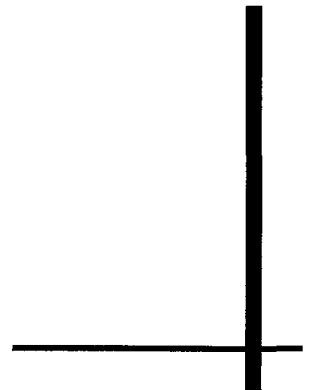


INDIVIDUAL RIGHTS



STATE OF HAWAII
PROGRAM TITLE: INDIVIDUAL RIGHTS
PROGRAM-ID:
PROGRAM STRUCTURE NO: 10

VARIANCE REPORT

REPORT V61
12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	622.00	516.00	- 106.00	17	626.50	527.50	- 99.00	16	626.50	609.50	- 17.00	3
EXPENDITURES (\$1000's)	77,076	63,399	- 13,677	18	18,211	15,713	- 2,498	14	63,147	64,736	+ 1,589	3
TOTAL COSTS												
POSITIONS	622.00	516.00	- 106.00	17	626.50	527.50	- 99.00	16	626.50	609.50	- 17.00	3
EXPENDITURES (\$1000's)	77,076	63,399	- 13,677	18	18,211	15,713	- 2,498	14	63,147	64,736	+ 1,589	3
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	95	+ 2	2	90	95	+ 5	6				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	95	87	- 8	8	95	90	- 5	5				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Program for Explanation of Variances.

VARIANCE REPORT

PROGRAM TITLE: PROTECTION OF THE CONSUMER
PROGRAM-ID:
PROGRAM STRUCTURE NO: 1001

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	477.00	386.00	- 91.00	19	482.00	396.00	- 86.00	18	482.00	465.00	- 17.00	4
EXPENDITURES (\$1000's)	62,653	49,544	- 13,109	21	14,428	12,141	- 2,287	16	51,771	52,856	+ 1,085	2
TOTAL COSTS												
POSITIONS	477.00	386.00	- 91.00	19	482.00	396.00	- 86.00	18	482.00	465.00	- 17.00	4
EXPENDITURES (\$1000's)	62,653	49,544	- 13,109	21	14,428	12,141	- 2,287	16	51,771	52,856	+ 1,085	2
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	95	+ 2	2	90	95	+ 5	6				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. %COMPL BY CABLE TV COM SYS WSTATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

VARIANCE REPORT

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	269.00	209.00	- 60.00	22	273.00	215.00	- 58.00	21	273.00	256.00	- 17.00	6
EXPENDITURES (\$1000's)	41,822	31,798	- 10,024	24	9,332	7,567	- 1,765	19	34,734	35,603	+ 869	3
TOTAL COSTS												
POSITIONS	269.00	209.00	- 60.00	22	273.00	215.00	- 58.00	21	273.00	256.00	- 17.00	6
EXPENDITURES (\$1000's)	41,822	31,798	- 10,024	24	9,332	7,567	- 1,765	19	34,734	35,603	+ 869	3
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	90	91	+ 1	1	95	95	+ 0	0				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	95	97	+ 2	2	97	97	+ 0	0				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	87	- 3	3	90	90	+ 0	0				

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

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

VARIANCE REPORT

REPORT V61
12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,111	1,827	- 284	13	760	737	- 23	3	1,632	1,655	+ 23	1
TOTAL COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,111	1,827	- 284	13	760	737	- 23	3	1,632	1,655	+ 23	1
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0				
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0				
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)	550	522	- 28	5	560	535	- 25	4				
2. HAWAII BUSINESSES (000)	53	32	- 21	40	54	34	- 20	37				
3. CABLE TELEVISION SUBSCRIBERS (000)	389	398	+ 9	2	379	395	+ 16	4				
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0				
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0				
6. BROADBAND SUBSCRIBERS (000)	402	411	+ 9	2	411	424	+ 13	3				
PART IV: PROGRAM ACTIVITY												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	2	10	+ 8	400	2	11	+ 9	450				
2. # OF CATV APPLICATIONS REVIEWED BY CATV	1	1	+ 0	0	1	1	+ 0	0				
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	13	14	+ 1	8	13	13	+ 0	0				
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	+ 0	0	10	10	+ 0	0				
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0				
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	260	255	- 5	2	260	250	- 10	4				
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	8	8	+ 0	0	8	6	- 2	25				
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	58	53	- 5	9	58	62	+ 4	7				
9. # OF PEG ACCESS RELATED ACTIVITIES	300	320	+ 20	7	300	325	+ 25	8				
10. # OF BROADBAND RELATED ACTIVITIES	110	110	+ 0	0	120	120	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

Variances in expenditures and positions in FY 13 are due to position vacancies that existed and fewer than expected expenses paid for personal services - fee based. Variances of the same magnitude are not expected for FY 14 since one position is filled and the Cable Television Division is actively recruiting to fill the second position.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 2: The decrease was due to the Hawaii business figures being derived from the "State of Hawaii Data Book 2012," which derives its figures from the U.S. Census Bureau, County Business Patterns annual database.

PART IV - PROGRAM ACTIVITIES

Item 1: This item represents the general number of proceedings or large matters that the Division reviews relating to cable communication services. Not only has the number of general proceedings or matters increased, but the length of such proceedings/matters and the complexity of such matters has increased as well. The estimate for FY 14 reflects an expectation that the complex and lengthy matters likely will continue through that period.

Item 7: In 2011, Time Warner Cable (TWC) submitted two petitions with the Federal Communications Commission (FCC), requesting a finding that TWC's systems serving the islands of O'ahu and Hawai'i are subject to "effective competition" and therefore exempt from any rate regulation imposed pursuant to Section 623 of the Communications Act of 1934. The Division adjusted the figure estimated for FY 14 in anticipation of a possible FCC ruling in favor of TWC.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC
 PROGRAM-ID: CCA-103
 PROGRAM STRUCTURE NO: 10010302

12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	23.00	15.00	- 8.00	35	23.00	17.00	- 6.00	26	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,939	1,732	- 1,207	41	598	351	- 247	41	2,434	2,681	+ 247	10
TOTAL COSTS												
POSITIONS	23.00	15.00	- 8.00	35	23.00	17.00	- 6.00	26	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,939	1,732	- 1,207	41	598	351	- 247	41	2,434	2,681	+ 247	10

	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	80	80	+ 0	0	75	75	+ 0	0
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	16000	34544	+ 18544	116	15000	8000	- 7000	47
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	0	- 1000	100	1000	100	- 900	90
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4000	6500	+ 2500	63	2000	5500	+ 3500	175
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	100	90	- 10	10	100	100	+ 0	0
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	24	28	+ 4	17	24	28	+ 4	17

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000'S)	1500	1518	+ 18	1	1500	1539	+ 39	3
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	418	421	+ 3	1	425	421	- 4	1
3. # OF NON-RESIDENTIAL USERS (000'S)	64	64	+ 0	0	68	64	- 4	6
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+ 0	0	4	4	+ 0	0
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	40	31	- 9	23	35	31	- 4	11
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	184	196	+ 12	7	180	185	+ 5	3
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	44	44	+ 0	0	43	45	+ 2	5
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	555	549	- 6	1	600	550	- 50	8
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	743	816	+ 73	10	690	815	+ 125	18
10. # WATER CARRIERS REGULATED BY PUC	4	4	+ 0	0	3	4	+ 1	33

PART IV: PROGRAM ACTIVITY								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	6	14	+ 8	133	7	10	+ 3	43
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	0	+ 0	0	10	0	- 10	100
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	133	139	+ 6	5	120	120	+ 0	0
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	0	0	+ 0	0	1	1	+ 0	0
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	11	11	+ 0	0	10	10	+ 0	0
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	4	4	+ 0	0	4	4	+ 0	0
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	6	5	- 1	17	4	9	+ 5	125

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 02
CCA 103

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

PART I - EXPENDITURES AND POSITIONS

The variance in the number of positions in FY 13 reflects the Division of Consumer Advocacy's (Division) challenges in finding qualified, interested candidates at the current levels of pay. The Division continues its efforts to recruit and fill positions. Since the end of FY 13, the Division has been able to fill two additional positions and anticipates filling the remaining vacancies in FY 14. The variance in the expenditures is primarily due to the personnel vacancies, the Division's ability to convince a major utility to withdraw its rate case application, and certain anticipated projects being delayed beyond FY 13.

