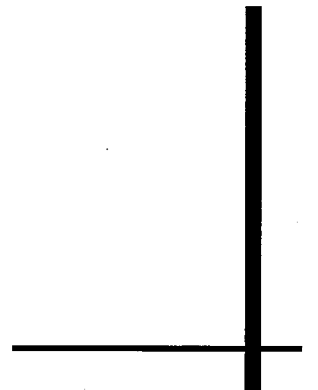


## INDIVIDUAL RIGHTS



VARIANCE REPORT

PROGRAM TITLE: INDIVIDUAL RIGHTS

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	607.00	424.00	- 183.00	30	622.00	430.00	- 192.00	31	622.00	523.00	- 99.00	16
EXPENDITURES (\$1000's)	76,337	53,757	- 22,580	30	17,018	11,344	- 5,674	33	60,058	56,220	- 3,838	6
TOTAL COSTS												
POSITIONS	607.00	424.00	- 183.00	30	622.00	430.00	- 192.00	31	622.00	523.00	- 99.00	16
EXPENDITURES (\$1000's)	76,337	53,757	- 22,580	30	17,018	11,344	- 5,674	33	60,058	56,220	- 3,838	6
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	92	- 8	8	100	100	+ 0	0				
2. % FIN INST EXAMND TIMELY MANNER PURS TO STAT/RULES	95	90	- 5	5	95	93	- 2	2				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	95	97	+ 2	2	95	90	- 5	5				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

**PROGRAM TITLE: INDIVIDUAL RIGHTS**

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10

### **PART I - EXPENDITURES AND POSITIONS**

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

### **PART II - MEASURES OF EFFECTIVENESS**

See Lowest Level Programs for Explanation of Variances.

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

### VARIANCE REPORT

REPORT V61  
12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	460.00	370.00	- 90.00	20	477.00	376.00	- 101.00	21	477.00	462.00	- 15.00	3
EXPENDITURES (\$1000's)	61,848	49,281	- 12,567	20	15,585	10,120	- 5,465	35	47,068	52,533	+ 5,465	12
TOTAL COSTS												
POSITIONS	460.00	370.00	- 90.00	20	477.00	376.00	- 101.00	21	477.00	462.00	- 15.00	3
EXPENDITURES (\$1000's)	61,848	49,281	- 12,567	20	15,585	10,120	- 5,465	35	47,068	52,533	+ 5,465	12
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	92	- 8	8	100	100	+ 0	0				
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	95	90	- 5	5	95	93	- 2	2				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	95	97	+ 2	2	95	90	- 5	5				

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

VARIANCE REPORT

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	261.00	204.00	- 57.00	22	269.00	206.00	- 63.00	23	269.00	254.00	- 15.00	6
EXPENDITURES (\$1000's)	41,176	31,696	- 9,480	23	10,456	6,007	- 4,449	43	31,366	35,815	+ 4,449	14
TOTAL COSTS												
POSITIONS	261.00	204.00	- 57.00	22	269.00	206.00	- 63.00	23	269.00	254.00	- 15.00	6
EXPENDITURES (\$1000's)	41,176	31,696	- 9,480	23	10,456	6,007	- 4,449	43	31,366	35,815	+ 4,449	14
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	92	- 8	8	100	100	+ 0	0				
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	95	90	- 5	5	95	93	- 2	2				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	95	97	+ 2	2	95	90	- 5	5				

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  
12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	4.00	4.00	+ 0.00	0	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,787	1,671	- 116	6	848	712	- 136	16	1,263	1,399	+ 136	11
TOTAL COSTS												
POSITIONS	4.00	4.00	+ 0.00	0	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,787	1,671	- 116	6	848	712	- 136	16	1,263	1,399	+ 136	11
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
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				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. HAWAII HOUSEHOLDS (000)	430	522	+ 92	21	430	550	+ 120	28				
2. HAWAII BUSINESSES (000)	32	49	+ 17	53	32	49	+ 17	53				
3. CABLE TELEVISION SUBSCRIBERS (000)	410	399	- 11	3	410	350	- 60	15				
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0				
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	2	2	+ 0	0	2	2	+ 0	0				
2. # OF CATV APPLICATIONS REVIEWED BY CATV	1	1	+ 0	0	1	0	- 1	100				
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	13	12	- 1	8	13	15	+ 2	15				
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	3	- 1	25				
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	260	280	+ 20	8	260	300	+ 40	15				
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	8	8	+ 0	0	8	7	- 1	13				
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	57	54	- 3	5	58	60	+ 2	3				
9. # OF PEG ACCESS RELATED ACTIVITIES	300	285	- 15	5	300	300	+ 0	0				



## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 01  
CCA 102

**PROGRAM TITLE: CABLE TELEVISION**

### **PART I - EXPENDITURES AND POSITIONS**

No significant variances in FY 12. FY 13 expenditure variance is primarily due to a position vacancy.

### **PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

### **PART III - PROGRAM TARGET GROUPS**

Items 1 and 2: Hawaii Household figures are derived from the "State of Hawaii Data Book 2011." Per the footnote: "Housing estimates are based on revisions released in June 2012 and may differ from figures in previous Data Books." No other detailed explanation was documented from this source. This same reference was used for the number of Hawaii Businesses.

Item 3: The total number of cable subscribers in Hawaii peaked in March 2011 and has been steadily declining since then. This decline mirrors the national trend and is expected to continue due to a combination of the economy and alternatives to cable, such as content being streamed by providers like Netflix.

### **PART IV - PROGRAM ACTIVITIES**

Item 2: In FY 12, CATV approved a cable franchise on Oahu for Hawaiian Telcom and does not anticipate any new requests for cable franchises for the near future.

Item 3: The entry of Hawaiian Telcom into the cable market increases the overall number of compliance reviews that Cable Television (CATV) is required to perform.

Item 5: Due to increasing demand for neighbor island meetings, CATV anticipates having to cut attendance of national conferences in FY 13 in order to fund travel for neighbor island meetings and hearings.

Item 6: The Federal Communications Commission (FCC) "viewability" rule will sunset in December 2012. After this rule sunsets, Oceanic will be able to eliminate channels on the analog tier, which could result in a significant change in their channel assignments. CATV expects the number of subscriber complaints to increase as changes are made to Oceanic's channel line up. Hawaiian Telcom is not affected by this rule.

Item 7: CATV anticipates a consolidation of Oceanic franchises, but with the addition of the Hawaiian Telcom cable franchise, there is a net decrease in the number of rate filings that we expect to review.

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	23.00	12.00	- 11.00	48	23.00	12.00	- 11.00	48	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,701	2,126	- 575	21	735	499	- 236	32	2,204	2,440	+ 236	11
TOTAL COSTS												
POSITIONS	23.00	12.00	- 11.00	48	23.00	12.00	- 11.00	48	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,701	2,126	- 575	21	735	499	- 236	32	2,204	2,440	+ 236	11

	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. AV% DEC ON UTIL & TRANP AGREE W/DIV RECOMMENDATNS	80	80	+ 0	0	80	80	+ 0	0
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	56275	+ 41275	275	15000	16000	+ 1000	7
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	3829	+ 2829	283	NO DATA	1000	+ 1000	0
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # PEOPLE REACHED THROUGH EDUC/OUTREACH EVENTS	3000	4000	+ 1000	33	3000	4000	+ 1000	33
6. # OF NEWSLETTERS/PUBLICATIONS DISTRIBUTED	2000	2000	+ 0	0	2000	2000	+ 0	0
7. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	100	90	- 10	10	100	100	+ 0	0
8. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	22	24	+ 2	9	23	24	+ 1	4

<b>PART III: PROGRAM TARGET GROUP</b>								
1. DE FACTO POPULATION IN HAWAII (000'S)	1394	1360	- 34	2	1395	1360	- 35	3
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	417	418	+ 1	0	421	418	- 3	1
3. # OF NON-RESIDENTIAL USERS (000'S)	67	64	- 3	4	67	64	- 3	4
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	31	40	+ 9	29	33	40	+ 7	21
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	180	184	+ 4	2	180	184	+ 4	2
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	44	+ 1	2	43	44	+ 1	2
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	595	555	- 40	7	595	555	- 40	7
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	680	743	+ 63	9	680	743	+ 63	9
10. # WATER CARRIERS REGULATED BY PUC	5	4	- 1	20	5	4	- 1	20

<b>PART IV: PROGRAM ACTIVITY</b>								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	10	8	- 2	20	7	6	- 1	14
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	5	0	- 5	100	10	0	- 10	100
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	100	133	+ 33	33	120	133	+ 13	11
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	1	0	- 1	100	1	0	- 1	100
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	11	+ 1	10	10	11	+ 1	10
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	4	4	+ 0	0	4	4	+ 0	0
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	3	- 1	25	4	6	+ 2	50

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

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 and expenditures in FY 12 was affected by the Legislature's decision to allow the restoration of eight positions that had been abolished, but only allow the funding for half of FY 12. The Division subsequently hired two additional employees for a total count of 14 employees and is currently recruiting and anticipates filling two to three positions within the next few months and hopefully will fill the remaining vacancies before the end of FY 13.

