



INDIVIDUAL RIGHTS

VARIANCE REPORT

PROGRAM TITLE:

INDIVIDUAL RIGHTS

12/14/16

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	649.50	554.50	- 95.00	15	645.50	559.50	- 86.00	13	645.50	642.50	- 3.00	0
EXPENDITURES (\$1000's)	96,302	76,270	- 20,032	21	23,124	17,975	- 5,149	22	73,573	78,716	+ 5,143	7
TOTAL COSTS												
POSITIONS	649.50	554.50	- 95.00	15	645.50	559.50	- 86.00	13	645.50	642.50	- 3.00	0
EXPENDITURES (\$1000's)	96,302	76,270	- 20,032	21	23,124	17,975	- 5,149	22	73,573	78,716	+ 5,143	7
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
PART II: MEASURES OF EFFECTIVENESS					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	100	+ 7	8	92	99	+ 7	8
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	86	- 14	14
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	96	+ 6	7	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

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 Programs for additional information.

VARIANCE REPORT

PROGRAM TITLE:

PROTECTION OF THE CONSUMER

12/14/16

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1001

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	501.00	412.00	- 89.00	18	502.00	423.00	- 79.00	16	502.00	499.00	- 3.00	1
EXPENDITURES (\$1000's)	79,052	59,455	- 19,597	25	18,854	14,300	- 4,554	24	60,538	65,092	+ 4,554	8
TOTAL COSTS												
POSITIONS	501.00	412.00	- 89.00	18	502.00	423.00	- 79.00	16	502.00	499.00	- 3.00	1
EXPENDITURES (\$1000's)	79,052	59,455	- 19,597	25	18,854	14,300	- 4,554	24	60,538	65,092	+ 4,554	8

					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS														
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	100	+	7	8	92	99	+	7	8
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+	0	0	100	86	-	14	14
3. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS					99	99	+	0	0	99	99	+	0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

PART I - EXPENDITURES AND POSITIONS

The variance in the Protection of the Consumer 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 additional information.

STATE OF HAWAII

PROGRAM TITLE:

REGULATION OF SERVICES

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100103

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	292.00	236.00	- 56.00	19	294.00	243.00	- 51.00	17	294.00	294.00	+ 0.00	0
EXPENDITURES (\$1000's)	54,405	38,955	- 15,450	28	12,562	9,194	- 3,368	27	41,698	45,066	+ 3,368	8
TOTAL COSTS												
POSITIONS	292.00	236.00	- 56.00	19	294.00	243.00	- 51.00	17	294.00	294.00	+ 0.00	0
EXPENDITURES (\$1000's)	54,405	38,955	- 15,450	28	12,562	9,194	- 3,368	27	41,698	45,066	+ 3,368	8
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS					94	95	+ 1	1	94	95	+ 1	1
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS					97	95	- 2	2	97	97	+ 0	0
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	96	+ 6	7	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

PROGRAM TITLE: REGULATION OF SERVICES

10 01 03

PART I - EXPENDITURES AND POSITIONS

The variance in the Regulation of Services 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 additional information.

STATE OF HAWAII

PROGRAM TITLE:

CABLE TELEVISION

PROGRAM-ID:

CCA-102

PROGRAM STRUCTURE NO: 10010301

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,535	1,519	- 1,016	40	1,108	785	- 323	29	1,452	1,775	+ 323	22
TOTAL COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,535	1,519	- 1,016	40	1,108	785	- 323	29	1,452	1,775	+ 323	22
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					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 REQ					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)					530	525	- 5	1	540	530	- 10	2
2. HAWAII BUSINESSES (000)					34	32	- 2	6	34	32	- 2	6
3. CABLE TELEVISION SUBSCRIBERS (000)					393	395	+ 2	1	391	395	+ 4	1
4. CABLE TELEVISION COMPANIES					2	2	+ 0	0	2	2	+ 0	0
5. PEG ACCESS ORGANIZATIONS					4	4	+ 0	0	4	4	+ 0	0
6. BROADBAND SUBSCRIBERS (000)					429	425	- 4	1	439	427	- 12	3
PART IV: PROGRAM ACTIVITY												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)					12	11	- 1	8	12	11	- 1	8
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	12	- 1	8	13	12	- 1	8
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN					10	10	+ 0	0	10	10	+ 0	0
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS					4	4	+ 0	0	4	4	+ 0	0
6. # OF COMPLAINTS AND INQUIRIES RECEIVED					280	257	- 23	8	280	254	- 26	9
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV					6	1	- 5	83	6	1	- 5	83
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED					75	82	+ 7	9	75	82	+ 7	9
9. # OF PEG ACCESS RELATED ACTIVITIES					325	297	- 28	9	325	295	- 30	9
10. # OF BROADBAND RELATED ACTIVITIES					140	148	+ 8	6	150	150	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in expenditures for FY 16 are largely due to vacancies that existed and a fewer than expected expenses paid for personnel services. Given that all our positions are expected to be filled by November 2016, variances of the same magnitude are not expected for FY 17.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 7: Under federal law, local franchising authorities (LFAs) only have regulatory rate review of the basic service tier. The Division operates as the LFA for the State. In 2011, Time Warner Cable (now, Oceanic Time Warner Cable (OTWC)) submitted two petitions with the Federal Communications Commission (FCC), requesting a finding that OTWC's systems that serve the islands of Oahu and Hawaii are "effectively competitive" and, therefore, exempt from any rate regulation imposed pursuant to Section 623 of the Communications Act of 1934, as amended. In late 2013, the FCC granted OTWC's petitions regarding the cable franchises for the islands of Oahu and Hawaii. Then, in June 2015, the FCC issued an order adopting a rebuttable presumption that all cable operators are subject to "effective competition." Given the new FCC requirements, the Division no longer has regulatory rate review of OTWC's two cable franchises on Maui. Currently, the Division only has regulatory review of basic service rates for OTWC's Kauai cable franchise. The variances in FY 16 and estimated FY 17 are due to these changes.