PART II - MEASURES OF EFFECTIVENESS

Items 2 and 3: The variance reflects forecasting uncertainties from unknown factors such as if and when a company will file an application, and when and how the Hawaii Public Utilities Commission (PUC) will rule on that application. The possible savings are also affected by the size of the utility companies that are seeking rate changes as well as the timing of the PUC's decisions and orders. There were applications filed by the larger utilities in FY 13 and the PUC issued orders in certain large cases. The savings for FY 13 reflect significant savings from cases originally filed in prior fiscal years as well as current fiscal year proceedings. Estimated savings for FY 14 may be lower as compared to FY 13 due to the Division securing a commitment from Hawaiian Electric Company (HECO) to file its application in 2014; thus, the savings in FY 15 would reflect savings from both the HECO and Maui Electric Company (MECO) rate case filings. In addition, since Young Brothers (YB) was granted its requested rate adjustment mechanism (AFRA), it did not file a rate case in FY 13 and will not file one until FY 16, but the Division anticipates the ability to reduce requested increases in YB's AFRA.

Item 5: The Division continues to actively seek out opportunities to increase consumer contact by appearing at events anticipated to reach a greater number of consumers and uses those and other opportunities to inform consumers of its newsletters, which is also provided to consumers via electronic mail. The Division recognizes the need to help consumers

better manage their use of regulated services and has supported efforts to increase contact with customers.

Item 6: There has been a perceived increase in complaints due to increasing utility rates and other issues (e.g., smart meters on Kauai and Photo Voltaic (PV) installations). As such, the Division was not able to respond to complaints within the 24 hour time period.

Item 7: Greater than expected contributions from independent power producers providing renewable energy contributed to the State's renewable portfolio standards.

PART III - PROGRAM TARGET GROUPS

Item 5: There were independent power projects that did not receive Commission approval, hence the variance in FY 13.

Item 9: The number of carriers is subject to various factors and the decrease in property carriers may be due to current construction conditions whereas the increase passenger carriers may reflect optimism in tourism recovery.

Item 10: The number of carriers since the addition of Pasha, an interstate water carrier that was granted an interim Certificate of Public Convenience and Necessity (CPCN), has been static. Pasha's interim CPCN should be reviewed by the PUC soon. Given 2011 legislature, it is unlikely that Pasha will remain a regulated water carrier and the budgeted number should decrease to three in FY 15.

PART IV - PROGRAM ACTIVITIES

Items 1-5: The variance reflects the forecasting uncertainties associated with utility companies when they file applications or when the PUC might open generic dockets. As a result of Hawaii's Clean Energy Initiative, there are a number of generic dockets being opened and is requiring significant amounts of resources from the participating parties, including the Division. The number of rate case filings reflects small utilities trying

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 02
CCA 103

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

to establish higher rates to cover increased operating costs and environmental compliance. The number of tariffs filed by motor carriers has not significantly varied from historical averages, but the Division has decided not to review any of these tariffs in order to better reallocate its resources towards other matters. The Division expects to continue this practice in FY 14. The number of non-rate applications received has increased for FY 13, but the Consumer Advocate has attempted to participate in less of these non-rate and non-policy applications in order to better allocate its available resources. In addition, due to the Clean Energy Initiative, there have been a number of proceedings that have been opened in order to effectuate the commitments necessary to increase the amount of renewable generation and energy efficiency measures.

Item 7: In an effort to enhance its communications with customers, the Division has implemented procedures with the goal of producing more newsletters; possibly a newsletter every month. The Division has tried to seek more opportunities to perform outreach because of the clean energy matters, such as recent concerns with PV installation, as well as the perceived need to help consumers manage their utility bills.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: FINANCIAL SERVICES REGULATION
 PROGRAM-ID: CCA-104
 PROGRAM STRUCTURE NO: 10010303

12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	34.00	25.00	- 9.00	26	34.00	25.00	- 9.00	26	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,388	2,697	- 691	20	615	553	- 62	10	2,880	2,942	+ 62	2
TOTAL COSTS												
POSITIONS	34.00	25.00	- 9.00	26	34.00	25.00	- 9.00	26	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,388	2,697	- 691	20	615	553	- 62	10	2,880	2,942	+ 62	2
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	95	+ 2	2	90	95	+ 5	6				
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	90	83	- 7	8	90	89	- 1	1				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	75	44	- 31	41	75	50	- 25	33				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	90	91	+ 1	1	95	95	+ 0	0				
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	87	83	- 4	5	85	90	+ 5	6				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1518	+ 18	1	1500	1539	+ 39	3				
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	1201	3157	+ 1956	163	2800	3548	+ 748	27				
PART IV: PROGRAM ACTIVITY												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	222	231	+ 9	4	211	226	+ 15	7				
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	220	930	+ 710	323	675	777	+ 102	15				
3. # OF INQUIRIES RECEIVED	590	6597	+ 6007	1018	6100	6100	+ 0	0				
4. # OF LICENSES RENEWED	236	1438	+ 1202	509	1535	1977	+ 442	29				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	68	54	- 14	21	68	59	- 9	13				
6. # OF WRITTEN COMPLAINTS RECEIVED	60	49	- 11	18	60	65	+ 5	8				
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	37	38	+ 1	3	54	34	- 20	37				
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM	0	2	+ 2	0	6	15	+ 9	150				
9. # OF INVESTIGATIONS RECEIVED	60	37	- 23	38	65	60	- 5	8				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

FY 13 and FY 14 variances are due to: (1) several unanticipated vacancies, (2) delays in hiring to fill vacancies due to inability to find qualified candidates, primarily for civil service positions, and (3) no expenditures from the Mortgage Loan Recovery Fund since no claims were made. The Division of Financial Institutions (Division) is actively working to fill its vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 3: Due to continued vacancies and the increased number of applications, license renewals and inquiries received, the Division was unable to complete the processing of written inquiries as originally planned for FY 13 and expects that this will continue in FY 14.

PART III - PROGRAM TARGET GROUPS

Item 2: FY 13 and FY 14 variances are primarily due to a revision in the performance measure to include mortgage loan originators (MLOs), mortgage loan originator companies (MLOCs), and MLOC branches in institutions and offices regulated and the greater than projected number of MLOs, MLOCs and MLOC branches licensed. The number of money transmitters (MTs) and mortgage servicers (MSs) also continues to increase. The number of financial institutions and escrow depositories is stable.

PART IV - PROGRAM ACTIVITIES

Item 2: FY 13 and FY 14 variances are primarily due to a revision in the performance measure to include applications relating to MLOs, MLOCs and MLOC branches. Applications from MTs and MSs have also been more than projected.

Item 3: FY 13 variance is due to: (1) a performance measure revision combining the number of written, telephone and walk-in inquiries received and (2) increases in received inquiries.

