintained with the National Association of Attorneys General, the Federal Trade Commission, the Consumer Financial Protection Bureau, the U.S. Consumer Product Safety Commission, the State Attorney General, various divisions of the Department, and various county police departments and prosecuting attorneys.

F. Description of Major External Trends Affecting the Program

State and Federal consumer protection offices across the country continue to be a strong force in protecting the public from unfair or deceptive trade practices. The Division regularly participates in joint investigations and prosecutions with numerous state and federal agencies, such as, the state attorneys general, the Federal Trade Commission and the Consumer Financial Protection Bureau. Close inter-jurisdictional coordination with these external entities has allowed the Division to expand its level of consumer protection without increasing costs.

G. Discussion of Cost, Effectiveness, and Program Size Data

The nature and complexity of the Office of Consumer Protection (OCP) workload has increased over the past decade. OCP has witnessed an increase in the number of multi-state investigations dealing with complex consumer protections issues during the past few years. In addition, OCP now averages approximately 1,800 new complaints and 7,000 Landlord-Tenant Hotline inquiries a year. The volume of Landlord-Tenant Hotline calls has consumed investigators' time

because they are forced to devote approximately twenty percent (20%) of their time handling these calls. OCP is also mandated by statute to conduct education and outreach programs for businesses and the general public on consumer protection topics, including mortgage rescue fraud. OCP strives to meet its responsibilities on behalf of the consumer counsel for the State with its existing investigative (6) and legal staff (2). This forces OCP staff to constantly reprioritize their cases and workload to meet this ongoing situation.

H. Discussion of Program Revenue

OCP has successfully underwritten a large portion of its operating revenues through fines and penalties collected in numerous national multi-state investigations. While these recoveries are unpredictable from year to year, it is critical that these revenues continue in the future to sustain OCP's operational effectiveness.

I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA111**
 PROGRAM STRUCTURE NO. **10010403**
 PROGRAM TITLE: **BUSINESS REGISTRATION & SECURITIES REGUL**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	70.00*	71.00*	71.00*	71.00*	71.0*	71.0*	71.0*	71.0*
PERSONAL SERVICES	4,201,762	5,131,685	5,131,685	5,131,685	5,132	5,132	5,132	5,132
OTHER CURRENT EXPENSES	963,805	1,517,555	1,517,555	1,517,555	1,518	1,518	1,518	1,518
TOTAL OPERATING COST	5,165,567	6,649,240	6,649,240	6,649,240	6,650	6,650	6,650	6,650
BY MEANS OF FINANCING								
SPECIAL FUND	70.00*	71.00*	71.00*	71.00*	71.0*	71.0*	71.0*	71.0*
	5,165,567	6,649,240	6,649,240	6,649,240	6,650	6,650	6,650	6,650
TOTAL POSITIONS	70.00*	71.00*	71.00*	71.00*	71.00*	71.00*	71.00*	71.00*
TOTAL PROGRAM COST	5,165,567	6,649,240	6,649,240	6,649,240	6,650	6,650	6,650	6,650

PROGRAM ID: CCA111
 PROGRAM STRUCTURE: 10010403
 PROGRAM TITLE: BUSINESS REGISTRATION AND SECURITIES REGULATION

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. AV DAYS PROC CORP PART, LLC, TRADE NM W/EXPED HANDLG	1	1	1	1	1	1	1	1
2. AV DAYS PROC CORP PART, LLC, TRADE NM W/ REG HANDLG	4	3	4	4	4	4	4	4
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	25	25	25	25	25	25
4. AV DAYS TO PROCESS APPLICS FOR SALES AGENTS	15	15	15	15	15	15	15	15
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	15	15	15	15	15	15
PROGRAM TARGET GROUPS								
1. CORP, PART, LLC, TRNAMES, TRMKS, SVC MKS ON REC(000)	170000	172000	172000	172000	172000	172000	172000	172000
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	105626	109000	75000	75000	75000	75000	75000	75000
PROGRAM ACTIVITIES								
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	216000	218000	0	0	0	0	0	0
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	33663	35000	35000	35000	35000	35000	35000	35000
3. # OF ENFORCEMENT CASES OPENED	32	35	45	45	45	45	45	45
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1350	1400	1400	1400	1400	1400	1400	1400
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	44	50	50	50	50	50	50	50
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	52	45	55	55	55	55	55	55
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	12	13	13	13	13	13	13	13
8. # OF SUSPENSIONS OR BARS IMPOSED	20	6	15	15	15	15	15	15
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	28170	27500	27500	27500	27500	27500	27500	27500
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
LICENSES, PERMITS, AND FEES	4,752	4,700	3,800	3,800	3,800	3,800	3,800	3,800
REVENUES FROM THE USE OF MONEY AND PROPERTY	41	41	80	80	80	80	80	80
CHARGES FOR CURRENT SERVICES	3,624	3,862	4,012	4,012	4,012	4,012	4,012	4,012
FINES, FORFEITS AND PENALTIES	356	75	75	75	75	75	75	75
TOTAL PROGRAM REVENUES	8,773	8,678	7,967	7,967	7,967	7,967	7,967	7,967
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	8,773	8,678	7,967	7,967	7,967	7,967	7,967	7,967
TOTAL PROGRAM REVENUES	8,773	8,678	7,967	7,967	7,967	7,967	7,967	7,967