STATE OF HAWAII

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PROGRAM-ID:

CCA-103

PROGRAM STRUCTURE NO:

10010302

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	24.00	18.00	- 6.00	25	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,159	2,437	- 1,722	41	989	809	- 180	18	3,252	3,432	+ 180	6
TOTAL COSTS												
POSITIONS	24.00	18.00	- 6.00	25	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,159	2,437	- 1,722	41	989	809	- 180	18	3,252	3,432	+ 180	6

	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. AVG % PUC DECSNS ACCTP AGRMNT ENTRD BY CA WRU	75	95	+	20	27	75	80	+	5	7
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	451	-	14549	97	15000	13000	-	2000	13
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	0	-	1000	100	0	2000	+	2000	0
4. % PROCEDURAL DEADLINES MET	100	100	+	0	0	100	100	+	0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	200	-	4300	96	4500	4000	-	500	11
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	100	90	-	10	10	100	90	-	10	10
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	16	23	+	7	44	21	25	+	4	19

PART III: PROGRAM TARGET GROUP											
1.	DE FACTO POPULATION IN HAWAII (000'S)	1562	1583	+	21	1	1562	1606	+	44	3
2.	# OF RESIDENTIAL ELECTRICAL METERS (000'S)	433	429	-	4	1	437	430	-	7	2
3.	# OF NON-RESIDENTIAL USERS (000'S)	70	65	-	5	7	71	66	-	5	7
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	39	25	-	14	36	43	31	-	12	28
6.	# TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	180	210	+	30	17	180	210	+	30	17
7.	# PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	45	+	2	5	43	45	+	2	5
8.	#PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	600	526	-	74	12	600	526	-	74	12
9.	# PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	690	943	+	253	37	690	943	+	253	37
10.	# WATER CARRIERS REGULATED BY PUC	3	3	+	0	0	3	3	+	0	0

PART IV: PROGRAM ACTIVITY											
1.	# OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	5	-	2	29	7	7	+	0	0
2.	#OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	10	0	-	10	100	10	2	-	8	80
3.	# OF NON-RATE APPL BY UTIL COMP REV BY DIV	120	85	-	35	29	120	85	-	35	29
4.	#OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	0	-	2	100	2	0	-	2	100
5.	# RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	7	-	3	30	10	7	-	3	30
6.	# OF EDUCATION/OUTREACH EVENTS ATTENDED	4	5	+	1	25	4	5	+	1	25
7.	# OF NEWSLETTERS/PUBLICATIONS CREATED	4	0	-	4	100	4	4	+	0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

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 16 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay. The Division, however, has recently been successful during the last quarter of FY 16 in filling positions in the research and engineering branches and anticipates filling the remaining vacancies in FY 17. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, and certain anticipated projects being delayed beyond FY 16.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, & 3: The variances reflect 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. Savings for FY 16 were lower than FY 15 because of HEI-NextEra merger application. The HEI-NextEra merger application was the largest merger in Hawaii's history and required an unprecedented level of the Division's staff time and resources to analyze and evaluate. The merger application also resulted in the delay of various rate case applications being deferred. Thus, the savings in FY 17 is expected to be higher.

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 number of people reached through events was down in FY 16 due to the Division's education specialist being on an extended leave of absence and the staff resources required to prosecute the HEI-NextEra merger application. Through increased use of electronic media and greater interest in ongoing regulatory proceedings, greater contact is expected in FY 17.

Item 6: There continues to be an increase in complaints due to increasing utility rates and other issues (e.g., PV installations). Due to the increasing complaints and staff resources required for the HEI-NextEra merger application, we were not able to respond to all complaints within the 24 hour time period.

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

PART III - PROGRAM TARGET GROUPS

Item 5: Various factors (e.g., SunEdison bankruptcy) resulted in certain contracts not being approved or executed.

Item 6: The number of telecom carriers in Hawaii has remained constant from FY 15 to FY 16.

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 increased passenger carriers may reflect optimism in the tourism industry.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4 and 5: The variance reflects the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets. The Division has decided not to review any of the tariffs filed by motor carriers in order to better reallocate its resources towards other matters. The Consumer Advocate has attempted to participate in less of the non-rate and non-policy applications in order to better allocate its available resources to prosecute the HEI-NextEra merger and assess the utilities' proposed plans for power

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

**10 01 03 02
CCA 103**

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

generation, interconnection, and rate structure. In addition, due to the Clean Energy Initiative, there have been proceedings that have been opened in order to effectuate the commitments necessary to increase the amount of renewable generation and energy efficiency measures; this may have resulted in less applications filed by the electric utilities since their resources are allocated towards the generic and the merger proceedings.