### **PART II - MEASURES OF EFFECTIVENESS**

Items 2 & 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 regulated companies in FY 12 and the PUC issued orders in certain large cases. The savings for FY 12 reflect significant savings from cases originally filed in prior fiscal years. Estimated savings for FY 13 should be lower as compared to FY 12, however, as the larger rate applications in FY 13, such as for Hawaii Electric Company (HELCO), reflect lower overall increase requests.

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 7: There has been a perceived increase in complaints due to increasing utility rates and other issues (e.g., smart meters on Kauai). Some of those complaints are not always properly flagged when emailed to the Division. Procedures are being considered for proper handling.

### **PART III - PROGRAM TARGET GROUPS**

Item 5: The number of independent power producers and renewable energy providers continues to increase. The reported number reflects only certain purchased power agreements and do not include suppliers obtained through net energy metering and the Feed-In Tariff. The higher than expected number reflects aggressive efforts to comply with the Renewable Portfolio Standards.

Items 8 & 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 termination of services by Hawaii SuperFerry and the addition of Pasha (on an interim basis) has been static. There are no other expected changes until FY 13 or FY 14 when Pasha's interim Certificate of Public Convenience and Necessity (CPCN) for intrastate water carrier service will be reviewed. Given 2011 legislation, it is unlikely that Pasha will remain a regulated water carrier and the estimated number should decrease to three.

### **PART IV - PROGRAM ACTIVITIES**

Items 1, 2, 3, 4 & 5: The variance reflects the forecasting uncertainties associated with when utility companies 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 may have decreased since many applications were filed recently. 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 number of non-rate applications received has increased somewhat for FY 12, but the Consumer Advocate has attempted to participate in less of these non-rate and non-policy applications in order to better allocate its

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 02  
CCA 103

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

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available resources. This trend of curtailing its participation in proceedings is expected through FY 13 until the Division is able to fill its positions. 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.

Items 6 & 7: In an effort to enhance its communications with customers, the Division will target producing a newsletter every other month. The Division has tried to seek more opportunities to perform outreach because of the clean energy matters as well as the perceived need to help consumers manage their utility bills.

VARIANCE REPORT

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	34.00	27.00	- 7.00	21	34.00	28.00	- 6.00	18	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,497	2,471	- 1,026	29	847	600	- 247	29	2,541	2,788	+ 247	10
TOTAL COSTS												
POSITIONS	34.00	27.00	- 7.00	21	34.00	28.00	- 6.00	18	34.00	34.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,497	2,471	- 1,026	29	847	600	- 247	29	2,541	2,788	+ 247	10
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	83	90	+ 7	8	95	93	- 2	2				
2. %COMPL FI,ED,MT& MS APP PROC TIMELY & PURS TO STAT	90	86	- 4	4	90	90	+ 0	0				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	90	50	- 40	44	90	75	- 15	17				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	90	99	+ 9	10	90	90	+ 0	0				
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	90	87	- 3	3	90	87	- 3	3				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. DE FACTO POPULATION IN HAWAII (000)	1394	1487	+ 93	7	1395	1500	+ 105	8				
2. FI, ED, MT & MS BRANCHES & OTHER OFFICES REGULATED	908	1172	+ 264	29	908	1201	+ 293	32				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	206	217	+ 11	5	238	222	- 16	7				
2. # OF APP OF FIN INST, ED, MT & MS REVIEWED	193	220	+ 27	14	193	220	+ 27	14				
3. # OF WRITTEN INQUIRIES RECEIVED	380	584	+ 204	54	380	590	+ 210	55				
4. # OF LICENSES RENEWED	198	205	+ 7	4	198	236	+ 38	19				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	53	54	+ 1	2	53	68	+ 15	28				
6. # OF WRITTEN COMPLAINTS RECEIVED	80	72	- 8	10	80	60	- 20	25				
7. # OF TELEPHONE/WALK-IN INQUIRIES RECEIVED	3120	5554	+ 2434	78	3120	5280	+ 2160	69				
8. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	12	27	+ 15	125	12	37	+ 25	208				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 03  
CCA 104

**PROGRAM TITLE: FINANCIAL SERVICES REGULATION**

### **PART I - EXPENDITURES AND POSITIONS**

FY 12 and FY 13 variances are due to: (1) delays in hiring in FY 12 due to budget uncertainty, and (2) delays in hiring in FY 12 and FY 13 due to inability to find qualified candidates. Division is actively working to fill its vacant positions.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 3. Due to vacancies and the increased number of applications, complaints, and written and telephone inquiries received and processed, Division was unable to complete the processing of written inquiries as originally planned for FY 12, and expects this situation will continue in FY 13, but at an improved rate.

Item 4. Because licenses need to have their license renewed in order to continue to operate, Division focused on reviewing and processing the license renewals in a timely manner in FY 12.

### **PART III - PROGRAM TARGET GROUPS**

Item 2. Variance in both FY 12 and FY 13 is due to: (1) increases in authorized delegate locations from existing and new money transmitters (MTs) in FY 12, and (2) more licenses issued under the new licensing program for mortgage servicers (MSs) than originally estimated. The MS licensing program became effective July 1, 2010, and there were no reliable estimates of the number of MSs that needed to be licensed.

### **PART IV - PROGRAM ACTIVITIES**

Item 2. Variance for FY 13 is primarily due to the licensing of more MTs and MSs than initially projected.

Item 3. Variance for FY 13 is due to an unexpected increase in the number of written applications than anticipated. With the new programs, we do not anticipate this number to decrease.

Item 4. Variance for FY 13 is primarily due to the licensing of more MTs and MSs than initially projected, which then results in more MTs and MS licenses that must be renewed.

Item 5. Variance for FY 13 is due to the recent increase in applications for initial licensure of money transmitters that will then be required to file audited financial statements that must be reviewed.

Item 6. Number of complaints varies from year to year. Although complaints had been decreasing in previous FYs, projections for FYs 12 and 13 projections were increased slightly because of two new licensing programs for mortgage servicers (MSs) and mortgage loan originators (MLOs) and mortgage loan originator companies (MLOCs). However, an increase in complaints did not occur, in part because problems consumers have with the MLOs and MLOCs often cannot be handled as complaints and required the Division to conduct investigations instead.

Item 7. Inquiries significantly increased due to three new licensing programs for MTs, MSs and for MLOs and MLOCs. Projections for FY 12 and 13 were based on the expectation that once the initial licensing of the MSs was completed in July 2010, and the licensing of MLOs and MLOCs was completed by March 2011, that the number of inquiries about these licensing programs would significantly decrease; however, the decrease was not as significant as expected.

Item 8. For FY 13, examinations of escrow depositories are not mandated by law; however, Division is now projecting to conduct more examinations of escrow depository offices due to recent trends and issues in the real estate market, complaints received, and to follow-up on prior examination issues. In addition, the Division anticipates commencement of examinations on MLOCs.