Item 4: FY 13 variance is mainly due to a revision in the performance measure to include license renewals for MLOs, MLOCs, and MLOC branches. The number of renewals for MS, MLO, MLOC, and MLOC branch licenses are more than projected for FY 13 and FY 14.

Item 5: Based on the increased number of MT applications received, the Division expected the number of licensed MTs submitting audited financial statements would increase. However, for both FY 13 and FY 14, the number of licensed MTs is lower than previously projected.

Item 6: The number of complaints varies from year to year, and although the number was expected to decline in FY 13, the decline was greater than expected. In part, the complaints from consumers with MLOs and MLOCs often cannot be handled as complaints and required the Division to conduct investigations on the activities of the MLO and MLOC instead.

Item 7: The variance for FY 14 is due to plans to conduct more examinations of MLOs and MLOCs and less escrow depository and MT examinations.

Item 8: The Division was able to complete development of its examination program for MLOCs in FY 13 and conduct two examinations to validate the exam program. For FY 14, the Division now plans to conduct more MLOC examinations since the industry has been licensed for three years and Division plans to seek accreditation for its MLOC program.

Item 9: For FY 13, the number of investigations received was lower than projected since the Division did not have a dedicated investigator until the 4th Quarter. Prior to the hire of the investigator, existing staff conducted the investigations when time was available. The Division did not aggressively open any of its own investigations.

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING
 PROGRAM-ID: CCA-105
 PROGRAM STRUCTURE NO: 10010304

12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	62.00	53.00	- 9.00	15	62.00	55.00	- 7.00	11	62.00	62.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,874	5,876	- 1,998	25	1,815	1,462	- 353	19	6,370	6,723	+ 353	6
TOTAL COSTS												
POSITIONS	62.00	53.00	- 9.00	15	62.00	55.00	- 7.00	11	62.00	62.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,874	5,876	- 1,998	25	1,815	1,462	- 353	19	6,370	6,723	+ 353	6
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	95	+ 0	0	95	97	+ 2	2				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	97	+ 0	0	97	97	+ 0	0				
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	90	+ 0	0	90	90	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1518	+ 18	1	1500	1539	+ 39	3				
2. PERS/BUS LIC BY PVL (ALL STATUSES)	364305	363880	- 425	0	367950	371160	+ 3210	1				
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	128000	136717	+ 8717	7	141150	139451	- 1699	1				
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	48	48	+ 0	0	48	48	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED	13380	14290	+ 910	7	13640	14575	+ 935	7				
2. # OF EXAMINEES & REEXAMINEES	9550	9631	+ 81	1	9740	9625	- 115	1				
3. # OF APPLICANTS LICENSED	10330	9678	- 652	6	9946	19678	+ 9732	98				
4. # OF PERMITS ISSUED	1490	2451	+ 961	64	1515	2500	+ 985	65				
5. # OF LICENSES RENEWED	51000	57243	+ 6243	12	69795	58390	- 11405	16				
6. # OF UPDATE TRANSACTIONS FOR LICENSES	204415	209689	+ 5274	3	200425	213880	+ 13455	7				
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	21500	26316	+ 4816	22	21500	26500	+ 5000	23				
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	105000	115999	+ 10999	10	105000	115000	+ 10000	10				
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	7	26	+ 19	271	7	27	+ 20	286				
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	NO DATA	6	+ 6	0	3	3	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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

Expenditures: The variances are generally attributed to position vacancies and lower than projected recovery claims. Recovery claims (contractor or real estate) are contingent upon the number of claims filed and the nature of the claims.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 3: The variance increase projected for in FY 14 is due to the newly mandated registration of security guards in Hawaii, pursuant to Act 208, SLH 2010.

Item 4: The variance for FY 13 is attributed to the turnaround in the overall economy; thus, the increase in the number of application for permits. FY 14 also reflects this increase.

Item 5: The FY 13 variance is attributed to the slight increase in the number of renewals that were submitted and processed. There were more applicants who were issued licenses in the recent past who were eligible to renew their licenses, as compared to the present where there have been fewer applicants for licensure, hence a lower estimate than planned for FY 14.

Item 7: For FY 13, the variance is attributed to the turnaround in the overall economy which may have triggered an increase in the number of condominium projects being built. Also, condominium associations

recently completed its registration renewal cycle which increased the number of inquiries and responses.

Item 8: The FY 13 variance is attributed to the increase in communications (emails, mailers, word of mouth) that occurred during the recently completed renewal cycle. FY 14 estimate reflects this trend.

Item 9: The huge variance increase in FY 13 is attributed to the inclusion of the number of timeshare filings received. Previously, information was only provided for number of subdivision filings received.

Item 10: The undefined variance in FY 13 is attributed to this being a new program activity that has been included in the variance report for FY 13 and FY 14.

VARIANCE REPORT

STATE OF HAWAII

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION
 PROGRAM-ID: BUF-901
 PROGRAM STRUCTURE NO: 10010305

REPORT V61
12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	62.00	39.00	- 23.00	37	62.00	40.00	- 22.00	35	62.00	45.00	- 17.00	27
EXPENDITURES (\$1000's)	11,270	8,793	- 2,477	22	2,853	1,732	- 1,121	39	8,559	9,784	+ 1,225	14
TOTAL COSTS												
POSITIONS	62.00	39.00	- 23.00	37	62.00	40.00	- 22.00	35	62.00	45.00	- 17.00	27
EXPENDITURES (\$1000's)	11,270	8,793	- 2,477	22	2,853	1,732	- 1,121	39	8,559	9,784	+ 1,225	14
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
3. % INFORMAL COMPLAINT RESOLVED IN REASONABLE TIME	90	83	- 7	8	90	90	+ 0	0	90	90	+ 0	0
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	95	97	+ 2	2	175	101	- 74	42	175	101	- 74	42
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD	2	2	+ 0	0	2	2	+ 0	0	2	2	+ 0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	1	- 1	50	2	2	+ 0	0	2	2	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0	5	5	+ 0	0
2. PROPERTY CARRIERS	575	549	- 26	5	585	550	- 35	6	585	550	- 35	6
3. PASSENGER CARRIERS	755	816	+ 61	8	690	820	+ 130	19	690	820	+ 130	19
4. WATER COMMON CARRIERS	4	4	+ 0	0	4	4	+ 0	0	4	4	+ 0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	38	38	+ 0	0	38	38	+ 0	0	38	38	+ 0	0
6. TELECOMMUNICATIONS COMPANIES	175	187	+ 12	7	177	187	+ 10	6	177	187	+ 10	6
7. OPERATORS OF SUBSURFACE INSTALLATIONS	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
8. PETROLEUM DISTRIBUTORS	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED	400	391	- 9	2	400	400	+ 0	0	400	400	+ 0	0
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	750	790	+ 40	5	850	795	- 55	6	850	795	- 55	6
3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	20	12	- 8	40	25	15	- 10	40	25	15	- 10	40
4. NUMBER OF CITATIONS ISSUED	20	15	- 5	25	20	20	+ 0	0	20	20	+ 0	0
5. NUMBER OF INFORMAL COMPLAINTS FILED	220	169	- 51	23	130	130	+ 0	0	130	130	+ 0	0

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 05
BUF 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 2012-13: The variance in positions in Fiscal Year (FY) 13 was primarily due to eleven (11) vacant and twelve (12) un-established positions, and the lack of sufficient office space to accommodate all authorized and funded positions which required the Public Utilities Commission (PUC) to restrict recruitment efforts to four (4) key reorganization positions and the backfilling of existing positions. In FY 13 the Commission continued to work with the Department of Accounting and General Services (DAGS) Public Works Division Planning Branch (DAGS-PWD) on the approved and funded office expansion project in its current location, the State-owned Kekuanao'a Building.