Items 6 & 7: The Division plans to increasingly focus consumer outreach by attending events but also by using online communication and social media. Newsletters in FY16 were put on hold as the Division's education specialist was on leave and, subsequently, needed to fill its education specialist position and re-develop its outreach plans.

STATE OF HAWAII

PROGRAM TITLE:

FINANCIAL SERVICES REGULATION

PROGRAM-ID:

CCA-104

PROGRAM STRUCTURE NO: 10010303

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	39.00 4,311	29.00 2,935	- 10.00 - 1,376	26 32	39.00 1,211	30.00 784	- 9.00 - 427	23 35	39.00 3,981	39.00 4,408	+ 0.00 + 427	0 11
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	39.00 4,311	29.00 2,935	- 10.00 - 1,376	26 32	39.00 1,211	30.00 784	- 9.00 - 427	23 35	39.00 3,981	39.00 4,408	+ 0.00 + 427	0 11

PART II: MEASURES OF EFFECTIVENESS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	99	+ 7	8
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	93	- 1	1	94	95	+ 1	1
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	78	+ 18	30	60	80	+ 20	33
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	95	+ 1	1	94	95	+ 1	1
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	93	85	- 8	9	93	85	- 8	9

PART III: PROGRAM TARGET GROUP	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. DE FACTO POPULATION IN HAWAII (000)	1562	1583	+ 21	1	1562	1606	+ 44	3
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	4990	4270	- 720	14	5280	4300	- 980	19

PART IV: PROGRAM ACTIVITY	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	239	229	- 10	4	238	230	- 8	3
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	770	+ 50	7	720	750	+ 30	4
3. # OF INQUIRIES RECEIVED	6750	10000	+ 3250	48	6750	9500	+ 2750	41
4. # OF LICENSES RENEWED	2452	2248	- 204	8	2662	2200	- 462	17
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	83	+ 8	11	75	85	+ 10	13
6. # OF WRITTEN COMPLAINTS RECEIVED	60	74	+ 14	23	60	75	+ 15	25
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	68	26	- 42	62	27	31	+ 4	15
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM	53	45	- 8	15	74	57	- 17	23
9. # OF INVESTIGATIONS RECEIVED	60	58	- 2	3	60	60	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

FY 16 and Q1 FY 17 variances in positions and expenditures are due to: (1) several unanticipated vacancies even as Division filled other vacancies, and (2) inability to find qualified candidates, primarily for civil service positions. Division is actively recruiting to fill its vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Notwithstanding continued vacancies and, due primarily to efficiencies gained from electronic processing, Division succeeded in processing a substantially increasing percentage of inquiries within 30 days. Division expects that trend to continue in FY 17.

PART III - PROGRAM TARGET GROUPS

Item 2. FY 16 variance is primarily due to a decline in the number of renewal applications of mortgage loan originators (MLOs), mortgage loan originator companies (MLOCs), MLOC branches, and mortgage servicers (MSs). We expect this trend to continue in FY 17.

PART IV - PROGRAM ACTIVITIES

Item 3. The number of inquiries received in FY 16 was significantly greater than originally projected after opening an electronic path to pose questions. The complexity in organizational structure and business models of supervised industries contributed to the complex nature of the inquiries from licensees and consumers. We expect that trend to taper-off somewhat during FY 17.

Item 4. The estimated FY 17 variance is due to a continuing declining trend in renewals of MLOs, MLOCs, MLOC branches, and MSs. Not following national trends, initial applications for MLO licenses have increased, while renewals of those licenses have followed the national trend of decreasing mortgage related licenses and renewals.

Item 5. The increase in numbers of audited financial statements for review corresponds to the increasing number of Money Transmitter (MT)

licenses.

Item 6. The number of complaints and investigations varies from year-to-year. The Division's complaint form is available online which allows more access to consumers. The majority of complaints and investigations arise from the mortgage related industries.

Item 7. The FY 16 variance is primarily due to a substantial decrease in planned examinations of MTs and EDs to allow for more examinations of mortgage industry licensees. Resources were deployed in the area of greatest need and to meet accreditation requirements. The uptick in FY 17 is due to rescheduling an ED examination from FY 16 to FY 17 to accommodate participation in joint bank compliance examinations conducted with the FDIC. The number of exams does not include exams conducted by other Federal and State regulators that may be relied upon in lieu of an on-site exam by Division.

Item 8. In FY 16, Division participated in joint bank compliance examinations with the FDIC. Due to staff resources, participation in compliance examinations resulted in a reduction in MLOC examinations. The estimated variance for FY 17 is due to a planned reduction in MLOC examinations from 74 to 57 examinations per year, and will allow Division to meet the frequency requirement for Conference of State Bank Supervisors/American Association of Residential Mortgage Regulators(CSBS/AARMR) Mortgage Accreditation.

Item 9. While not a variance to be explained, for clarity this measure represents investigations initiated internally.