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

12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	57.00	53.00	- 4.00	7	62.00	55.00	- 7.00	11	62.00	62.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,660	5,627	- 2,033	27	1,969	1,414	- 555	28	5,905	6,460	+ 555	9
TOTAL COSTS												
POSITIONS	57.00	53.00	- 4.00	7	62.00	55.00	- 7.00	11	62.00	62.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,660	5,627	- 2,033	27	1,969	1,414	- 555	28	5,905	6,460	+ 555	9
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	83	- 12	13	95	90	- 5	5				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	93	- 4	4	97	95	- 2	2				
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	0	0	+ 0	0	90	90	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. DE FACTO POPULATION IN HAWAII (000)	1394	1487	+ 93	7	1395	1500	+ 105	8				
2. PERS/BUS LIC BY PVL (ALL STATUSES)	344340	353980	+ 9640	3	347780	364305	+ 16525	5				
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	138370	126308	- 12062	9	139755	128000	- 11755	8				
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	47	47	+ 0	0	47	48	+ 1	2				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF PROF & VOC APPLICATIONS RECEIVED	14140	13120	- 1020	7	14280	13380	- 900	6				
2. # OF EXAMINEES & REEXAMINEES	10060	9360	- 700	7	10060	9550	- 510	5				
3. # OF APPLICANTS LICENSED	13130	10125	- 3005	23	13260	10330	- 2930	22				
4. # OF PERMITS ISSUED	2450	1465	- 985	40	2450	1490	- 960	39				
5. # OF LICENSES RENEWED	50500	68420	+ 17920	35	51000	51000	+ 0	0				
6. # OF UPDATE TRANSACTIONS FOR LICENSES	207050	200405	- 6645	3	209100	204415	- 4685	2				
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	62500	21633	- 40867	65	62500	21500	- 41000	66				
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	101650	105295	+ 3645	4	101650	105000	+ 3350	3				
9. # OF SUBDIVISION FILINGS RECEIVED	2	3	+ 1	50	3	3	+ 0	0				
10. # OF EXAMS & EXAM PROC DEV, MODIFIED OR REVIEWED	28	28	+ 0	0	28	25	- 3	11				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 04  
CCA 105

**PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING**

### **PART I - EXPENDITURES AND POSITIONS**

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

**Positions:** The variance is attributed to position vacancies pending recruitment and the filling of the positions.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 1. The variance is attributed to the high expectations of the Division in processing all applications in an expeditious manner. The Division set a high goal of having the applications processed in a timely manner but was unable to meet its target as a result of staff vacancies due mainly to maternity leave, a retirement, and a promotion. The Division is constantly trying to improve in this area and will continue to do so.

### **PART III - PROGRAM TARGET GROUPS**

No significant variances.

### **PART IV - PROGRAM ACTIVITIES**

Item 3. The variance is attributed to the slow growth with the economy; hence, the declining number of applicants for licensure.

Item 4. The variance is attributed to the slow growth with the economy; thus, the declining number of applicants for permits.

Item 5. The variance is attributed to the increasing 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 are fewer applicants for licensure.

Item 7. The variance is attributed to the sluggish economy which greatly

impacted the number of new condominium projects being built as well as affecting the sales of condominium units. Currently, most of the newly registered condominiums are two-unit projects with construction and issuance of county building permits being reported significantly reduced. In addition, the lack of new funding/lending for consumers further diminished new registration applications and inquiries regarding registering condominium projects with the Real Estate Commission.

Item 9. The variance is attributed to the anticipation of modest growth in the economy resulting in an increase in buyers' interests and abilities to purchase.



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

12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	62.00	39.00	- 23.00	37	62.00	38.00	- 24.00	39	62.00	47.00	- 15.00	24
EXPENDITURES (\$1000's)	11,049	8,945	- 2,104	19	2,817	957	- 1,860	66	8,453	10,313	+ 1,860	22
TOTAL COSTS												
POSITIONS	62.00	39.00	- 23.00	37	62.00	38.00	- 24.00	39	62.00	47.00	- 15.00	24
EXPENDITURES (\$1000's)	11,049	8,945	- 2,104	19	2,817	957	- 1,860	66	8,453	10,313	+ 1,860	22
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	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				
3. % INFORMAL COMPLAINT RESOLVED IN REASONABLE TIME	90	91	+ 1	1	90	90	+ 0	0				
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	125	87	- 38	30	175	95	- 80	46				
5. AV NO. ELECTRIC SVC INTERRUPTNS PER CUSTOMER SVCD	2	2	+ 0	0	2	2	+ 0	0				
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	4	+ 2	100	2	2	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0				
2. PROPERTY CARRIERS	600	555	- 45	8	585	575	- 10	2				
3. PASSENGER CARRIERS	680	743	+ 63	9	690	755	+ 65	9				
4. WATER COMMON CARRIERS	4	4	+ 0	0	4	4	+ 0	0				
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	37	38	+ 1	3	38	38	+ 0	0				
6. TELECOMMUNICATIONS COMPANIES	175	174	- 1	1	177	175	- 2	1				
7. OPERATORS OF SUBSURFACE INSTALLATIONS	80	80	+ 0	0	80	80	+ 0	0				
8. PETROLEUM DISTRIBUTORS	27	NO DATA	- 27	100	27	NO DATA	- 27	100				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF APPLICATIONS FILED	350	401	+ 51	15	400	400	+ 0	0				
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	840	853	+ 13	2	850	750	- 100	12				
3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	25	16	- 9	36	25	20	- 5	20				
4. NUMBER OF CITATIONS ISSUED	50	12	- 38	76	20	20	+ 0	0				
5. NUMBER OF INFORMAL COMPLAINTS FILED	200	104	- 96	48	130	220	+ 90	69				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 05  
BUF 901

**PROGRAM TITLE: PUBLIC UTILITIES COMMISSION**

### **PART I - EXPENDITURES AND POSITIONS**

FY 2011-12

The variance in positions in Fiscal Year (FY) 12 was primarily due to 4 vacant, 13 un-established and 6 partially-funded positions in FY12, and the lack of sufficient office space to accommodate all authorized and funded positions which required the Commission to restrict recruitment efforts to 4 key reorganization positions and the backfilling of existing positions. In FY 12, the Commission received authorization to implement an office expansion project in its current location, the State-owned Kekuanao'a Building and is currently working with the Department of Accounting and General Services' (DAGS) Public Works Division Planning Branch (DAGS-PWD), on the short, interim, and long-term/permanent plans for the Commission's office expansion.

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

FY 2012-13

The 1st quarter variance in positions and expenditures was due primarily to 11 vacant, and 13 un-established positions (ref. FY 2011-12 position variance explanation above) and the late first quarter fund transfer to the Division of Consumer Advocate Special Fund. For the remainder of FY 13, the Commission is anticipating to expend funds as planned.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 4: Is primarily due to the utility companies continued compliance with OSHA regulations. The estimate for FY 13 is decreased accordingly.

Item 6: Was primarily due to circumstances beyond the control of the utility company. The four reported outages were due to fires and inadvertent cable damages that resulted in outages longer than one hour in Molokai, Maui, Barber's Point and Aiea.

### **PART III - PROGRAM TARGET GROUPS**

Item 8: No longer monitored by the PUC.

### **PART IV - PROGRAM ACTIVITIES**

Item 1: Increase is primarily due to the increased motor carrier and telecommunication applications and activities due to the State's economic conditions.

Item 3: Decrease is due to parties settling docket cases and a decrease in the number of citations issued primarily for motor carriers; thus, decreasing the need for contested case hearings during FY 12. The FY 13 estimate is reduced accordingly.

Item 4: Decrease is primarily due to the reduction of motor carrier activities due to the State's current economic conditions and the Commission's utilization of 'tax intercept' to collect on outstanding citations.

Item 5: Decrease is primarily due to the decrease of informal complaints filed against the telecommunication and electric utility companies as their operations continued to maintain and improve client relations, and the decrease in motor carrier informal complaints due to the reduction in activities as a result of the State's economic condition. The estimate for FY 13 is increased based on the current increase in informal complaints filed against the HECO companies as a result of the changes to their billing and call center processes in FY 12 and the anticipated increased activities by passenger carriers are due to the increased number of carriers and transactions as a direct result of the anticipated continued increase in the State's tourist industry.