The variance in expenditures is primarily due to the lower than anticipated Commission consultant, travel, office relocation, and payroll expenditures.

FY 2013-14: The 1st quarter variance in positions and expenditures was due primarily to ten (10) vacant, and twelve (12) un-established positions (ref. FY 2012-13 position variance explanation above) and planned deferrals for procurement of consultant services, to assist the PUC with docket investigations, to subsequent FY 14 quarters. For the remainder of FY 14, the PUC is anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Item 6: The decrease was primarily due to reductions in damage to Hawaiian Telcom fiber optic cables. Hawaiian Telcom reported only one (1) major outage on January 15, 2013, when fiber optic cables located in a conduit mounted to the underside of a viaduct of the H-1 Freeway near Honolulu Airport were damaged by a fire which occurred below it.

PART III - PROGRAM TARGET GROUPS

Items 7 & 8: These petroleum industry target groups are no longer monitored by the PUC.

PART IV - PROGRAM ACTIVITIES

Item 3: The decrease is due to parties settling docket cases; thus, decreasing the need for contested case hearings during FY 2013. The FY 2014 estimate is reduced accordingly.

Item 4: The increase was due to the PUC's stronger investigation/enforcement team focus, primarily in surveillance activities.

Item 5: The increase is primarily due to the 241% increase of informal complaints filed against Hawaiian Electric Company, Inc., Maui Electric Company, Ltd., and Hawaiian Electric Light Company, Inc. (collectively, "HECO Companies") when the company upgraded call center and billing services in August of 2012.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61
12/12/13

PROGRAM TITLE: INSURANCE REGULATORY SERVICES
PROGRAM-ID: CCA-106
PROGRAM STRUCTURE NO: 10010306

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	72.00	- 9.00	11	85.00	72.00	- 13.00	15	85.00	85.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,240	10,873	- 3,367	24	2,691	2,732	+ 41	2	12,859	11,818	- 1,041	8
TOTAL COSTS												
POSITIONS	81.00	72.00	- 9.00	11	85.00	72.00	- 13.00	15	85.00	85.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,240	10,873	- 3,367	24	2,691	2,732	+ 41	2	12,859	11,818	- 1,041	8
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	87	- 3	3	90	90	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	21	22	+ 1	5	35	33	- 2	6				
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	95	+ 0	0	95	95	+ 0	0				
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+ 0	0	100	100	+ 0	0				
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	5.0	3.5	- 1.5	30	4.0	4.0	+ 0	0				
7. % CRIMINAL & ADMIN BACKGROUND REVIEWS	1400	97	- 1303	93	1350	95	- 1255	93				
8. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	70	69	- 1	1	70	50	- 20	29				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1518	+ 18	1	1510	1539	+ 29	2				
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1015	1018	+ 3	0	1025	1022	- 3	0				
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	184	175	- 9	5	191	185	- 6	3				
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	46000	47555	+ 1555	3	46000	47000	+ 1000	2				
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	935	982	+ 47	5	945	945	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	127000	122633	- 4367	3	128000	129081	+ 1081	1				
2. # OF COMPLAINTS	720	517	- 203	28	620	725	+ 105	17				
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	80	+ 5	7	75	80	+ 5	7				
4. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	30	30	+ 0	0	30	30	+ 0	0				
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2120	2152	+ 32	2	2115	2186	+ 71	3				
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	20	27	+ 7	35	25	30	+ 5	20				
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	59	38	- 21	36	50	53	+ 3	6				
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4380	4447	+ 67	2	4510	4470	- 40	1				
9. # OF PREMIUM TAX STATEMENTS FILED	9609	9443	- 166	2	9200	9453	+ 253	3				
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	235	228	- 7	3	242	234	- 8	3				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Positions: The FY 13 variance resulted from position vacancies pending recruitment and filling or recruitment difficulties.

Expenditures: The variance in FY 13 is generally attributed to position vacancies and unexpended funds for personal services on a fee basis, including contingent costs for insolvencies.

PART II - MEASURES OF EFFECTIVENESS

Item 6: Variance due to greater number of dissolutions than expected during FY 13.

Item 7: The planned numbers for FY 13 and FY 14 were inadvertently entered as units instead of percentages. Percentage for FY 13 was 97% actual and 95% estimated for FY 14. Planned numbers for both should have been 95%. Using percentages, there is no significant variance for this item.

Item 8: There has been litigation regarding some of the language in the HRS that deals with assigned claims and this is projected to discourage applicants, as reflected in the projection in FY 14.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 2: For FY 13, the complaint count is down from the estimate because less complaints were received as anticipated from a hail storm on the windward side of Oahu and the filled position provided more time to address consumers' concerns on the phone and in person. The ability to spend more time with consumers explaining the claims process and the options that are available to them led to less formal complaints being filed. However, for FY 14, the complaint count for the current year is trending up because the complaints for hail claims from FY 13 are now being received.

Item 6: For FY 13, there was an unanticipated increase in Surety Company applications and being fully staffed, the reviewers were able to process more applications on a timely basis. This trend is expected to continue for FY 14.

Item 7: Variance in FY 13 is due to vacancies of captive examiners.

VARIANCE REPORT

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

12/12/13

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	164.00	134.00	- 30.00	18	165.00	137.00	- 28.00	17	165.00	165.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,299	11,827	- 2,472	17	3,326	3,058	- 268	8	11,641	11,910	+ 269	2
TOTAL COSTS												
POSITIONS	164.00	134.00	- 30.00	18	165.00	137.00	- 28.00	17	165.00	165.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,299	11,827	- 2,472	17	3,326	3,058	- 268	8	11,641	11,910	+ 269	2
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTKIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	4700	5267	+ 567	12	150	150	+ 0	0				
3. % OF SETTLEMENT AGREEMENTS ADOPTED	95	92	- 3	3	95	95	+ 0	0				
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0				

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION
 PROGRAM-ID: CCA-110
 PROGRAM STRUCTURE NO: 10010401

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	16.00	15.00	- 1.00	6	17.00	15.00	- 2.00	12	17.00	17.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,625	1,651	+ 26	2	445	389	- 56	13	1,437	1,493	+ 56	4
TOTAL COSTS												
POSITIONS	16.00	15.00	- 1.00	6	17.00	15.00	- 2.00	12	17.00	17.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,625	1,651	+ 26	2	445	389	- 56	13	1,437	1,493	+ 56	4
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	30	+ 0	0	30	30	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	701	- 399	36	1100	1100	+ 0	0				
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	4760	45	- 4715	99	300	300	+ 0	0				
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	4700	5267	+ 567	12	150	150	+ 0	0				
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1300	1364	+ 64	5	1300	1300	+ 0	0				
2. VISITORS TO HAWAII (000)	7000	8029	+ 1029	15	7000	8030	+ 1030	15				
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	1196	- 304	20	1500	1500	+ 0	0				
2. # OF COMPLAINTS INITIATED BY OCP	75	28	- 47	63	75	30	- 45	60				
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	10515	+ 515	5	10000	10000	+ 0	0				
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	392	- 308	44	700	700	+ 0	0				
5. # OF MULTISTATE CASES	4	4	+ 0	0	5	5	+ 0	0				
6. # OF LEGAL ACTIONS	15	4	- 11	73	15	10	- 5	33				
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	16931	+ 8931	112	8000	8000	+ 0	0				
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	10000	+ 0	0	10000	10000	+ 0	0				
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	35	+ 15	75	20	20	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Positions: Personnel changes for Office of Consumer Protection (OCP) account for a slight decrease in positions during FY 13. The program is currently recruiting for the additional positions authorized in the 2013 Legislative Session.