STATE OF HAWAII

PROGRAM TITLE:

PROFESSIONAL & VOCATIONAL LICENSING

PROGRAM-ID:

CCA-105

PROGRAM STRUCTURE NO: 10010304

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	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	55.00	- 7.00	11	64.00	57.00	- 7.00	11	64.00	64.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,481	7,047	- 1,434	17	2,259	1,639	- 620	27	6,580	7,200	+ 620	9
TOTAL COSTS												
POSITIONS	62.00	55.00	- 7.00	11	64.00	57.00	- 7.00	11	64.00	64.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,481	7,047	- 1,434	17	2,259	1,639	- 620	27	6,580	7,200	+ 620	9
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS					95	93	- 2	2	95	95	+ 0	0
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS					97	95	- 2	2	97	97	+ 0	0
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED					90	67	- 23	26	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1562	1583	+ 21	1	1562	1606	+ 44	3
2. PERS/BUS LIC BY PVL (ALL STATUSES)					400000	418190	+ 18190	5	400000	435000	+ 35000	9
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)					145425	156554	+ 11129	8	145425	157500	+ 12075	8
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL					48	49	+ 1	2	48	50	+ 2	4
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED					14160	18839	+ 4679	33	14420	22900	+ 8480	59
2. # OF EXAMINEES & REEXAMINEES					10120	14730	+ 4610	46	10310	13500	+ 3190	31
3. # OF APPLICANTS LICENSED					10145	14239	+ 4094	40	10246	18400	+ 8154	80
4. # OF PERMITS ISSUED					1565	2178	+ 613	39	1590	2800	+ 1210	76
5. # OF LICENSES RENEWED					71196	82166	+ 10970	15	71907	92000	+ 20093	28
6. # OF UPDATE TRANSACTIONS FOR LICENSES					200455	22045	- 178410	89	200455	242000	+ 41545	21
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS					28000	28398	+ 398	1	28000	28000	+ 0	0
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS					105000	109141	+ 4141	4	105000	105000	+ 0	0
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED					20	21	+ 1	5	20	20	+ 0	0
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED					3	3	+ 0	0	3	5	+ 2	67

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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.

Item 10. The variance increase is due to an increase in promulgating more administrative rules than originally planned for.

PART II - MEASURES OF EFFECTIVENESS

Item 3. The variance increase is due to the submission of four administration proposals from CCA-105, but only three were enacted.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance increase is due to an influx of nurse, car salesperson, security guard, and physician applications received.

Item 2. The variance increase is based on slight increases in examinations taken by multiple boards and programs; with the most significant increase in nursing examinations.

Item 3. The variance increase is due to an increase in the issuance of licenses for nurses, car salespersons, security guards, and physicians.

Item 4. The variance increase is due to an increase in the issuance of permits for nurses by endorsement.

Item 5. The variance increase is due to the high volume of nurses and security guards who renewed their licenses.

Item 6. The variance increase is due to the numerous requests for address/name changes; verifications - mainly nurse verification requests for Florida; inactivations; reactivations; and restorations.

STATE OF HAWAII

PROGRAM TITLE:

INSURANCE REGULATORY SERVICES

PROGRAM-ID:

CCA-106

PROGRAM STRUCTURE NO: 10010306

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	92.00	71.00	- 21.00	23	92.00	72.00	- 20.00	22	92.00	92.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,808	12,048	- 4,760	28	2,992	1,962	- 1,030	34	14,102	15,132	+ 1,030	7
TOTAL COSTS												
POSITIONS	92.00	71.00	- 21.00	23	92.00	72.00	- 20.00	22	92.00	92.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,808	12,048	- 4,760	28	2,992	1,962	- 1,030	34	14,102	15,132	+ 1,030	7

	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	+ CHANGE	%	PLANNED	ESTIMATED	+ CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	96	+	6	7	90	90	+	0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+	0	0	100	86	-	14	14
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	100	71	-	29	29	100	100	+	0	0
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	86	-	9	9	95	90	-	5	5
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	7.7	+	2.7	54	5.0	4.8	-	0.2	4
7. % CRIMINAL & ADMIN BACKGROUND REVIEWS	1760	1851	+	91	5	1936	1868	-	68	4
8. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	50	30	-	20	40	50	28	-	22	44

PART III: PROGRAM TARGET GROUP											
1.	DE FACTO POPULATION IN HAWAII (000)	1562	1583	+	21	1	1562	1606	+	44	3
2.	INSURER LICENSEES REGULATED BY INSURANCE DIV	1035	1320	+	285	28	1034	1320	+	286	28
3.	CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	195	208	+	13	7	205	218	+	13	6
4.	OTHER LICENSEES REGULATED BY INSURANCE DIVISION	59000	59389	+	389	1	62000	65000	+	3000	5
5.	MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	950	1043	+	93	10	950	980	+	30	3

PART IV: PROGRAM ACTIVITY											
1.	# OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	119368	132116	+	12748	11	120419	131660	+	11241	9
2.	# OF COMPLAINTS	700	538	-	162	23	705	600	-	105	15
3.	# FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	76	+	1	1	75	75	+	0	0
4.	# INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	30	34	+	4	13	30	30	+	0	0
5.	# OF ANNUAL COMPANY FILINGS PROCESSED	2211	2548	+	337	15	2209	2546	+	337	15
6.	# INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	32	61	+	29	91	31	58	+	27	87
7.	# OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	29	32	+	3	10	38	42	+	4	11
8.	# INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4500	3764	-	736	16	4500	4075	-	425	9
9.	# OF PREMIUM TAX STATEMENTS FILED	9000	9173	+	173	2	9000	9173	+	173	2
10.	# OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	260	256	-	4	2	270	265	-	5	2

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

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 resulted from position vacancies pending recruitment and filling or recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 2 - One of the large exams to be started in FY 17 will most likely not be completed until FY 18.