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	69.00	- 12.00	15	81.00	67.00	- 14.00	17	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,482	10,856	- 3,626	25	3,240	1,825	- 1,415	44	11,000	12,415	+ 1,415	13
TOTAL COSTS												
POSITIONS	81.00	69.00	- 12.00	15	81.00	67.00	- 14.00	17	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,482	10,856	- 3,626	25	3,240	1,825	- 1,415	44	11,000	12,415	+ 1,415	13

	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	95	97	+ 2	2	95	90	- 5	5
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	92	- 8	8	100	100	+ 0	0
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	70	23	- 47	67	80	21	- 59	74
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	90	90	+ 0	0	95	95	+ 0	0
5. % MV INSURANCE FRAUD CASES INDICTED BY STATE	100	100	+ 0	0	100	100	+ 0	0
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	5.0	4.2	- 0.8	16	5.0	5.0	+ 0	0

<b>PART III: PROGRAM TARGET GROUP</b>								
1. DE FACTO POPULATION IN HAWAII (000)	1394	1487	+ 93	7	1395	1500	+ 105	8
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1027	1010	- 17	2	1036	1015	- 21	2
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	178	175	- 3	2	187	184	- 3	2
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	40000	45362	+ 5362	13	40000	46000	+ 6000	15
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	944	943	- 1	0	953	935	- 18	2

<b>PART IV: PROGRAM ACTIVITY</b>								
1. # OF INSURER REPTS ANALYZD FOR HJUP RATE MAKING	23	15	- 8	35	23	15	- 8	35
2. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	131971	105657	- 26314	20	132069	127000	- 5069	4
3. # OF COMPLAINTS	850	644	- 206	24	770	720	- 50	6
4. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	60	- 15	20	75	75	+ 0	0
5. # INFORM BRFGNS & CAPTIVE DEV ACTIVITIES DURING YR	26	37	+ 11	42	27	30	+ 3	11
6. # OF ANNUAL COMPANY FILINGS PROCESSED	1944	2068	+ 124	6	1944	2120	+ 176	9
7. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	55	21	- 34	62	55	20	- 35	64
8. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	39	28	- 11	28	38	59	+ 21	55
9. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	8563	4597	- 3966	46	8647	4380	- 4267	49
10. # OF PREMIUM TAX STATEMENTS FILED	10500	9527	- 973	9	10500	9609	- 891	8

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 03 06  
CCA 106

### PROGRAM TITLE: INSURANCE REGULATORY SERVICES

#### PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling or recruitment difficulties.

Expenditures: The variance 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 3: Variance due to insufficient number of examiners on staff to meet the increased workload as more captive insurance companies were formed. The Captive Insurance Branch is seeking additional staff positions during the next biennium period and has instituted revised examination processes and procedures to streamline examinations.

Item 6: Variance due to greater number of dissolutions than expected during FY 2011-12.

#### PART III - PROGRAM TARGET GROUPS

Item 4: Variance due to greater than expected new licensees.

#### PART IV - PROGRAM ACTIVITIES

Item 1: The number of insurer reports analyzed for HJUP rate-making has decreased due to change in law.

Item 2: The number of applications, renewal and updates processed is difficult to forecast and can vary from year to year. Nothing significant was noted to explain the decrease in transactions during FY 2011-12.

Item 3: With the departure of Summerlin Life and Health Insurance from Hawaii completed, the complaint figures have been decreasing. Additionally, more issues are being resolved by telephone inquiries, which have reduced the number of complaints filed.

Item 4: During FY 2011-12, two investigators left to pursue other careers. As a result, potential cases that were borderline acceptable were not opened knowing that the remaining investigators may not be able to pursue vigorous investigation in a timely manner.

Item 5: There has been increased interest in Hawaii as a captive domicile, which has led to more promotional and informational briefings.

Item 7: Variance due to planned figures being overestimated.

Item 8: Variance in FY 2011-12 due to vacancies of captive examiners. The increase in FY 2012-13 estimate is due to a revised examination process to streamline captive examinations and assumes that vacant positions are filled in a timely fashion.

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

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES  
PROGRAM-ID:  
PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	156.00	129.00	- 27.00	17	164.00	129.00	- 35.00	21	164.00	164.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,289	11,624	- 2,665	19	3,574	2,941	- 633	18	10,725	11,358	+ 633	6
TOTAL COSTS												
POSITIONS	156.00	129.00	- 27.00	17	164.00	129.00	- 35.00	21	164.00	164.00	+ 0.00	0
EXPENDITURES (\$1000's)	14,289	11,624	- 2,665	19	3,574	2,941	- 633	18	10,725	11,358	+ 633	6
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. # CONSUMERS DIRECTLY AFFECTED BY OCP ACTN (000)	30	26	- 4	13	30	30	+ 0	0				
2. AV DAYS PROC CORP,PART,LLC,TRADE NM WEXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0				
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0				
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS	15	15	+ 0	0	15	15	+ 0	0				
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+ 0	0	15	15	+ 0	0				
6. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000)	100	113	+ 13	13	100	100	+ 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

12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
<b>OPERATING COSTS</b>												
POSITIONS	14.00	13.00	- 1.00	7	16.00	14.00	- 2.00	13	16.00	16.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,675	1,417	- 258	15	406	361	- 45	11	1,219	1,264	+ 45	4
<b>TOTAL COSTS</b>												
POSITIONS	14.00	13.00	- 1.00	7	16.00	14.00	- 2.00	13	16.00	16.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,675	1,417	- 258	15	406	361	- 45	11	1,219	1,264	+ 45	4
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	26	- 4	13	30	30	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	859	- 241	22	1100	1100	+ 0	0				
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	1846	+ 1546	515	300	4700	+ 4400	1467				
4. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION	100	0	- 100	100	100	0	- 100	100				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. RESIDENT STATE POPULATION (000)	1300	1375	+ 75	6	1300	1375	+ 75	6				
2. VISITORS TO HAWAII (000)	7000	7498	+ 498	7	7000	7000	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	1496	- 4	0	1500	1500	+ 0	0				
2. # OF COMPLAINTS INITIATED BY OCP	75	42	- 33	44	75	75	+ 0	0				
3. # OF LANDLORD-TENANT DISPUTES PROCESSED	10000	7194	- 2806	28	10000	10000	+ 0	0				
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	578	- 122	17	700	700	+ 0	0				
5. # OF LEGAL ACTIONS	15	12	- 3	20	15	15	+ 0	0				
6. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	16632	+ 8632	108	8000	8000	+ 0	0				
7. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	1000	10000	+ 9000	900	1000	10000	+ 9000	900				
8. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	40	+ 20	100	20	20	+ 0	0				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 04 01  
CCA 110

**PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION**

### **PART I - EXPENDITURES AND POSITIONS**

Expenditures. A combination of personnel changes at Office of Consumer Protection (OCP) accounts for a significant part of the variance in expenditures during FY 12. There were also savings achieved in other areas of OCP's annual budget which contributed to a total reduction in expenditures during FY 12.

### **PART II - MEASURES OF EFFECTIVENESS**

Items 1 & 2. There was a slight reduction in the amount of consumers directly affected by office action, but a more significant reduction in the number of businesses directly affected by office investigations during the fiscal year. 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 resulted in a drop in consumer complaints against businesses.

Item 3. There was a significant unanticipated increase in multi-state settlements realized in FY 12. It is difficult to predict accurately from year to year the number of multi-state settlements coming in during any fiscal year, including the monetary value of such settlements.

Item 4. No cases were resolved through alternate dispute resolution (ADR) by a neutral third-party during FY 12 and we do not anticipate any cases involving ADR during this fiscal year.

### **PART III - PROGRAM TARGET GROUPS**

No significant variance.

### **PART IV - PROGRAM ACTIVITIES**

Item 2. The number of complaints initiated by OCP dropped in FY 12. This is partly attributable to the reduction in mortgage related fraud throughout the State. Due to a combination of OCP's public education initiatives and enforcement actions, the number of project cases related to

mortgage rescue fraud fell accordingly.

Item 3. There was a drop-off between the projected Landlord-Tenant Hotline inquiries and the number actually received. The amount of landlord-tenant inquiries handled by OCP's Landlord-Tenant Hotline varies from year to year and is unpredictable. The projected number for the upcoming fiscal year will be adjusted to reflect the annual average of inquiries received by OCP's Landlord-Tenant Hotline, which is approximately 7,000 per year.