Expenditures: The FY 13 expenditure variance is due to the Central Services Assessment on revenues; program generated substantially greater than projected revenues from multi-state settlements.

PART II - MEASURES OF EFFECTIVENESS

Item 2: In FY 13, there was a slight reduction in the amount of businesses directly affected by office action. Improving economic conditions and a better business climate could account for less financially stable businesses being replaced by more and more financially stable and responsible businesses. The improving economic climate and heightened compliance with consumer protection laws by businesses resulted in a drop in consumer complaints against businesses.

Item 3: There is a typographical error for the projection for FY 13. The entry should be "47" and not "4,700." There was a slight decrease in fines assessed or costs imposed in non-multi-state judgments realized in FY 13. It is difficult to accurately predict from year to year the amounts of fines or costs imposed in non-multi-state cases.

Item 4: The amount of multi-state recoveries in FY 13 exceeded the planned projection significantly. Several pharmaceutical cases involving Unfair or Deceptive Acts or Practices (UDAP) violations committed by large pharmaceutical companies were resolved for significant sums.

PART III - PROGRAM TARGET GROUPS

Item 2: For FY 13, a significant increase in visitors to Hawaii can be attributed to the improving national and world economy.

PART IV - PROGRAM ACTIVITIES

Item 1: The drop in the actual number of consumer complaints received in FY 13 can probably be attributed to Hawaii's improving economy and better compliance by businesses with consumer protection laws.

Item 2: The decrease in number of complaints initiated by OCP in FY 13 is attributable in part to the reduction in UDAP cases throughout the State. As a result of a combination of OCP's public education initiatives and enforcement actions, the number of UDAP-related cases fell accordingly.

Item 4: The number of complaints resolved at the investigative level did not reach anticipated levels in FY 13. The planned number was probably higher than normal when measured against past results. OCP investigators do try to ascertain whether the parties can arrive at a satisfactory resolution to each complaint and help facilitate such a result if both parties are willing. However, their time is stretched thin especially given their landlord-tenant hotline responsibilities.

Item 6: The drop in the number of legal cases resolved in FY 13 is attributable to the loss of legal staff in FY 12. For most of the year, OCP was down to two staff lawyers handling the entire caseload. This impacted the work output of the legal staff and disrupted OCP's ability to resolve its legal actions in the normal course.

Item 7: The number of inquiries received on business complaint history increased significantly over planned numbers. This is partly accounted for by the increasing use of Internet searches on businesses in Hawaii.

Item 9: The number of bills which OCP provided testimony during the 2013 Legislative Session increased significantly. This is largely attributable to the mortgage foreclosure-related bills introduced during the session and numerous unanticipated legislative initiatives addressed by OCP.

PROGRAM TITLE: MEASUREMENT STANDARDS
PROGRAM-ID: AGR-812
PROGRAM STRUCTURE NO: 10010402

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS	11.00	5.00	-	6.00	55	11.00	5.00	-	6.00	55	11.00	11.00	+	0.00	0
POSITIONS	796	349	-	447	56	201	201	+	0	0	604	604	+	0	0
EXPENDITURES (\$1000's)															
TOTAL COSTS															
POSITIONS	11.00	5.00	-	6.00	55	11.00	5.00	-	6.00	55	11.00	11.00	+	0.00	0
EXPENDITURES (\$1000's)	796	349	-	447	56	201	201	+	0	0	604	604	+	0	0
					FISCAL YEAR 2012-13				FISCAL YEAR 2013-14						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	90	+	0	0	90	90	+	0	0	90	90	+	0	0
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	29	-	21	42	50	50	+	0	0	50	50	+	0	0
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	0	-	100	100	100	100	+	0	0	100	100	+	0	0
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	0	0	+	0	0	0	0	+	0	0	0	0	+	0	0
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	60	41	-	19	32	60	41	-	19	32	60	41	-	19	32
6. COMPLIANCE RATE FOR PRICING	95	0	-	95	100	95	0	-	95	100	95	0	-	95	100
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	0	-	25	100	25	0	-	25	100	25	0	-	25	100
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	0	-	50	100	50	0	-	50	100	50	0	-	50	100
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	0	-	50	100	50	0	-	50	100	50	0	-	50	100
PART III: PROGRAM TARGET GROUP															
1. BUSINESSES USING WEIGHING DEVICES	2100	1895	-	205	10	2100	1900	-	200	10	2100	1900	-	200	10
2. BUSINESSES USING VOLUMETRIC DEVICES	450	425	-	25	6	450	425	-	25	6	450	425	-	25	6
3. BUSINESSES USING LINEAR DEVICES	1800	2220	+	420	23	1800	2220	+	420	23	1800	2220	+	420	23
4. SERVICE AGENCIES FOR MEASURING DEVICES	50	45	-	5	10	50	50	+	0	0	50	50	+	0	0
5. STORES USING PRICE SCANNERS	1060	NO DATA	-	1060	100	1060	NO DATA	-	1060	100	1060	NO DATA	-	1060	100
6. WEIGHMASTERS	90	81	-	9	10	90	90	+	0	0	90	90	+	0	0
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1480	1487	+	7	0	1480	1480	+	0	0	1480	1480	+	0	0
PART IV: PROGRAM ACTIVITY															
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	100	115	+	15	15	100	115	+	15	15	100	115	+	15	15
2. # OF MEASURING DEVICES INSPECTED - VOLUME	95	410	+	315	332	95	410	+	315	332	95	410	+	315	332
3. # OF MEASURING DEVICES INSPECTED - LINEAR	1900	2633	+	733	39	1900	2633	+	733	39	1900	2633	+	733	39
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	2600	0	-	2600	100	2600	72	-	2528	97	2600	72	-	2528	97
5. # OF MEASUREMENT STANDARDS CALIBRATED	1400	1640	+	240	17	1400	1640	+	240	17	1400	1640	+	240	17
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	0	35	+	35	0	0	35	+	35	0	0	35	+	35	0
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	1000	0	-	1000	100	1000	0	-	1000	100	1000	0	-	1000	100
8. # OF CONSUMER PACKAGE LABELS INSPECTED	300	0	-	300	100	300	0	-	300	100	300	0	-	300	100
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	7000	0	-	7000	100	7000	0	-	7000	100	7000	0	-	7000	100
10. # OF WEIGHMASTERS & SERVICE AGENCIES LICENSED	340	377	+	37	11	340	375	+	35	10	340	375	+	35	10

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

Variances due to vacancies and less than expected expenditures.

Item 10 - Variance due to increased number of measuremasters licensed than estimated.

PART II - MEASURES OF EFFECTIVENESS

Items 2, 6, 7, 8, 9 - Variance due to staff shortages to perform related services.

Item 5 - Variance due to the decrease of standards submitted for calibration by service agencies compared to the total number of standards on record.

PART III - PROGRAM TARGET GROUPS

Item 3 - Variance due to increased number of businesses using linear devices.

Item 4- Variance due to agencies discontinuing to service measuring devices.

Item 5 - No data available.

Item 6- Variance due to lack of individuals choosing to become certified as weighmasters.

PART IV - PROGRAM ACTIVITIES

Item 1, 2, 3, 5 - Variance due to increased number of inspections/standards calibrated than previously estimated.

Item 6 - Octane test activities were reinstated.

Item 4, 7, 8, 9 - Variance due to staff shortages to perform inspections and priorities placed in other activities.