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

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.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Program is not requesting adjustments to base budget.

C. Description of Activities Performed

1. Corporations, partnerships, trade names, limited liability companies, etc. Determine that all documents are filed in compliance with applicable statutory requirements. Assist the public in accessing information regarding documents that have been successfully filed with the Division, including implementing online access to public registration services and public documents. Provide personalized assistance to businesses registering with the Division.

2. Sales of securities and franchises. Examine applications for registration of securities and franchises to determine that offerings of the securities or franchise comply with statutory requirements; register securities, salespersons, broker-dealers, investment advisers, investment adviser representatives and franchises; examine financial reports and records of securities dealers and investment companies; and conduct investigations of fraud and other securities or franchise violations and prosecute violations.

D. Statement of Key Policies Pursued

Implementation of the State Plan for Individual Rights by ensuring that:

1. All filed business registration documents are examined and recorded in a consistent manner and comply with statutory requirements and that the review of documents is done expeditiously and accurately. Public documents are made accessible to the public by request or online. The Division also sponsors legislation regarding business registration.

2. All sales of securities are done in compliance with the law. Securities dealers, salespeople, investment advisers, investment adviser representatives and investment companies are properly registered under state law. To ensure compliance, applications for registration are examined in a consistent and detailed manner. To enforce regulations, the Division conducts investigations and takes administrative action against violators of the Uniform Securities Act. The Division also sponsors legislation regarding securities regulation. Effort is made to resolve consumer complaints.

3. News releases and announcements are made to the public to report fraud to the Division's hotline. In addition, the Division provides investor education literature and other outreach to assist the public in becoming aware of ways to protect them against securities fraud and to make better financial investing decisions.

E. Identification of Important Program Relationships

Relationships are maintained with the United States Securities and Exchange Commission, Financial Regulatory Authority, securities divisions of the different states and provinces of Canada, the Office of Consumer Protection, Attorney General's Office, Department of Taxation, county prosecutors' offices, the International Association of Corporation Administrators, the North American Securities Administrator's Association, Inc., the Federal Bureau of Investigation, U.S. Commodity Futures Trading Commission and the Honolulu Police Department.

F. Description of Major External Trends Affecting the Program

The Division expects a slight increase in the number of business registration filings due to the slowly improving state of the economy. The Division has also experienced and anticipates increased information requests as a result of the growing popularity, ease and availability of Internet communication through the Division's Internet portal, email and Live Chat.

Additionally, the Division expects to see changes in the securities industry as a result of the passage of the Dodd-Frank Wall Street Reform and Consumer Protection Act. State securities registration filings should increase due to the increased state jurisdiction under the new act. Securities violation complaints to the Securities Enforcement Branch of the Division are expected to rise as a continuation of the volatility in the markets and new federal laws that are expected to relax securities regulation. Securities fraud schemes are also likely to increase in complexity. In addition, securities violations against seniors are expected to rise as pensions, 401ks and other retirement money of the next generation of seniors begin to enter the market in an unprecedented volume. Many seniors, fearful over their dwindling retirement funds, may be more vulnerable to fraud and schemes by unscrupulous advisers and salespeople. The Division anticipates that the enforcement side of securities regulation will be busy. The Division also anticipates an active investor education program to help stop the fraud and loss before it happens. The Division expects to outreach to 20,000+ seniors and others about ways to protect themselves from fraudulent schemes.