Item 4. The number of complaints resolved at the investigative level did not reach anticipated levels. The planned number was probably higher than normal when measured against past results. OCP investigators in most cases do try to ascertain whether the parties can arrive at a satisfactory resolution to each complaint.

Item 5. The drop in the number of legal cases resolved in FY 12 is primarily attributable to the loss of legal staff. This impacted the work output of the legal staff and disrupted OCP's ability to resolve its legal actions in the normal course.

Item 6. The number of inquiries received on business complaints history increased significantly over planned numbers. This is partly accounted for by the increasing use of the Internet to conduct searches on businesses in Hawaii.

Item 7. There is a typographical error for FY 13. The budget entry should be "10,000" and not "1,000."

Item 8. There was a substantial increase in the number of bills on which OCP provided testimony during the 2012 Legislative Session. This is largely attributable to the OCP Executive Director's participation as a member of the Legislature's 2011 Mortgage Foreclosure Task Force and the numerous recommendations adopted by the Task Force on technical and substantive changes to Act 48 and Chapter 667 of the Hawaii Revised Statutes.



VARIANCE REPORT

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	7.00	5.00	- 2.00	29	11.00	5.00	- 6.00	55	11.00	11.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	385	325	- 60	16	199	199	+ 0	0	597	597	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	7.00	5.00	- 2.00	29	11.00	5.00	- 6.00	55	11.00	11.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	385	325	- 60	16	199	199	+ 0	0	597	597	+ 0	0
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	93	+ 3	3	90	90	+ 0	0				
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	51	+ 1	2	50	50	+ 0	0				
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	100	+ 0	0	100	100	+ 0	0				
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	NO DATA	100	+ 100	0	NO DATA	100	+ 100	0				
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	60	57	- 3	5	60	60	+ 0	0				
6. COMPLIANCE RATE FOR PRICING	95	0	- 95	100	95	0	- 95	100				
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	0	- 25	100	25	0	- 25	100				
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	0	- 50	100	50	0	- 50	100				
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	0	- 50	100	50	0	- 50	100				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. BUSINESSES USING WEIGHING DEVICES	2800	2031	- 769	27	2800	2000	- 800	29				
2. BUSINESSES USING VOLUMETRIC DEVICES	540	436	- 104	19	540	450	- 90	17				
3. BUSINESSES USING LINEAR DEVICES	2020	1733	- 287	14	2020	1700	- 320	16				
4. SERVICE AGENCIES FOR MEASURING DEVICES	60	45	- 15	25	60	50	- 10	17				
5. STORES USING PRICE SCANNERS	1060	0	- 1060	100	1060	0	- 1060	100				
6. WEIGHMASTERS	210	85	- 125	60	210	90	- 120	57				
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1480	1374	- 106	7	1480	1420	- 60	4				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	1000	101	- 899	90	1000	100	- 900	90				
2. # OF MEASURING DEVICES INSPECTED - VOLUME	1000	96	- 904	90	1000	95	- 905	91				
3. # OF MEASURING DEVICES INSPECTED - LINEAR	400	1940	+ 1540	385	400	1900	+ 1500	375				
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	60	2623	+ 2563	4272	60	2600	+ 2540	4233				
5. # OF MEASUREMENT STANDARDS CALIBRATED	800	1456	+ 656	82	800	1400	+ 600	75				
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	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				
8. # OF CONSUMER PACKAGE LABELS INSPECTED	300	0	- 300	100	300	0	- 300	100				
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	7000	0	- 7000	100	7000	0	- 7000	100				
10. # OF WEIGHMASTERS & SERVICE AGENCIES LICENSED	245	342	+ 97	40	245	340	+ 95	39				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 04 02  
AGR 812

**PROGRAM TITLE: MEASUREMENT STANDARDS**

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### **PART I - EXPENDITURES AND POSITIONS**

Variances due to vacancies and less than expected expenditures.

### **PART II - MEASURES OF EFFECTIVENESS**

Items 6, 7, 8, 9 - Variances due to lack of personnel to perform related services.

### **PART III - PROGRAM TARGET GROUPS**

Item 1,2,3,5,- Decrease in businesses using various devices due to business closures.

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

Item 6 - Variance due to the lack of people being certified as weighmasters.

### **PART IV - PROGRAM ACTIVITIES**

Items 1 and 2 - Variance due to vacancies in inspection staff.

Item 3, 4, 5 - Underestimation of devices and service previously reported.

Item 7, 8, 9 - Variance due to lack of personnel to perform related services.

Item 10 - Increased amount of licenses requested.

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	70.00	57.00	- 13.00	19	71.00	56.00	- 15.00	21	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,649	5,166	- 1,483	22	1,618	1,224	- 394	24	4,854	5,248	+ 394	8
TOTAL COSTS												
POSITIONS	70.00	57.00	- 13.00	19	71.00	56.00	- 15.00	21	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,649	5,166	- 1,483	22	1,618	1,224	- 394	24	4,854	5,248	+ 394	8

	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. AV DAYS PROC CORP, PART, LLC, TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0
2. AV DAYS PROC CORP, PART, LLC, TRADE NM W/ REG HANDLG	3	4	+ 1	33	3	3	+ 0	0
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS	15	15	+ 0	0	15	15	+ 0	0
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+ 0	0	15	15	+ 0	0
6. AVG AGE OF CASES PENDING IN INVESTIGATIONS SECTION	550	496	- 54	10	550	500	- 50	9
7. AVG AGE OF CASES PENDING IN LEGAL SECTION	500	343	- 157	31	500	400	- 100	20
8. AVG AGE OF ALL CASES PENDING IN ENFORCEMENT	450	433	- 17	4	450	450	+ 0	0
9. TOTAL DOLLAR AMOUNT OF PENALTIES IMPOSED	100000	2001492	+ 1901492	1901	100000	100000	+ 0	0

<b>PART III: PROGRAM TARGET GROUP</b>								
1. CORP, PART, LLC, TRNAMES, TRMKS, SVC MKS ON REC(000)	168000	170000	+ 2000	1	172000	172000	+ 0	0
2. DLRS, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	75000	105626	+ 30626	41	75000	109000	+ 34000	45

<b>PART IV: PROGRAM ACTIVITY</b>								
1. # DOCUMENTS RECEIVED FOR PROCESSING	0	216000	+ 216000	0	0	218000	+ 218000	0
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	36000	33663	- 2337	6	38000	35000	- 3000	8
3. # ENFORCE CASES OPENED FOR INVES DESIGN TIME PER	65	32	- 33	51	65	35	- 30	46
4. # DISCIPLINARY/ENFORCE-RELATED INQUIRIES RECEIVED	1550	1350	- 200	13	1550	1400	- 150	10
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	60	44	- 16	27	60	50	- 10	17
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	45	52	+ 7	16	45	45	+ 0	0
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	13	12	- 1	8	13	13	+ 0	0
8. # OF SUSPENSIONS OR BARS IMPOSED	4	20	+ 16	400	4	6	+ 2	50
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25000	28170	+ 3170	13	25000	27500	+ 2500	10

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

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 Division expects to fill its vacancies.

Expenditures: The variance is due in part to position vacancies, staff attrition, 5% work reduction (due to the use of Supplemental Time Off earned pursuant to collective bargaining agreements in FY 12) 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, Limited Liability Corporations, trade names with regular handling was underestimated. In FY 12, staff was challenged with 5% work reductions and vacancies from staff attrition.

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

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

Item 9. We imposed a significantly greater amount of penalties than anticipated in large part due to the nature of the cases and the settlement agreements we were able to reach with counter-parties. These factors vary greatly between years and are highly unpredictable and dependent on matters beyond the control of the Division.

### **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. In addition, due to consolidation of firms, the bulk transfers of agents between firms may account for some of the increase in the numbers.

### **PART IV - PROGRAM ACTIVITIES**

Item 1. The number is greatly varied because of a change in processing. Two years ago, the Division stopped sending paper statements to filers. The planned number reflected paper statements and so the number went to zero. However, the actual number reflects documents received for processing and that number is over 200,000 a year.