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

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	71.00	56.00	- 15.00	21	71.00	59.00	- 12.00	17	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,472	5,153	- 1,319	20	1,442	1,276	- 166	12	5,207	5,374	+ 167	3
TOTAL COSTS												
POSITIONS	71.00	56.00	- 15.00	21	71.00	59.00	- 12.00	17	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,472	5,153	- 1,319	20	1,442	1,276	- 166	12	5,207	5,374	+ 167	3
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0				
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	4	+ 1	33	4	4	+ 0	0				
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0				
4. AV DAYS TO PROCESS APPLICS FOR SALES AGENTS	15	15	+ 0	0	15	15	+ 0	0				
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+ 0	0	15	15	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC(000)	172000	174000	+ 2000	1	172000	176000	+ 4000	2				
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	109000	108124	- 876	1	75000	112500	+ 37500	50				
PART IV: PROGRAM ACTIVITY												
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	218000	132000	- 86000	39	0	134000	+ 134000	0				
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	35000	35336	+ 336	1	35000	37000	+ 2000	6				
3. # OF ENFORCEMENT CASES OPENED	35	65	+ 30	86	45	50	+ 5	11				
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1400	1416	+ 16	1	1400	1400	+ 0	0				
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	56	+ 6	12	50	55	+ 5	10				
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	45	61	+ 16	36	55	45	- 10	18				
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	13	19	+ 6	46	13	15	+ 2	15				
8. # OF SUSPENSIONS OR BARS IMPOSED	6	6	+ 0	0	15	6	- 9	60				
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	27500	26363	- 1137	4	27500	27500	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variances were due in large part to staff attrition. The Business Registration Division (Division) expects to fill its vacancies.

Expenditures: The variance is due in part to position vacancies, staff attrition, and certain large expenses that were expected in the fiscal year but were subsequently planned for expenditure in the next fiscal year.

PART II - MEASURES OF EFFECTIVENESS

Item 2: Average days processing corporations, partnerships, LLCs, trade names with regular handling was underestimated in FY 13.

PART III - PROGRAM TARGET GROUPS

Item 2: The variance can be attributed to the volatility of the securities industry and the impact the economy has on it. The state of the economy fluctuates, making it difficult to predict the number of registrations of individuals.

PART IV - PROGRAM ACTIVITIES

Item 1: The FY 13 variance is attributed to a typographical error. The planned number should have been 131,000 and based on that, the variance would have been about 1%. Note: Program inadvertently did not provide a projection for the new activity in FY 13 and FY 14.

Item 3: The number of enforcement cases opened was significantly higher in FY 13 partly because of underestimating last year's numbers. The variance associated with open cases is dependent on the number and types of cases that are referred to the Division.

Item 5: The Division experienced a slight increase in the number of resolved matters due in part to the addition of staff attorneys, which resulted in the variance in FY 13.

Item 6: The number of enforcement cases closed was underestimated for FY 13. The Division closed significantly more matters than anticipated, in large part due to the types of matters that were reported by the public and the speed with which those matters could be resolved. The Division estimates enforcement cases to be at 45 in FY 14 based on the current case queue and the nature of the cases along with others that may arise.

Item 7: The number of orders, consent agreements and settlements completed was higher than estimated in FY 13. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

Item 8: The Division estimates six suspensions for next year based on the estimates of the nature of the cases in the current queue and others estimated to be resolved in FY 14.

VARIANCE REPORT

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE
PROGRAM-ID: CCA-112
PROGRAM STRUCTURE NO: 10010404

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	66.00	58.00	- 8.00	12	66.00	58.00	- 8.00	12	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,406	4,674	- 732	14	1,238	1,192	- 46	4	4,393	4,439	+ 46	1
TOTAL COSTS												
POSITIONS	66.00	58.00	- 8.00	12	66.00	58.00	- 8.00	12	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,406	4,674	- 732	14	1,238	1,192	- 46	4	4,393	4,439	+ 46	1
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF SETTLEMENT AGREEMENTS ADOPTED	95	92	- 3	3	95	95	+ 0	0				
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0				
3. % OF FINAL ORDERS SUSTAINED ON APPEAL	95	100	+ 5	5	95	95	+ 0	0				
4. DOLLAR AMOUNT OF FINES	1000000	874991	- 125009	13	1000000	1000000	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1518	+ 18	1	1500	1539	+ 39	3				
2. LICENSEES (000)	267	364	+ 97	36	267	371	+ 104	39				
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	57	48	- 9	16	57	48	- 9	16				
PART IV: PROGRAM ACTIVITY												
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	15000	12691	- 2309	15	15000	12500	- 2500	17				
2. # COMPLAINT HISTORY INQUIRIES	3500	2940	- 560	16	3500	2900	- 600	17				
3. # LEGAL ACTIONS	300	274	- 26	9	300	300	+ 0	0				
4. # OF COMPLAINTS RECEIVED	25000	22507	- 2493	10	25000	25000	+ 0	0				
5. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS	65000	62582	- 2418	4	65000	65000	+ 0	0				
6. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	6000	5868	- 132	2	6000	5800	- 200	3				
7. # OF ORDERS & JUDGEMENTS	300	318	+ 18	6	300	300	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Actual expenditures and positions are lower than budgeted in FY 13 because of staffing vacancies, attributable in part to changes in the Regulated Industries Compliance Office (RICO). Several vacancies are currently being filled in FY 14.

PART II - MEASURES OF EFFECTIVENESS

Item 4: Fines imposed varies based on the number and types of complaints received. Also, due to staffing changes, the overall number of legal actions prosecuted this year was lower.

PART III - PROGRAM TARGET GROUPS

Items 2 and 3: FY 13 actual and FY 14 estimated numbers reflect the number of licensees as reported by the Professional and Vocational Licensing Division.

Note: Due to a data entry error, the planned numbers were not updated to reflect 48 boards/commissions/programs, with 364,305 licenses in FY 13 and 367,950 licenses in FY 14.

PART IV - PROGRAM ACTIVITIES

Items 1 and 2: The lower number of inquiries reflect increased public reliance on Department of Commerce and Consumer Affairs/RICO website for consumer information, forms, and brochures. Also, the phone number for the Intake Division was changed. Despite efforts to publicize the change, the new number will not officially appear in updated telephone directories until next year.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61
12/12/13

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

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	44.00	43.00	- 1.00	2	44.00	44.00	+ 0.00	0	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,532	5,919	- 613	9	1,770	1,516	- 254	14	5,396	5,343	- 53	1
TOTAL COSTS												
POSITIONS	44.00	43.00	- 1.00	2	44.00	44.00	+ 0.00	0	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,532	5,919	- 613	9	1,770	1,516	- 254	14	5,396	5,343	- 53	1
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	86	+ 1	1	85	85	+ 0	0				
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH	90	99	+ 9	10	90	90	+ 0	0				
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	100	+ 10	11	90	90	+ 0	0				
4. % OF ERROR-FREE INVOICES PROCESSED	99	98	- 1	1	99	99	+ 0	0				
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	75	- 20	21	95	90	- 5	5				
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMITTED	95	91	- 4	4	95	95	+ 0	0				
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	54	+ 4	8	50	54	+ 4	8				
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	81	- 4	5	86	90	+ 4	5				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1518	+ 18	1	1500	1539	+ 39	3				
2. LICENSEES (000)	412	413	+ 1	0	412	419	+ 7	2				
3. DCCA DIVISIONS	12	12	+ 0	0	12	12	+ 0	0				
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+ 0	0	53	53	+ 0	0				
5. DCCA EMPLOYEES	359	342	- 17	5	359	409	+ 50	14				
PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	415	- 35	8	450	450	+ 0	0				
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	300	276	- 24	8	300	300	+ 0	0				
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	225	157	- 68	30	225	200	- 25	11				
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	182	- 18	9	200	200	+ 0	0				
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	29	+ 5	21	24	35	+ 11	46				
6. # SYSTEMS ADDED OR ENHANCED	160	160	+ 0	0	145	145	+ 0	0				
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4500	4132	- 368	8	4300	4500	+ 200	5				
8. # OF INVOICES PROCESSED	8000	7779	- 221	3	8000	8000	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

There were no significant variances in FY 13. The 10% expenditure variance in the first quarter of FY 14 is due primarily to under-expenditures for personnel costs.