Item 3 - The decrease was due to turnover of two experienced examiners leaving the Captive Branch and the difficulties in recruiting to fill vacant examiner positions.

Item 6 - Increase due to captive formations from both the US and Asia/Pacific region greater than anticipated.

Item 8 - We had a decrease in Assigned Claims this year. Much of it is due to stakeholders becoming familiar with the ramifications of litigation regarding the program's applicability to certain losses and an improved economy. We will likely see this lower trend continue barring litigation that broadens the program or an economic downturn.

PART III - PROGRAM TARGET GROUPS

Item 2 - Increase due to the inclusion of 218 Risk Purchasing Group's, 58 Risk Retention Groups, and 12 Self-Insurers, which were not included last year.

Item 5 - We have noticed a steady increase in number of insured vehicles from the Hawaii Insured Vehicle Census Report during the past five years. This may explain the increase in motor vehicles subject to insurance regulation.

PART IV - PROGRAM ACTIVITIES

Item 1 - Increase due to a larger than expected processing of appointments, terminations, new licenses, non-renewed licenses, renewed licenses and address changes.

Item 2 - We had fewer formal complaints this year because we updated our website to encourage consumers to call and speak with an investigator about their concern before filing a complaint. This helped consumers save time and effort in getting a resolution of their less complex concerns without having to go through the complaint process. This helped cut down of volume, but as a result, the pool of complaints was more complex as a whole. We also saw fewer denials of no-fault benefits this year and last year. The auto market is quite competitive and carriers are being less aggressive with no-fault claims.

Item 4 - Increase due to new captive management companies interested in establishing captive programs in Hawaii.

Item 5 - Filings expected to increase due to rise in the number of licensed insurers.

Item 6 - As stated in C02, now including Risk Purchasing Groups, Risk Retention Groups and Self-Insurers. This resulted in an increase of applications for certificates of authority.

Item 7 - Unexpected exam of Family Health Hawaii in FY16 attributed to increase. Increase in companies licensed is contributing to great than planned FY17 examination schedule.

Item 8 - We currently have a filing backlog due to recent vacancies. This backlog may have slowed insurers' response to file subsequent and related filings.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

POST-SECONDARY EDUCATION AUTHORIZATION

12/14/16

PROGRAM-ID:

CCA-107

PROGRAM STRUCTURE NO: 10010307

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	2.00 282	2.00 168	+	0.00 114	0 40	2.00 66	2.00 50	+	0.00 16	0 24	2.00 223	2.00 239	+	0.00 16	0 7
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	2.00 282	2.00 168	+	0.00 114	0 40	2.00 66	2.00 50	+	0.00 16	0 24	2.00 223	2.00 239	+	0.00 16	0 7

PART II: MEASURES OF EFFECTIVENESS 1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS 2. %OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS 3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
	85	100	+	15	18	85	85	+	0	0
	80	100	+	20	25	80	80	+	0	0
	75	100	+	25	33	75	75	+	0	0

PART III: PROGRAM TARGET GROUP										
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD	24	24	+	0	0	24	26	+	2	8

PART IV: PROGRAM ACTIVITY										
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN	120	130	+	10	8	120	120	+	0	0
2. # OF APPLICATIONS RECEIVED AND REVIEWED	19	23	+	4	21	5	5	+	0	0
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS	19	23	+	4	21	5	5	+	0	0
4. NUMBER OF COMPLAINTS RECEIVED	6	2	-	4	67	6	6	+	0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

FY 16 and Q1 of FY 17 Expenditure Variances: Expenditures were lower than anticipated because Hawaii Post-Education Authorization Program (HPEAP) did not need to litigate issues having to do with complaints against any post-secondary institutions and did not need to take legal action regarding closures of any institutions. Should HPEAP need legal support to carry out its statutory responsibilities, HPEAP will have to expend personal services funds.

be filed. This is the reason for the variance in the actual number of complaints for FY 16.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, & 3. One of the important duties of this program is to respond to written inquiries from educational institutions and the public regarding authorization requirements of post-secondary institutions in a timely manner, and in FY 16, HPEAP was able to do this with the filling of its previously vacant position.

The two overarching responsibilities of the program are to authorize the eligible institutions and to address complaints against authorized institutions in a timely manner. In FY 16, HPEAP was able to do its authorization work and complaints processing work in a timely manner with the filling of its previously vacant position.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3 & 4. It is difficult for HPEAP to accurately predict the number of new institutions that may unexpectedly request authorization. This is the reason for the variances in the actual numbers for authorization and re-authorization in FY 16.