The Division continues to monitor the changes in federal regulation as the U.S. Securities Exchange Commission reviews, sets forth and implements significant new securities rules.

G. Discussion of Cost, Effectiveness, and Program Size Data

See tables on projected measures of effectiveness, personnel requirements, and operating costs.

H. Discussion of Program Revenue

Revenues from business registration and securities registration fees are expected to be about the same for next year due to the general slow economic growth.

I. Summary of Analysis Performed

Not applicable.

J. Further Considerations

The Division launched two mobile apps this year to make it easier for the public to do business registration renewals and search and buy documents from their smart phones, iphones and tablets. The Division has garnered international and national awards for the innovative apps which are the first apps offered by any state agency in Hawaii. To continue to offer the public the efficiency and cost-effectiveness of online services, the Division continues to look to improving our systems and the ways the public can access the registry information. The Division is in the process of making other modifications to adapt to business and legal requirements.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: CCA112
 PROGRAM STRUCTURE NO. 10010404
 PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	65.00*	66.00*	66.00*	66.00*	66.0*	66.0*	66.0*	66.0*
PERSONAL SERVICES	5,250,500	4,881,827	4,933,021	4,933,021	4,933	4,933	4,933	4,933
OTHER CURRENT EXPENSES	590,491	698,009	698,009	698,009	698	698	698	698
TOTAL OPERATING COST	5,840,991	5,579,836	5,631,030	5,631,030	5,631	5,631	5,631	5,631
BY MEANS OF FINANCING								
SPECIAL FUND	65.00*	66.00*	66.00*	66.00*	66.0*	66.0*	66.0*	66.0*
	5,840,991	5,579,836	5,631,030	5,631,030	5,631	5,631	5,631	5,631
TOTAL POSITIONS	65.00*	66.00*	66.00*	66.00*	66.00*	66.00*	66.00*	66.00*
TOTAL PROGRAM COST	5,840,991	5,579,836	5,631,030	5,631,030	5,631	5,631	5,631	5,631

PROGRAM ID: CCA112
 PROGRAM STRUCTURE: 10010404
 PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. % OF SETTLEMENT AGREEMENTS ADOPTED	100	95	95	95	95	95	95	95
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	NA	95	95	95	95	95	95	95
3. % OF FINAL ORDERS SUSTAINED ON APPEAL	NA	95	95	95	95	95	95	95
4. DOLLAR AMOUNT OF FINES	1000000	1000000	1000000	1000000	1000000	1000000	1000000	1000000
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000)	1487	1500	1500	1500	1500	1500	1500	1500
2. LICENSEES (000)	267	267	267	267	300	300	300	300
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	51	57	57	57	57	57	57	57
PROGRAM ACTIVITIES								
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	15000	15000	15000	15000	15000	15000	15000	15000
2. # COMPLAINT HISTORY INQUIRIES	3800	3500	3500	3800	3800	3800	3800	3800
3. # LEGAL ACTIONS	300	300	300	300	300	300	300	300
4. # OF COMPLAINTS RECEIVED	25000	25000	25000	25000	25000	25000	25000	25000
5. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS	65000	65000	65000	65000	65000	65000	65000	65000
6. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	6500	6000	6000	6500	6500	6500	6500	6500
7. # OF ORDERS & JUDGEMENTS	300	300	300	300	300	300	300	300
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
REVENUES FROM THE USE OF MONEY AND PROPERTY	31	50	50	50	50	50	50	50
CHARGES FOR CURRENT SERVICES	4,481	4,502	4,202	4,502	4,202	4,502	4,202	4,202
FINES, FORFEITS AND PENALTIES	429	400	400	350	400	400	400	400
TOTAL PROGRAM REVENUES	4,941	4,952	4,652	4,902	4,652	4,952	4,652	4,652
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	4,939	4,950	4,650	4,900	4,650	4,950	4,650	4,650
ALL OTHER FUNDS	2	2	2	2	2	2	2	2
TOTAL PROGRAM REVENUES	4,941	4,952	4,652	4,902	4,652	4,952	4,652	4,652

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

To assist the general public through consumer education and by enforcing the state's licensing laws.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Increase special funds for the Compliance Resolution Fund for fringe benefits; \$51,194.