Item 3. The significant variance is due in large part to a new accounting method that does not count cases that may be referred to investigation but do not lead to investigative work.

Item 4. The number of inquiries from the public depends solely on who reports to our office and is highly unpredictable.

Item 5. The Division resolved fewer matters than anticipated, in large part due to the types of matters that were under review and the speed with which those matters could be resolved.

Item 6. Number of enforcement cases closed was underestimated. We closed significantly more matters than anticipated, in large part due to the types of matters that were reported to us by the public and the speed with which those matters could be resolved.

Item 8. The Division imposed a significantly greater amount of bars or suspensions than anticipated in large part due to the types of cases and number of respondents per case. These factors are highly unpredictable.

Item 9. The variance is largely due in part to the program's outreach to new audiences and its first-time participation in several annual community events statewide. Going forward, we will increase our estimates to reflect expected growth.

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	65.00	54.00	- 11.00	17	66.00	54.00	- 12.00	18	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,580	4,716	- 864	15	1,351	1,157	- 194	14	4,055	4,249	+ 194	5
TOTAL COSTS												
POSITIONS	65.00	54.00	- 11.00	17	66.00	54.00	- 12.00	18	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,580	4,716	- 864	15	1,351	1,157	- 194	14	4,055	4,249	+ 194	5
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000)	100	113	+ 13	13	100	100	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS	2000	2297	+ 297	15	2000	2000	+ 0	0				
3. DOLLAR AMOUNT OF FINES ASSESSED	1000000	1000584	+ 584	0	1000000	1000000	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. DE FACTO POPULATION IN HAWAII (000)	1394	1487	+ 93	7	1395	1500	+ 105	8				
2. LICENSEES (000)	267	354	+ 87	33	267	364	+ 97	36				
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	51	47	- 4	8	51	48	- 3	6				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # INQUIRIES RECEIVED BY RICO	15000	15015	+ 15	0	15000	15000	+ 0	0				
2. # COMPLAINTS RECEIVED	3800	3314	- 486	13	3800	3500	- 300	8				
3. # LEGAL ACTIONS	300	283	- 17	6	300	300	+ 0	0				
4. # COMPLAINT HISTORY INQUIRIES RECEIVED BY RICO	25000	23913	- 1087	4	25000	24000	- 1000	4				
5. # PERSONS REACHED THROUGH EDUCATIONAL EFFORTS	65000	74018	+ 9018	14	65000	65000	+ 0	0				
6. # ASSISTS ON DEPT/NON-RICO MATTERS BY NI OFFICES	6500	5796	- 704	11	6500	6500	+ 0	0				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

**PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE**

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10 01 04 04  
CCA 112

### **PART I - EXPENDITURES AND POSITIONS**

Actual expenditures and positions are lower than budgeted in FY 12 because of staffing vacancies, attributable in part to changes in RICO Administration. Several vacancies are currently being filled in FY 13.

### **PART II - MEASURES OF EFFECTIVENESS**

Items 1 & 2: In FY 12, the variance was due to the larger number of complaints received in prior fiscal year which resulted in a larger number of complaints being investigated in this fiscal year.

### **PART III - PROGRAM TARGET GROUPS**

Item 2: FY 12 actual and FY 13 estimated numbers reflect the number of licensees as reported by the Professional and Vocational Licensing Division.

### **PART IV - PROGRAM ACTIVITIES**

Item 2: The state of the economy when projections were created resulted in projected numbers being overstated.

Item 5: FY 12 variance is due to RICO participating in additional outreach efforts.

Item 6: FY 12 - As more users switch to the Internet for information, RICO has seen a steady decrease in the number of inquiries received.

# VARIANCE REPORT

STATE OF HAWAII

REPORT V61  
12/14/12

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	43.00	37.00	- 6.00	14	44.00	41.00	- 3.00	7	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,383	5,961	- 422	7	1,555	1,172	- 383	25	4,977	5,360	+ 383	8
TOTAL COSTS												
POSITIONS	43.00	37.00	- 6.00	14	44.00	41.00	- 3.00	7	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,383	5,961	- 422	7	1,555	1,172	- 383	25	4,977	5,360	+ 383	8
<b>FISCAL YEAR 2011-12</b>												
<b>FISCAL YEAR 2012-13</b>												
<b>PART II: MEASURES OF EFFECTIVENESS</b>	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
1. %CASES COMPL W/IN DESIG TIME FOR CONSTD CASE HRGS	85	79	- 6	7	85	85	+ 0	0				
2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH	90	98	+ 8	9	90	90	+ 0	0				
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	86	- 4	4	90	90	+ 0	0				
4. %CASES RESLVD BY HRGS OFF BEFORE END OF HRG PROC	35	42	+ 7	20	35	35	+ 0	0				
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	83	- 12	13	95	95	+ 0	0				
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	97	+ 2	2	95	95	+ 0	0				
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	40	79	+ 39	98	40	50	+ 10	25				
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	86	84	- 2	2	86	85	- 1	1				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. DE FACTO POPULATION IN HAWAII (000)	1394	1487	+ 93	7	1395	1500	+ 105	8				
2. LICENSEES (000)	386	401	+ 15	4	389	412	+ 23	6				
3. DCCA DIVISIONS	12	12	+ 0	0	12	12	+ 0	0				
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	51	52	+ 1	2	51	53	+ 2	4				
5. DCCA EMPLOYEES	357	370	+ 13	4	357	366	+ 9	3				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	484	+ 34	8	450	450	+ 0	0				
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	300	345	+ 45	15	300	300	+ 0	0				
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	250	166	- 84	34	250	225	- 25	10				
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	225	152	- 73	32	225	200	- 25	11				
5. # INFO PRESENTNS TO PUBLIC FOR EDUC GUIDANCE	24	25	+ 1	4	24	36	+ 12	50				
6. # SYSTEMS ADDED OR ENHANCED	145	152	+ 7	5	160	160	+ 0	0				
7. # OF INFORMATION SYSTEMS WORK REQUESTS	3700	4406	+ 706	19	3700	4500	+ 800	22				

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 01 05  
CCA 191

### **PROGRAM TITLE: GENERAL SUPPORT**

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#### **PART I - EXPENDITURES AND POSITIONS**

The position variance resulted from pending recruitment to fill vacancies due to retirement and transfers.

#### **PART II - MEASURES OF EFFECTIVENESS**

Item 4: The number of cases that are withdrawn, settled, or are otherwise resolved prior to a hearing is unpredictable because each case is different. The variation figure is random in that sense.

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

Item 7: Increase in variance in FY 12 is due to a concerted effort to get rid of backlog in projects in order to make way for Forms Migration. The increase is anticipated to continue into FY 13 as the Information System (I.S.) staff pushes to complete as many enhancements as possible as the division starts the Forms Migration project.

#### **PART III - PROGRAM TARGET GROUPS**

No significant variances.

#### **PART IV - PROGRAM ACTIVITIES**

Item 2: After issuance of the initial pre-hearing notice, the number of additional events prior to the hearing is unpredictable. Each case is different, so the variation figure is random.

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, we are able to consolidate a considerable number of cases, thus reducing the number of actual hearings versus the number of cases filed.

Item 4: This category was necessarily reduced due to the reduction in the number of hearings.

Item 5: A Communications Officer was hired to, among other things, increase consumer outreach and education. As such, we anticipate increased activities in FY 13.

Item 7: Increase in variance in FY 12 is due primarily to new personal computer (PC) deployments and failing legacy applications that require attention to keep running on new PCs. The increase is anticipated to continue into FY 13 as the I.S. staff anticipates continued high volume of requests while the Division continues to deploy new PCs and replace legacy systems.