While HPEAP answers hundreds of written and phone inquiries, it is difficult for HPEAP to predict the number of official complaints that may

STATE OF HAWAII

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

PROGRAM-ID:

CCA-901

PROGRAM STRUCTURE NO: 10010308

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	65.00 17,829	54.00 12,801	- -	11.00 5,028	17 28	65.00 3,937	55.00 3,165	- -	10.00 772	15 20	65.00 12,108	65.00 12,880	+ +	0.00 772	0 6
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	65.00 17,829	54.00 12,801	- -	11.00 5,028	17 28	65.00 3,937	55.00 3,165	- -	10.00 772	15 20	65.00 12,108	65.00 12,880	+ +	0.00 772	0 6

PART II: MEASURES OF EFFECTIVENESS 1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD 2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD 3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME 4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES 5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD 6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
	100	100	+	0	0	100	100	+	0	0
	100	100	+	0	0	100	100	+	0	0
	90	85	-	5	6	90	90	+	0	0
	85	96	+	11	13	85	85	+	0	0
	2	3	+	1	50	2	2	+	0	0
	2	3	+	1	50	2	2	+	0	0

PART III: PROGRAM TARGET GROUP 1. ELECTRIC AND GAS COMPANIES 2. PROPERTY CARRIERS 3. PASSENGER CARRIERS 4. WATER COMMON CARRIERS 5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES 6. TELECOMMUNICATIONS COMPANIES 7. OPERATORS OF SUBSURFACE INSTALLATIONS										
	5	5	+	0	0	5	5	+	0	0
	552	526	-	26	5	555	520	-	35	6
	825	943	+	118	14	830	875	+	45	5
	4	4	+	0	0	4	4	+	0	0
	38	39	+	1	3	38	38	+	0	0
	186	188	+	2	1	185	185	+	0	0
	47	50	+	3	6	47	47	+	0	0

PART IV: PROGRAM ACTIVITY 1. NUMBER OF APPLICATIONS FILED 2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR 3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS 4. NUMBER OF CITATIONS ISSUED 5. NUMBER OF INFORMAL COMPLAINTS FILED										
	400	387	-	13	3	400	400	+	0	0
	800	783	-	17	2	800	800	+	0	0
	10	29	+	19	190	10	20	+	10	100
	15	25	+	10	67	15	26	+	11	73
	125	165	+	40	32	120	125	+	5	4

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

The variance in positions and expenditures in Fiscal Year(FY) 16 was primarily due to the lack of sufficient office space to accommodate all authorized and funded positions and the deferral of the transfer of funds to The Department of Accounting and General Services (DAGS) for the Commission's office space expansion/renovation project (Project) to the 2nd quarter of FY 16. The Commission is in Phase 2 of the Project that is anticipated to be completed in 2nd quarter FY 18. In January 2016, the Commission acquired a "swing" space for the duration of the Project that finally enabled the Commission to recruit to fill all authorized and funded positions. Prior to the acquisition of the swing space, the Commission was required to prioritize recruitment due to lack of sufficient office space.

The FY 17 1st quarter variance in positions and expenditures was due primarily to vacancies due to the late acquisition of a swing space and planned deferrals for procurement of consultant services, to assist the Commission with investigations, to subsequent FY 17 quarters. For the remainder of FY 17, the Commission is anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Item 4. The increase was partially due to heavier than normal rain and wind storms that created a more hazardous working environment for those that had to provide service/maintenance to power/phone lines or outside equipment.

Items 5 and 6. Increase was primarily due to heavier than normal rain and wind storms that resulted in interrupted service.

PART III - PROGRAM TARGET GROUPS

Item 3. The increase was due to an increase in tourism and a decrease in the number of surrendered and revoked Certificates of Public Convenience and Necessity. The estimated number for FY 17 has been

adjusted accordingly.

PART IV - PROGRAM ACTIVITIES

Item 3. The increase was due to an increase in tourism and a decrease in the number of surrendered and revoked Certificates of Public Convenience and Necessity. The estimated number for FY 17 has been adjusted accordingly.

Item 4. The increase was due to the Commission's increase of three (3) staff in the Consumer Affairs and Compliance Section (addition of two (2) Education and Enforcement Specialists and one (1) Investigator III) that allowed for increased surveillance and investigation activities. The FY 2017 estimate has been increased accordingly.

Item 5. The increase was primarily due to a large number of telecom complaints related to weather conditions.

VARIANCE REPORT

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	165.00	136.00	- 29.00	18	164.00	137.00	- 27.00	16	164.00	161.00	- 3.00	2
EXPENDITURES (\$1000's)	16,745	13,622	- 3,123	19	4,263	3,457	- 806	19	12,801	13,607	+ 806	6
TOTAL COSTS												
POSITIONS	165.00	136.00	- 29.00	18	164.00	137.00	- 27.00	16	164.00	161.00	- 3.00	2
EXPENDITURES (\$1000's)	16,745	13,622	- 3,123	19	4,263	3,457	- 806	19	12,801	13,607	+ 806	6
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP					100	75	- 25	25	100	100	+ 0	0
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)					150	2215	+ 2065	1377	150	2500	+ 2350	1567
3. % OF SETTLEMENT AGREEMENTS ADOPTED					95	99	+ 4	4	95	95	+ 0	0
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE					95	100	+ 5	5	95	95	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

PART I - EXPENDITURES AND POSITIONS

The variance in the Enforcement of Fair Business Practices 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 additional information.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010401