Item 5. A large educational initiative was reassigned, allowing the program to engage in a larger variety of educational activities and resulting in the FY 13 variance. Educational outreach activity is projected to grow in FY 14.

PART II - MEASURES OF EFFECTIVENESS

Item 2: There is no way to predict how the Office of Administrative Hearings (OAH) recommended decisions will be received by the various boards, commissions, and programs who make the final decision. During this last fiscal year, OAH recommended decisions were well received, and very few were changed before a final decision was issued. The upward variance was a positive reflection on OAH efforts.

Item 3: There are very few appeals to the courts from final administrative decisions by boards, commissions, and programs adopting OAH recommended decisions. The total number is usually low enough that only one adverse circuit court decision creates a significant variance. During the last fiscal year, there were no adverse circuit court decisions. The upward variance was a positive reflection on OAH efforts.

Item 5: Inquiries tended to be of a more complex nature, requiring additional research, resulting in the variance in FY 13.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 3: The number of hearings was lower primarily because of two factors. First, the number of cases resolved prior to the hearing was significantly higher than expected. Second, OAH was able to consolidate a considerable number of cases, thus reducing the number of actual hearings versus the number of cases filed.

STATE OF HAWAII

PROGRAM TITLE:

ENFORCEMENT OF INFORMATION PRACTICES

PROGRAM-ID:

LTG-105

PROGRAM STRUCTURE NO: 1002

VARIANCE REPORT

REPORT V61

12/12/13

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	391	371	- 20	5	105	105	+ 0	0	335	335	+ 0	0
TOTAL COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	391	371	- 20	5	105	105	+ 0	0	335	335	+ 0	0
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CASES CLOSED IN FY-EXCLUDE TRNG/LIT RULES/SP PRJ	70	141	+ 71	101	160	NO DATA	- 160	100				
2. # PENDING CASES	70	75	+ 5	7	65	NO DATA	- 65	100				
3. % OF PENDING CASES OPENED IN REPORTED FY	80	56	- 24	30	80	NO DATA	- 80	100				
4. % OF PENDING CASES OPEN FROM PREVIOUS FY	50	29	- 21	42	15	NO DATA	- 15	100				
5. % OF PENDING CASES MORE THAN 2 FY OLD	95	15	- 80	84	5	NO DATA	- 5	100				
6. % STATE DEPTS&JUD POSTING UIPA LOG TO DATA.HAWAII.	60	15	- 45	75	100	NO DATA	- 100	100				
7. # HITS ON OIP WEBSITE, EXCLUDING HOME PAGE HITS	NO DATA	68113	+ 68113	0	48000	NO DATA	- 48000	100				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION OF HAWAII	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0				
2. ALL STATE AND COUNTY AGENCIES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0				
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0				
4. OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # UIPA/SL FORMAL/INFORMAL REQUESTS FOR ASSISTANCE	800	1227	+ 427	53	1150	NO DATA	- 1150	100				
2. # OF AOD INQUIRIES RECEIVED	NO DATA	1050	+ 1050	0	1000	NO DATA	- 1000	100				
3. # OF FORMAL AND INFORMAL OPINIONS ISSUED	NO DATA	18	+ 18	0	26	NO DATA	- 26	100				
4. # OF LAWSUITS MONITORED	15	7	- 8	53	4	NO DATA	- 4	100				
5. # OF LEGISLATIVE PROPOSALS MONITORED	NO DATA	134	+ 134	0	160	NO DATA	- 160	100				
6. # OF WEBSITE UINIQUE VISITS FROM HI, EXCLUDING OIP	5	28605	+ 28600	572000	NO DATA	NO DATA	+ 0	0				
7. # OF LIVE TRAINING SESSIONS & PUBLIC PRESENTATIONS	9	16	+ 7	78	20	NO DATA	- 20	100				
8. # OF TRNG MATERIALS & VIDEOS POSTED TO WEBSITE	24	26	+ 2	8	20	NO DATA	- 20	100				
9. # OF PUBLIC COMMUNICATIONS	NO DATA	30	+ 30	0	50	NO DATA	- 50	100				

**VARIANCE REPORT NARRATIVE
FY 2013 AND FY 2014**

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

**10 02
LTG 105**

PART I - EXPENDITURES AND POSITIONS

PART II - MEASURES OF EFFECTIVENESS

PART III - PROGRAM TARGET GROUPS

No data available.

PART IV - PROGRAM ACTIVITIES

VARIANCE REPORT

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

12/12/13

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1003

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	140.00	125.00	- 15.00	11	139.50	126.50	- 13.00	9	139.50	139.50	+ 0.00	0
EXPENDITURES (\$1000's)	14,032	13,484	- 548	4	3,678	3,467	- 211	6	11,041	11,545	+ 504	5
TOTAL COSTS												
POSITIONS	140.00	125.00	- 15.00	11	139.50	126.50	- 13.00	9	139.50	139.50	+ 0.00	0
EXPENDITURES (\$1000's)	14,032	13,484	- 548	4	3,678	3,467	- 211	6	11,041	11,545	+ 504	5
					FISCAL YEAR 2012-13				FISCAL YEAR 2013-14			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES	5	1	- 4	80	5	1	- 4	80				

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER
 PROGRAM-ID: BUF-151
 PROGRAM STRUCTURE NO: 100301

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	76.00	- 5.00	6	80.50	78.50	- 2.00	2	80.50	80.50	+ 0.00	0
EXPENDITURES (\$1000's)	9,480	9,188	- 292	3	2,445	2,377	- 68	3	7,335	7,697	+ 362	5
TOTAL COSTS												
POSITIONS	81.00	76.00	- 5.00	6	80.50	78.50	- 2.00	2	80.50	80.50	+ 0.00	0
EXPENDITURES (\$1000's)	9,480	9,188	- 292	3	2,445	2,377	- 68	3	7,335	7,697	+ 362	5
					FISCAL YEAR 2012-13				FISCAL YEAR 2013-14			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES					5	1	- 4	80	5	1	- 4	80
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES					481	4	- 477	99	481	4	- 477	99
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMILY COURT					197	1	- 196	99	197	1	- 196	99
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES					5	.30	- 4.7	94	5	.30	- 4.7	94
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS					90	90	+ 0	0	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES					5666	4809	- 857	15	5779	4809	- 970	17
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES					38668	28291	- 10377	27	39441	28291	- 11150	28
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES					145	74	- 71	49	148	74	- 74	50
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES					245	343	+ 98	40	250	343	+ 93	37
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES					8035	3280	- 4755	59	8196	3280	- 4916	60
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES					2280	1844	- 436	19	2326	1844	- 482	21
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY					5075	4109	- 966	19	5177	5177	+ 0	0
2. CASES ACCEPTED - MISDEMEANOR					37369	27332	- 10037	27	38116	38116	+ 0	0
3. CASES ACCEPTED - FAMILY COURT					6665	3085	- 3580	54	6798	6798	+ 0	0
4. CASES ACCEPTED - APPEAL					145	74	- 71	49	148	148	+ 0	0
5. CASES ACCEPTED - MENTAL COMMITMENT					245	343	+ 98	40	250	250	+ 0	0

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

FY 12-13: The variances in positions and expenditures were primarily due to vacancies and collective bargaining allocations.