C. Description of Activities Performed

The Regulated Industries Complaints Office (RICO) is the enforcement arm of over forty-five professional boards, commissions, and programs that are administratively attached to the Department. To meet its objective, the Division performs the following functions:

1. RICO receives complaints, conducts investigations, and prosecutes licensing law violations. Through the administrative process, RICO may seek fines, restitution, and license sanctions. RICO also prosecutes unlicensed activity through the issuance of citations and by filing civil lawsuits in the Circuit Courts.
2. RICO provides educational information to consumers and industry members through brochures, presentations and by participating in industry events and consumer fairs. RICO, Consumer Resource Center and License Business and Information Center provide real time licensing, business registration, and complaint history information to the public.
3. RICO also administers the State Certified Arbitration Program (SCAP) for "lemon" motor vehicle claims.

D. Statement of Key Policies Pursued

The Division seeks to implement the State Plan for Individual Rights by continuing to work to resolve investigations and complaints in a timely manner and by working to provide information to consumers as they navigate the marketplace.

E. Identification of Important Program Relationships

The Division assists and maintains contacts with compatible programs in the Departments of Agriculture, Attorney General, Health, Land and Natural Resources, Transportation, Labor and Industrial Relations, State Tax Office, and other agencies of state government. Additionally, the Division work closely with law enforcement agencies on the Federal and county levels.

F. Description of Major External Trends Affecting the Program

Major external trends including national and local trends regarding industry practices, consumerism, and economics affect the program.

G. Discussion of Cost, Effectiveness, and Program Size Data

The program's revenue structure requires that there be a sufficient fund balance each fiscal year, for carryover purposes. New regulatory programs enacted by the legislature and assigned to the program and general increases in personnel costs and costs for products and services, have increased expenditures.

H. Discussion of Program Revenue

The vast majority of program revenues are derived from compliance resolution fees paid by licensees. Revenues fluctuate with economic trends. Additionally, licenses are renewed biennially, resulting in higher revenues on odd-numbered

years. Revenue projections indicate that revenues in even-numbered years will not be sufficient to support program operations. To compensate for this fluctuation, it is important that the program maintain sufficient carryover balances each year so that it can continue to support its operations during even-numbered fiscal years. Without these balances, the program will be forced to further reduce expenditures related to enforcement activities or increase fees.

I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

OPERATING AND CAPITAL APPROPRIATIONS

REPORT P61-A

PROGRAM ID: **CCA191**
 PROGRAM STRUCTURE NO. **100105**
 PROGRAM TITLE: **GENERAL SUPPORT**

PROGRAM EXPENDITURES	IN DOLLARS				IN THOUSANDS			
	FY2011-12	FY2012-13	FY2013-14	FY2014-15	FY2015-16	FY2016-17	FY2017-18	FY2018-19
OPERATING COST	43.00*	44.00*	44.00*	44.00*	44.0*	44.0*	44.0*	44.0*
PERSONAL SERVICES	3,524,894	4,217,234	4,467,074	4,467,074	4,467	4,467	4,467	4,467
OTHER CURRENT EXPENSES	2,018,770	2,285,237	2,594,737	2,544,737	2,544	2,544	2,544	2,544
EQUIPMENT	176,682	175,000	103,700					
TOTAL OPERATING COST	5,720,346	6,677,471	7,165,511	7,011,811	7,011	7,011	7,011	7,011
BY MEANS OF FINANCING	43.00*	44.00*	44.00*	44.00*	44.0*	44.0*	44.0*	44.0*
SPECIAL FUND	5,720,346	6,677,471	7,165,511	7,011,811	7,011	7,011	7,011	7,011
TOTAL POSITIONS	43.00*	44.00*	44.00*	44.00*	44.00*	44.00*	44.00*	44.00*
TOTAL PROGRAM COST	5,720,346	6,677,471	7,165,511	7,011,811	7,011	7,011	7,011	7,011