OFFICE OF CONSUMER PROTECTION

CCA-110

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17							
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%	
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	17.00 2,126	17.00 1,750	+	0.00 376	0 18	17.00 549	17.00 427	+	0.00 122	0 22	17.00 1,661	17.00 1,783	+	0.00 122	0 7	
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	17.00 2,126	17.00 1,750	+	0.00 376	0 18	17.00 549	17.00 427	+	0.00 122	0 22	17.00 1,661	17.00 1,783	+	0.00 122	0 7	

PART II: MEASURES OF EFFECTIVENESS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	78	+	48	160	30	50	+	20	67
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	871	-	229	21	1100	1100	+	0	0
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	2297	+	1997	666	300	2700	+	2400	800
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	150	2215	+	2065	1377	150	2500	+	2350	1567
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	75	-	25	25	100	100	+	0	0

PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1400	1432	+	32	2	1400	1432	+	32	2		
2. VISITORS TO HAWAII (000)	8000	8679	+	679	8	8000	8000	+	0	0		

PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	700	-	800	53	1500	1500	+	0	0		
2. # OF COMPLAINTS INITIATED BY OCP	75	68	-	7	9	75	75	+	0	0		
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	10000	+	0	0	10000	10000	+	0	0		
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	224	-	476	68	700	500	-	200	29		
5. # OF MULTISTATE CASES	5	11	+	6	120	5	5	+	0	0		
6. # OF LEGAL ACTIONS	15	8	-	7	47	15	15	+	0	0		
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	14180	+	6180	77	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	30	+	10	50	20	20	+	0	0		

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Expenditure variances occur from deferring of expenses to subsequent years or quarters.

PART II - MEASURES OF EFFECTIVENESS

Item 1. The number of consumers directly affected by office action increased in FY 16. This increase is attributable to the increase in Landlord-Tenant Hotline use and consumers' searches on Office of Consumer Protection's (OCP) webpage.

Item 2. In FY 16, there was a decrease 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 was an increase in fines assessed or costs imposed in non-multi-state judgments realized in FY 16. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in non-multi-state cases.

Item 4. There was an increase in multi-state recoveries in FY 16. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in multi-state cases because of the complexity and scope of these national investigations.

Item 5. The decrease in actions is attributable to unforeseen delays in resolving more complex cases.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. The drop in the actual number of consumer complaints received in FY 16 can probably be attributed to Hawaii's improving economy and better compliance by businesses with consumer protection laws.

Item 4. The number of complaints resolved at the investigative level did not reach anticipated levels in FY 16. 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.

Item 5. The number of multi-state cases opened in FY 16 increased by six over the number budgeted in FY 16.

Item 6. The drop in the number of legal actions in FY 16 is attributable to the filing of more complex cases requiring the commitment of greater office resources.

Item 7. The number of inquiries received on business complaints history increased significantly over planned numbers in FY 16. This is partly accounted for by the volume of consumer searches conducted through OCP's web page.

Item 9. The number of bills which OCP provided testimony during the 2016 Legislative Session increased significantly. This is largely attributable to the number of consumer protection related measures OCP provided testimony on.

STATE OF HAWAII

PROGRAM TITLE:

MEASUREMENT STANDARDS

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO: 10010402

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	11.00 858	6.00 458	- -	5.00 400	45 47	10.00 202	5.00 202	- +	5.00 0	50 0	10.00 607	7.00 607	- +	3.00 0	30 0
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	11.00 858	6.00 458	- -	5.00 400	45 47	10.00 202	5.00 202	- +	5.00 0	50 0	10.00 607	7.00 607	- +	3.00 0	30 0

PART II: MEASURES OF EFFECTIVENESS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	88	- 2	2	90	90	+ 0	0
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	35	- 15	30	50	45	- 5	10
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	92	- 8	8	100	90	- 10	10
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	90	100	+ 10	11	90	90	+ 0	0
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	75	68	- 7	9	75	75	+ 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

PART III: PROGRAM TARGET GROUP	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. BUSINESSES USING WEIGHING DEVICES	2100	2084	- 16	1	2100	2100	+ 0	0
2. BUSINESSES USING VOLUMETRIC DEVICES	450	418	- 32	7	450	420	- 30	7
3. BUSINESSES USING LINEAR DEVICES	2500	2510	+ 10	0	2500	2500	+ 0	0
4. SERVICE AGENCIES FOR MEASURING DEVICES	50	51	+ 1	2	50	50	+ 0	0
5. STORES USING PRICE SCANNERS	1060	1050	- 10	1	1060	1060	+ 0	0
6. MEASUREMASTER	75	82	+ 7	9	75	82	+ 7	9
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1480	1566	+ 86	6	1480	1560	+ 80	5

PART IV: PROGRAM ACTIVITY	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	50	55	+ 5	10	50	50	+ 0	0
2. # OF MEASURING DEVICES INSPECTED - VOLUME	50	324	+ 274	548	50	325	+ 275	550
3. # OF MEASURING DEVICES INSPECTED - LINEAR	2500	2208	- 292	12	2500	2200	- 300	12
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	450	555	+ 105	23	450	550	+ 100	22
5. # OF MEASUREMENT STANDARDS CALIBRATED	1600	1616	+ 16	1	1600	1600	+ 0	0
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	50	45	- 5	10	50	45	- 5	10
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	1000	0	- 1000	100	1000	0	- 1000	100
8. # OF CONSUMER PACKAGE LABELS INSPECTED	300	50	- 250	83	300	50	- 250	83
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	7000	0	- 7000	100	7000	0	- 7000	100
10. NUMBER OF MEASURING DEVICES LICENSED	400	10594	+ 10194	2549	400	10600	+ 10200	2550

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

Variances were due to vacancies and lower than expected special fund expenditures.