FY 13-14: The office is working to fill all vacancies by the end of the fiscal year and anticipates expending funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Items 1-5: The variances reflect the unpredictability in the annual number of indigent persons who require legal services in criminal cases.

PART III - PROGRAM TARGET GROUPS

Items 1-6: The variance in the target number of indigents requiring services for felony, misdemeanor, appeals, mental commitment, family court and prison cases reflects the unpredictability of the variables that determines program target groups. No reliable method has been devised to accurately predict how many indigent persons will require legal services in criminal cases, nor the types of cases or services they will require.

PART IV - PROGRAM ACTIVITIES

Items 1-5: The variances are due to the unpredictability in the number of cases that will be accepted each year.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61
12/12/13

PROGRAM TITLE: CONVEYANCES AND RECORDINGS
PROGRAM-ID: LNR-111
PROGRAM STRUCTURE NO: 100303

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	58.00	48.00	- 10.00	17	58.00	47.00	- 11.00	19	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,397	4,187	- 210	5	1,195	1,056	- 139	12	3,585	3,724	+ 139	4
TOTAL COSTS												
POSITIONS	58.00	48.00	- 10.00	17	58.00	47.00	- 11.00	19	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,397	4,187	- 210	5	1,195	1,056	- 139	12	3,585	3,724	+ 139	4
	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWN RECORDING & COMPLETION - LAND COURT	10	10	+ 0	0	10	10	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	1	1	+ 0	0	1	3	+ 2	200				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	7	7	+ 0	0	7	7	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	2	2	+ 0	0	2	3	+ 1	50				
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	250000	264091	+ 14091	6	250000	260000	+ 10000	4				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	85000	101329	+ 16329	19	85000	90000	+ 5000	6				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	15000	18146	+ 3146	21	15000	16000	+ 1000	7				
4. LAND COURT ORDERS RECORDED	4200	4692	+ 492	12	4200	4500	+ 300	7				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	150	143	- 7	5	150	150	+ 0	0				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	130000	191837	+ 61837	48	130000	180000	+ 50000	38				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	200	249	+ 49	25	200	200	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	250000	264091	+ 14091	6	250000	260000	+ 10000	4				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	85000	101329	+ 16329	19	85000	90000	+ 5000	6				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	15000	18146	+ 3146	21	15000	16000	+ 1000	7				
4. LAND COURT ORDERS PROCESSED	4200	4692	+ 492	12	4200	4500	+ 300	7				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	150	143	- 7	5	150	150	+ 0	0				
6. CERTIFIED COPIES PROCESSED	130000	191837	+ 61837	48	130000	180000	+ 50000	38				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	200	249	+ 49	25	200	200	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 13: It was determined that certain positions which became vacant due to retirements and promotions need not be filled until late in the fiscal year.

FY 14: Positions are below budget due to the delay in hiring and lack of qualified candidates. The expenditures are below budget due to the understaffing of permanent positions.

PART II - MEASURES OF EFFECTIVENESS

Items 3 & 5: FY 13 - Significant variance in these items are projected to be due to the increased use of online ordering for certified copies and document searches which are increasingly complex and time consuming while balancing the limited number and experience of staff responsible for completing these requests.

PART III - PROGRAM TARGET GROUPS

FY 13: Items 2 & 3 - Significant changes due to increased activities with real estate resales, refinancing and foreclosures of Land Court properties.

Item 4: More court petitions and related matters resulted in significant increase in land court order recordings.

Item 6: Increasing trend by individuals and commercial entities to use online documents search and ordering system for certified copies of document resulted in significant variance.

Item 7: Improving business trends have resulted in a significant increase in Uniform Commercial Code (UCC) search requests.

FY 14: Item 6 - It is projected that the significant increase by individuals and commercial entities to use the online document search and ordering system for certified copies will continue.

PART IV - PROGRAM ACTIVITIES

FY 13: Items 2 & 3 - Significant changes due to increased activities with real estate resales, refinancing and foreclosures of Land Court properties.

Item 4: More court petitions and related matters resulted in significant increase in land court order recordings.

Item 6: Increasing trend by individuals and commercial entities to use online document search and ordering system for certified copies of documents resulted in significant variance.

Item 7: Improving business trends have resulted in a significant increase in UCC search requests.

FY 14: Item 6 - It is projected that the significant increase by individuals and commercial entities to use the online document search and ordering system for certified copies will continue.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61
12/12/13

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN
PROGRAM-ID: HMS-888
PROGRAM STRUCTURE NO: 100304

	FISCAL YEAR 2012-13				THREE MONTHS ENDED 09-30-13				NINE MONTHS ENDING 06-30-14			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	155	109	- 46	30	38	34	- 4	11	121	124	+ 3	2
TOTAL COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	155	109	- 46	30	38	34	- 4	11	121	124	+ 3	2

	FISCAL YEAR 2012-13				FISCAL YEAR 2013-14			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. NO. WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL	40	40	+ 0	0	40	40	+ 0	0
2. NO. WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	26	24	- 2	8	26	24	- 2	8
3. NO. WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	54	+ 0	0	54	54	+ 0	0
4. NO. WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE	36	36	+ 0	0	36	36	+ 0	0
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	20	13	- 7	35	20	20	+ 0	0
6. % OF STATE POPULATION REACHED BY COMMISSION PROGMS	75	75	+ 0	0	75	75	+ 0	0
7. NO. OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	0	400	+ 400	0	0	400	+ 400	0

PART III: PROGRAM TARGET GROUP								
1. TOTAL STATE POPULATION (THOUSANDS)	1406	1400	- 6	0	1406	1400	- 6	0
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	700	- 19	3	719	700	- 19	3
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	300	300	+ 0	0	300	300	+ 0	0
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	450	- 3	1	453	450	- 3	1
5. FEMALES OVER 65 (THOUSANDS)	109	110	+ 1	1	109	110	+ 1	1

PART IV: PROGRAM ACTIVITY								
1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS	300	300	+ 0	0	300	300	+ 0	0
2. NO. OF EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	350000	100000	- 250000	71	350000	100000	- 250000	71
3. NO. PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	150	- 50	25	200	200	+ 0	0
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	200	+ 0	0	200	200	+ 0	0
5. NO. OF NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS	200	150	- 50	25	200	100	- 100	50
6. NO. SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	36	42	+ 6	17	36	50	+ 14	39
7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED	50	50	+ 0	0	50	50	+ 0	0
8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS	10	0	- 10	100	10	10	+ 0	0
9. NO. ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	1	0	- 1	100	1	0	- 1	100

VARIANCE REPORT NARRATIVE FY 2013 AND FY 2014

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures for FY 13 and the first quarter of FY 14 is due to vacancy savings and reduced program activity due to reduced staff.

PART II - MEASURES OF EFFECTIVENESS

5. Fewer bill containing Women's issues were submitted to and passed by the Legislature.

7. The Commission has been receiving a steady volume of inquiries and expects this to continue.

PART III - PROGRAM TARGET GROUPS

No variances.

PART IV - PROGRAM ACTIVITIES

2. Decrease reflects shift from paper media to electronic media.

3. Decrease due to staff shortage.

5. Decrease due to staff shortage.

8. Variance due to change in way information is disseminated.

9. No interviewees during the applicable time periods.