PROGRAM ID: CCA191
 PROGRAM STRUCTURE: 100105
 PROGRAM TITLE: GENERAL SUPPORT

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
MEASURES OF EFFECTIVENESS								
1. %CASES COMPL WIN DESIG TIME FOR CONTSTD CASE HRGS	85	85	85	85	85	85	85	85
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH	90	90	90	90	90	90	90	90
3. % HRGS OFFR REC ORDERS ADPT FINAL ADM AUTH SUSTAIN	90	90	90	90	90	90	90	90
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	99	99	99	99	99	99
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	83	95	95	95	95	95	95	95
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	97	95	95	95	95	95	95	95
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	79	50	50	50	50	50	50	50
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	84	85	86	86	86	86	85	85
PROGRAM TARGET GROUPS								
1. DE FACTO POPULATION IN HAWAII (000)	1487	1500	1500	1500	1500	1500	1500	1500
2. LICENSEES (000)	401	412	412	412	412	412	412	412
3. DCCA DIVISIONS	12	12	12	12	12	12	12	12
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	52	53	53	53	53	53	53	53
5. DCCA EMPLOYEES	357	359	359	359	359	359	359	359
PROGRAM ACTIVITIES								
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	450	450	450	450	450	450	450
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	300	300	300	300	300	300	300	300
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	250	225	225	225	225	225	225	225
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	225	200	200	200	200	200	200	200
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	24	24	24	24	24	24	24
6. # SYSTEMS ADDED OR ENHANCED	152	160	145	145	145	145	145	145
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4406	4500	4300	4300	4300	4300	4300	4300
8. # OF INVOICES PROCESSED	8116	8000	8000	8000	8000	8000	8000	8000
PROGRAM REVENUES BY TYPE (IN THOUSANDS of DOLLARS)								
LICENSES, PERMITS, AND FEES	1	300						
REVENUES FROM THE USE OF MONEY AND PROPERTY	14	16	15	15	15	15	15	15
CHARGES FOR CURRENT SERVICES	409	433	434	434	434	434	434	434
NON-REVENUE RECEIPTS	400							
TOTAL PROGRAM REVENUES	824	749	449	449	449	449	449	449
PROGRAM REVENUES BY FUND (IN THOUSANDS of DOLLARS)								
SPECIAL FUNDS	824	749	449	449	449	449	449	449
TOTAL PROGRAM REVENUES	824	749	449	449	449	449	449	449

NOTE: PROGRAM REVENUES BY TYPE AND FUND MAY NOT BE ACCURATE DUE TO SYSTEMS ERROR.

A. Statement of Program Objectives

To uphold fairness and public confidence in the marketplace, and promote sound consumer practices by increasing knowledge and opportunity for our businesses and citizens.

B. Description of Request and Compliance with §37-68(1)(A)(B)

Director's Office and Administrative Services Office.

1. Increase special funds for the Compliance Resolution Fund for fringe benefits; \$92,462.
2. Add two (2) temporary positions and special funds to continue the Mortgage Foreclosure Dispute Resolution program established under Act 48, SLH 2011; \$306,461.
3. Add special fund for consumer protection education campaign; FY14: \$100,000, FY15: \$50,000.

Information Systems Office/Communications Office.

1. Increase special funds for the Compliance Resolution Fund for fringe benefits; \$28,417.
2. Add special funds for Information Technology equipment and subscription renewal; FY14: \$135,700, FY15: \$32,000.

C. Description of Activities Performed

The Administrative Division is organized into four divisions: Director's Office (DO), Administrative Services Office (ASO), Information Systems and

Communications Office (ISCO), and the Office of Administrative Hearings (OAH).

1. DO. Provides: (1) general policy and administrative leadership, supervision and coordination of the various programs of the Department; (2) assistance in the direction and supervision of operating divisions; and (3) centralized personnel management and organizational analysis support services to operating divisions.

2. ASO. Provides all divisions of DCCA with: (1) centralized budgeting and accounting services; (2) centralized clerical services; (3) building management; and (4) other administrative support services.

3. ISCO. Provides all divisions of DCCA with: 1) services to find, acquire, implement and maintain information technology; (2) support for telephone systems, through DAGS-ICSD and the State's telephone service providers, for additions, changes and problems to telephone services, as well as maintenance of phone directories for internal and external use; 3) services to enhance and update DCCA's web site; 4) support for the Automated Information System, a computer driven system that contains pre-recorded DCCA contact information, consumer information, consumer alerts, and forms; and 5) network support services, including upgrades to provide increase network performance, uptime, and additional layers of protection from malicious software.