STATE OF HAWAII

VARIANCE REPORT

REPORT V61  
12/14/12

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	402	381	- 21	5	98	94	- 4	4	293	273	- 20	7
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)	402	381	- 21	5	98	94	- 4	4	293	273	- 20	7

	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % APPEALS FR DENIAL OF ACCESS RESOLVED W/IN 30 DYS	70	11	- 59	84	70	11	- 59	84
2. % OF ADVISORY OPINIONS RENDERED WITHIN 45 DAYS	70	46	- 24	34	70	46	- 24	34
3. % OF SUNSHINE LAW INVESTIGATIONS COMP W/IN 45 DAYS	80	38	- 42	53	80	38	- 42	53
4. % ASSIST ENF AGEN COMPL RESP REQ COMP W/IN 30 DAYS	50	53	+ 3	6	50	53	+ 3	6
5. % GENERAL INQUIRIES (AOD) RESPONDED TO W/IN 1 DAY	95	95	+ 0	0	95	95	+ 0	0
6. % NEW BOARD MEMBERS REC'G SUNSHINE LAW TRAINING	60	0	- 60	100	60	0	- 60	100
7. % AGENCIES COMPLYING WITH RECORD REPORTING SYSTEM	50	50	+ 0	0	50	50	+ 0	0
8. NO. OF OPENLINE NEWSLETTERS AND GUIDANCE MEMORANDA	9	72	+ 63	700	9	50	+ 41	456
9. NO. OF TRAINING PRESENTATIONS TO AGENCIES/BOARDS	18	23	+ 5	28	18	18	+ 0	0
10. NO. OF PUBLIC INFORMATIONAL PRESENTATIONS	1	2	+ 1	100	1	1	+ 0	0

<b>PART III: PROGRAM TARGET GROUP</b>								
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

<b>PART IV: PROGRAM ACTIVITY</b>								
1. GENERAL GUIDANCE RE: UIPA & SUNSHINE LAW ISSUES	800	940	+ 140	18	800	950	+ 150	19
2. ASSISTANCE PROVIDED TO OBTAIN AGENCY RECORDS	50	47	- 3	6	50	50	+ 0	0
3. FORMAL OPINIONS ISSUED	5	2	- 3	60	5	2	- 3	60
4. INFORMAL OPINIONS ISSUED	40	23	- 17	43	40	23	- 17	43
5. INVESTIGATIONS RE: SUNSHINE LAW COMPLIANCE	15	18	+ 3	20	15	15	+ 0	0
6. LAWSUITS MONITORED	5	4	- 1	20	5	4	- 1	20
7. LEGISLATION MONITORED/TESTIFIED	125	267	+ 142	114	125	125	+ 0	0
8. PUBLICATIONS (OPENLINE/EDUC MATERIALS/REPORTS)	9	72	+ 63	700	9	50	+ 41	456
9. RRS REPORTS INPUTTED/RECEIVED	24	24	+ 0	0	24	24	+ 0	0
10. TRAINING WORKSHOPS ON UIPA AND SUNSHINE LAW	18	23	+ 5	28	18	18	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 02  
LTG 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

### PART I - EXPENDITURES AND POSITIONS

#### PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, 3: On July 16, 2012, OIP recommended the revision of the measures of effectiveness beginning in FY 2014. In particular, we noted that items 1, 2, and 3 of Part II "establish unrealistic goals that OIP has not been able to meet for years and seem to micromanage activities that should more appropriately be internal management goals." Not surprisingly, therefore, there is a more than 10% variance between these goals and the actual numbers.

Item 6: OIP has no data to measure the percentage of new board members receiving Sunshine Law training. As OIP noted in its recommended revision of the measures of effectiveness, item 6 "seems no longer relevant, as OIP provides Sunshine Law training through its website that is available 24/7 for viewing by anyone, so that all board members are now able to receive such training upon their initiative and at their convenience."

Item 8: The number of publications distributed by OIP in FY12 (18 training + 54 communications = 72) was an 700% increase over the 9 estimated because OIP has largely replaced its printed Openline newsletter with its What's New articles to provide more timely and frequent information and open government news and has also doubled the number of training materials (written materials and videos) that are on its website.

Item 9: See Item #10, Part IV - Program Activity explanation.

Item 10: Number of actual presentations increased by one due to an additional media request received by OIP for a OIP presentation.

### PART III - PROGRAM TARGET GROUPS

No data available.

#### PART IV - PROGRAM ACTIVITIES

Item 1: There has been an 18% increase in the actual number of cases in which general guidance through OIP's attorney of the day (AOD) service was provided regarding UIPA and Sunshine Law issues. This increase is likely due to government agencies' and the general public's increased awareness of the open government laws and responsibilities as a result of OIP's increased emphasis on training and communications to its various constituencies.

Item 3: The number of formal opinions issued in FY 12 (2) was a 60% variance from the 5 that were estimated, largely due to the vacancy in one attorney position and the increase in AOD calls and training, which reduced the time that attorneys had to work on case files.

Item 4: The number of informal opinions issued in FY 12 (23) was a 43% variance from the 40 that were estimated, largely due to the vacancy in one attorney position and the increase in AOD calls and training, which reduced the time that attorneys had to work on case files.

Item 5: The number of Sunshine Law investigations opened in FY 12 (18) was a 20% increase over the 15 that were estimated, likely due to government agencies' and the general public's increased awareness of the open government laws and responsibilities as a result of OIP's increased emphasis on training and communications to its various constituencies.

Item 6: The number of lawsuits monitored in FY 12 (4) was a 20% decrease from the estimated 5, due to circumstances beyond OIP's control as lawsuits are initiated by third parties.

Item 7: The number of legislative measures that OIP monitored or testified upon during FY 12 (142) was a 114% increase over the

## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 02  
LTG 105

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**PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES**

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estimated 125 bills, due to circumstances beyond OIP's control as all of four of those bills were initiated by third parties and because the 2011 bills carried over to the 2012 session.

Item 8: The number of publications distributed by OIP in FY12 (18 training + 54 communications = 72) was a 700% increase over the 9 estimated because OIP has largely replaced its printed Openline newsletter with its What's New articles to provide more timely and frequent information and open government news and has also doubled the number of training materials (written materials and videos) that are on its website.

Item 10: The number of live training sessions on the UIPA and Sunshine Law in FY 12 (23) was a 28% increase over the estimated 18 because OIP has been placing greater emphasis on educating agencies to properly comply with the laws in order to prevent having to later resolve problems and disputes due to noncompliance.

STATE OF HAWAII  
PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS  
PROGRAM-ID:  
PROGRAM STRUCTURE NO: 1003

### VARIANCE REPORT

REPORT V61  
12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	142.00	49.00	- 93.00	65	140.00	49.00	- 91.00	65	140.00	56.00	- 84.00	60
EXPENDITURES (\$1000's)	14,087	4,095	- 9,992	71	1,335	1,130	- 205	15	12,697	3,414	- 9,283	73
TOTAL COSTS												
POSITIONS	142.00	49.00	- 93.00	65	140.00	49.00	- 91.00	65	140.00	56.00	- 84.00	60
EXPENDITURES (\$1000's)	14,087	4,095	- 9,992	71	1,335	1,130	- 205	15	12,697	3,414	- 9,283	73
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES	5	NO DATA	-	5	100	5	NO DATA	-	5	100		