4. OAH. Provides: (1) specialized staff support to all divisions, as well as attached boards/commissions, by conducting pre-hearing conferences and formal hearings to resolve business disputes through impartial and informed treatment of consumer complaints; (2) recommended decisions based on written findings of fact and conclusions of law; (3) due process hearings for the Department of Education that arise under the Individuals with Disabilities Education Act; and (4) administrative hearings of appeals relating to the administration of the State's Procurement Code, for the Employer-Union Health Benefits Trust Fund, and for the Employees' Retirement System. In addition,

administers (1) the Medical Inquiry and Conciliation Panel; and (2) the Design Claims Conciliation Panel.

D. Statement of Key Policies Pursued

The program implements the State Plan for Individual Rights:

1. DO. Provides support services in the implementation of the State Plan for Individual Rights, Sociocultural Advancement-government, and Fiscal Management-government by examining policies and procedures to improve the efficiency and effectiveness of the administrative processes as well as to improve the quality of programmed services provided.
2. ASO. Provides budget, accounting, cashiering, clerical, building maintenance, and administrative support services for each of the divisions.
3. ISCO. 1) Strives to improve the efficiency of divisions' operations and therein provide faster and lower cost service to commerce and consumers; 2) strives to make all public information readily available, up-to-date, and in formats, and at hours of the day and week that are convenient to commerce and consumers; and 3) strives to protect information from malicious or fraudulent tampering or inappropriate release.
4. OAH. Provides a fair, simple, and speedy adjudication of contested cases by conducting administrative hearings. The administrative review of determinations will provide a basis for informed and correct administrative action to protect individual rights against arbitrariness, whim and unreasonableness.

E. Identification of Important Program Relationships

The Administrative Division assists and maintains contacts with compatible programs in other executive branch departments, most notably, the Attorney General, Budget and Finance, Accounting and General Services, and Human Resources Development, as well as the Department of Education.

F. Description of Major External Trends Affecting the Program

The program is affected by major external trends as they affect the other programs within the Department. Public awareness of consumerism continues to affect the number of hearings conducted by the OAH. Public interest in having governmental services on-line affects the volume of work performed by ISCO.

G. Discussion of Cost, Effectiveness, and Program Size Data

The Director of Commerce and Consumer Affairs is responsible for the effective administration of all departmental programs. In order to enable these programs to function efficiently, the Director provides adequate resources and management services to ensure efficient and effective utilization of manpower and expenditures.

The current program organization and activities are subject to change depending upon the amount and quality of centralized administrative support services and specific supportive services required for effective coordination of resources and objectives of the departmental program. Any increase in the number of programs or activities placed in the Department will cause a proportionate increase in the administration and management of resources available, program planning, accounting and disbursement of general, special, and capital improvement monies, as well as personnel services, centralized mail processing, records reproduction services and other centralized administrative support services provided.

H. Discussion of Program Revenue

Estimation of program revenues is based on past collections and future estimates of the licensee population.

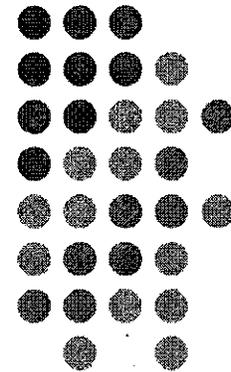
I. Summary of Analysis Performed

No significant analysis of specific issues was conducted.

J. Further Considerations

None.

Capital Budget Details



STATE OF HAWAII

REQUIRED CAPITAL APPROPRIATIONS - BY CAPITAL PROJECT
IN THOUSANDS OF DOLLARS

REPORT B78

PROGRAM ID CCA-191

PROGRAM STRUCTURE NO. 100105

PAGE 38

PROGRAM TITLE GENERAL SUPPORT

PROJECT NUMBER	PRIORITY NUMBER	LOC	SCOPE	PROJECT TITLE	PROJECT TOTAL	PRIOR YRS	BUDGET PERIOD						SUCCEED YEARS
							FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17	
PROGRAM TOTALS													
				LAND	3,000	3,000							
				DESIGN	2,001	2,001							
				CONSTRUCTION	28,001	28,001							
				EQUIPMENT	1,998	1,998							
				TOTAL	35,000	35,000							
				G.O. BONDS	35,000	35,000							