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 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
<b>PART I: EXPENDITURES &amp; POSITIONS</b>															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	81.00	0.00	-	81.00	100	81.00	0.00	-	81.00	100	81.00	0.00	-	81.00	100
EXPENDITURES (\$1000's)	9,795	0	-	9,795	100	0	0	+	0	0	9,480	0	-	9,480	100
TOTAL COSTS															
POSITIONS	81.00	0.00	-	81.00	100	81.00	0.00	-	81.00	100	81.00	0.00	-	81.00	100
EXPENDITURES (\$1000's)	9,795	0	-	9,795	100	0	0	+	0	0	9,480	0	-	9,480	100
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
<b>PART II: MEASURES OF EFFECTIVENESS</b>															
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	5	NO DATA	-	5	100	5	NO DATA	-	5	100	5	NO DATA	-	5	100
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	NO DATA	-	481	100	481	NO DATA	-	481	100	481	NO DATA	-	481	100
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMILY COURT	197	NO DATA	-	197	100	197	NO DATA	-	197	100	197	NO DATA	-	197	100
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	NO DATA	-	5	100	5	NO DATA	-	5	100	5	NO DATA	-	5	100
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	NO DATA	-	90	100	90	NO DATA	-	90	100	90	NO DATA	-	90	100
<b>PART III: PROGRAM TARGET GROUP</b>															
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	5555	NO DATA	-	5555	100	5666	NO DATA	-	5666	100	5666	NO DATA	-	5666	100
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	37910	NO DATA	-	37910	100	38668	NO DATA	-	38668	100	38668	NO DATA	-	38668	100
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	142	NO DATA	-	142	100	145	NO DATA	-	145	100	145	NO DATA	-	145	100
4. INDIGENTS REQUIRING SVCS FOR MENTAL COMMITMNT CASES	240	NO DATA	-	240	100	245	NO DATA	-	245	100	245	NO DATA	-	245	100
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES	7877	NO DATA	-	7877	100	8035	NO DATA	-	8035	100	8035	NO DATA	-	8035	100
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2235	NO DATA	-	2235	100	2280	NO DATA	-	2280	100	2280	NO DATA	-	2280	100
<b>PART IV: PROGRAM ACTIVITY</b>															
1. CASES ACCEPTED - FELONY	4975	NO DATA	-	4975	100	5075	NO DATA	-	5075	100	5075	NO DATA	-	5075	100
2. CASES ACCEPTED - MISDEMEANOR	36636	NO DATA	-	36636	100	37369	NO DATA	-	37369	100	37369	NO DATA	-	37369	100
3. CASES ACCEPTED - FAMILY COURT	6534	NO DATA	-	6534	100	6665	NO DATA	-	6665	100	6665	NO DATA	-	6665	100
4. CASES ACCEPTED - APPEAL	142	NO DATA	-	142	100	145	NO DATA	-	145	100	145	NO DATA	-	145	100
5. CASES ACCEPTED - MENTAL COMMITMENT	240	NO DATA	-	240	100	245	NO DATA	-	245	100	245	NO DATA	-	245	100

**VARIANCE REPORT NARRATIVE  
FY 2012 AND FY 2013**

**10 03 01  
BUF 151**

**PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER**

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**PART I - EXPENDITURES AND POSITIONS**

No data submitted by program.

**PART II - MEASURES OF EFFECTIVENESS**

No data submitted by program.

**PART III - PROGRAM TARGET GROUPS**

No data submitted by program.

**PART IV - PROGRAM ACTIVITIES**

No data submitted by program.

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

12/14/12

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	60.00	48.00	- 12.00	20	58.00	48.00	- 10.00	17	58.00	55.00	- 3.00	5
EXPENDITURES (\$1000's)	4,130	3,994	- 136	3	1,299	1,114	- 185	14	3,098	3,283	+ 185	6
TOTAL COSTS												
POSITIONS	60.00	48.00	- 12.00	20	58.00	48.00	- 10.00	17	58.00	55.00	- 3.00	5
EXPENDITURES (\$1000's)	4,130	3,994	- 136	3	1,299	1,114	- 185	14	3,098	3,283	+ 185	6
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. NO. DAYS BETWEN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWEN RECORDING & COMPLETION - LAND COURT	60	60	+ 0	0	60	60	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	1	1	+ 0	0	1	1	+ 0	0				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	2	2	+ 0	0	2	2	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	2	2	+ 0	0	2	2	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	190000	240000	+ 50000	26	190000	240000	+ 50000	26				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	105000	90000	- 15000	14	105000	90000	- 15000	14				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	43000	16000	- 27000	63	43000	16000	- 27000	63				
4. LAND COURT ORDERS RECORDED	3800	3800	+ 0	0	3800	3800	+ 0	0				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	160	160	+ 0	0	160	160	+ 0	0				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	130000	130000	+ 0	0	130000	130000	+ 0	0				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	220	220	+ 0	0	220	220	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	190000	240000	+ 50000	26	190000	240000	+ 50000	26				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	100000	90000	- 10000	10	100000	90000	- 10000	10				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	30000	16000	- 14000	47	30000	16000	- 14000	47				
4. LAND COURT ORDERS PROCESSED	3000	3000	+ 0	0	3000	3000	+ 0	0				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	175	175	+ 0	0	175	175	+ 0	0				
6. CERTIFIED COPIES PROCESSED	130000	130000	+ 0	0	130000	130000	+ 0	0				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	220	220	+ 0	0	220	220	+ 0	0				



## VARIANCE REPORT NARRATIVE FY 2012 AND FY 2013

10 03 03  
LNR 111

### PROGRAM TITLE: CONVEYANCES AND RECORDINGS

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#### PART I - EXPENDITURES AND POSITIONS

FY 12: It was determined that certain positions which became vacant due to retirements need not be filled until late in the fiscal year.

FY 13: The variance in positions is due to the delay in the recruitment process and difficulty in finding suitable candidates.

Expenditures were less than budgeted due to vacancy savings.

#### PART II - MEASURES OF EFFECTIVENESS

No significant variances to report.

#### PART III - PROGRAM TARGET GROUPS

Item numbers 1, 2 and 3 are significantly changed due to the mandatory deregistration of timeshares from Land Court. Timeshare documents have moved from Land Court to Regular system. Net recordings are not significantly varied. This results in fewer Land Court Certificates of Title to be issued.

#### PART IV - PROGRAM ACTIVITIES

Item numbers 1, 2 and 3 are significantly changed due to the mandatory deregistration of timeshares from Land Court. Timeshare documents have moved from Land Court to Regular system. Net recordings are not significantly varied. This results in fewer Land Court Certificates of Title to be issued.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61  
12/14/12

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

	FISCAL YEAR 2011-12				THREE MONTHS ENDED 09-30-12				NINE MONTHS ENDING 06-30-13			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	162	101	- 61	38	36	16	- 20	56	119	131	+ 12	10
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)	162	101	- 61	38	36	16	- 20	56	119	131	+ 12	10
	FISCAL YEAR 2011-12				FISCAL YEAR 2012-13							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. NO. WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL	40	NO DATA	- 40	100	40	NO DATA	- 40	100				
2. NO. WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	26	NO DATA	- 26	100	26	NO DATA	- 26	100				
3. NO. WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	NO DATA	- 54	100	54	NO DATA	- 54	100				
4. NO. WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE	36	NO DATA	- 36	100	36	NO DATA	- 36	100				
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	20	NO DATA	- 20	100	20	NO DATA	- 20	100				
6. % OF STATE POPULATION REACHED BY COMMISSION PROGMS	75	NO DATA	- 75	100	75	NO DATA	- 75	100				
7. NO. OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	0	NO DATA	- 0	0	0	NO DATA	- 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. TOTAL STATE POPULATION (THOUSANDS)	1406	NO DATA	- 1406	100	1406	NO DATA	- 1406	100				
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	NO DATA	- 719	100	719	NO DATA	- 719	100				
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	300	NO DATA	- 300	100	300	NO DATA	- 300	100				
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	NO DATA	- 453	100	453	NO DATA	- 453	100				
5. FEMALES OVER 65 (THOUSANDS)	109	NO DATA	- 109	100	109	NO DATA	- 109	100				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS	300	NO DATA	- 300	100	300	NO DATA	- 300	100				
2. NO. OF EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	350000	NO DATA	- 350000	100	350000	NO DATA	- 350000	100				
3. NO. PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	NO DATA	- 200	100	200	NO DATA	- 200	100				
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	NO DATA	- 200	100	200	NO DATA	- 200	100				
5. NO. OF NATIONAL & INTNLT TECH ASSIST/INFO CONTACTS	200	NO DATA	- 200	100	200	NO DATA	- 200	100				
6. NO. SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	36	NO DATA	- 36	100	36	NO DATA	- 36	100				
7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED	50	NO DATA	- 50	100	50	NO DATA	- 50	100				
8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS	10	NO DATA	- 10	100	10	NO DATA	- 10	100				
9. NO. ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	1	NO DATA	- 1	100	1	NO DATA	- 1	100				

**VARIANCE REPORT NARRATIVE  
FY 2012 AND FY 2013**

**10 03 04  
HMS 888**

**PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN**

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**PART I - EXPENDITURES AND POSITIONS**

No variance.

**PART II - MEASURES OF EFFECTIVENESS**

**PART III - PROGRAM TARGET GROUPS**

No variances.

**PART IV - PROGRAM ACTIVITIES**