PART II - MEASURES OF EFFECTIVENESS

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

Item 4. Variance due to fuel companies' compliance in meeting stated octane ratings.

PART III - PROGRAM TARGET GROUPS

Item 6. Variance due to increased number of measuremasters licensed. This trend is reflected in the FY 17 estimate.

PART IV - PROGRAM ACTIVITIES

Items 1, 2 & 4. Variance due to increased number of inspections/standards calibrated than previously estimated. Emphasis placed on volume measuring device inspections.

Items 3 & 6. Variance due to decreased number of inspections performed than previously estimated. This trend is reflected in the FY 17 estimate.

Items 7, 8 & 9. Variance due to staff shortages to perform related services.

Item 10. This item was previously listed as the number of service agencies and measuremaster in the previous FY. It was changed to the number of measuring devices licensed. The amount corresponds to the number of measuring devices licensed. This trend is reflected in the FY 17 estimate.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010403

BUSINESS REGISTRATION & SECURITIES REGULATN

CCA-111

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16					THREE MONTHS ENDED 09-30-16					NINE MONTHS ENDING 06-30-17				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	71.00	56.00	-	15.00	21	71.00	57.00	-	14.00	20	71.00	71.00	+	0.00	0
	7,318	5,584	-	1,734	24	1,771	1,476	-	295	17	5,643	5,938	+	295	5
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	71.00	56.00	-	15.00	21	71.00	57.00	-	14.00	20	71.00	71.00	+	0.00	0
	7,318	5,584	-	1,734	24	1,771	1,476	-	295	17	5,643	5,938	+	295	5
						FISCAL YEAR 2015-16					FISCAL YEAR 2016-17				
						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						4	4	+	0	0	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)						172	190	+	18	10	172	190	+	18	10
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS						105000	122000	+	17000	16	105000	125000	+	20000	19
PART IV: PROGRAM ACTIVITY															
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS						140000	146800	+	6800	5	140000	147000	+	7000	5
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED						58000	38000	-	20000	34	58000	41000	-	17000	29
3. # OF ENFORCEMENT CASES OPENED						45	42	-	3	7	45	45	+	0	0
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT						1500	1415	-	85	6	1500	1500	+	0	0
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY						50	45	-	5	10	50	50	+	0	0
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR						55	49	-	6	11	55	55	+	0	0
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED						13	15	+	2	15	13	13	+	0	0
8. # OF SUSPENSIONS OR BARS IMPOSED						15	9	-	6	40	15	10	-	5	33
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY						27500	29564	+	2064	8	27500	30000	+	2500	9

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

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, and certain large expenses that were expected in the fiscal year but were subsequently planned for expenditure in the next fiscal year.

completed was slightly higher than projected for FY 16. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

Item 8: The number of suspensions or bars imposed was lower than projected for FY 16. Because of the complex nature of the cases, it is difficult to predict the final disposition of a case.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 1: The actual number of business registrations was slightly higher than estimated in FY 16; this fluctuates and is difficult to predict.

Item 2: The actual number of securities and franchise registrations were higher than estimated in FY 16; this fluctuates and is difficult to predict.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of securities compliance applications received was lower than estimated in FY 16. A number of economic factors can affect this number, making it difficult to predict.

Item 5: The number of complaints resolved at the investigative level was slightly lower than projected for FY 16. The variance can be attributed to the unpredictability of complex factors for each case.

Item 6: The number of enforcement cases closed was slightly lower than projected for FY 16. Because of the complex nature of the cases, it is difficult to predict the timing of resolving cases.

Item 7: The number of orders, consent agreements and settlements

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO:

REGULATED INDUSTRIES COMPLAINTS OFFICE

CCA-112

10010404

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16					THREE MONTHS ENDED 09-30-16					NINE MONTHS ENDING 06-30-17				
	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	57.00	-	9.00	14	66.00	58.00	-	8.00	12	66.00	66.00	+	0.00	0
EXPENDITURES (\$1000's)	6,443	5,830	-	613	10	1,741	1,352	-	389	22	4,890	5,279	+	389	8
TOTAL COSTS															
POSITIONS	66.00	57.00	-	9.00	14	66.00	58.00	-	8.00	12	66.00	66.00	+	0.00	0
EXPENDITURES (\$1000's)	6,443	5,830	-	613	10	1,741	1,352	-	389	22	4,890	5,279	+	389	8

	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. % OF SETTLEMENT AGREEMENTS ADOPTED	95	99	+	4	4	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	1542390	+	542390	54	1000000	1000000	+	0	0
PART III: PROGRAM TARGET GROUP										
1. DE FACTO POPULATION IN HAWAII (000)	1562	1583	+	21	1	1562	1606	+	44	3
2. LICENSEES (000)	400	418	+	18	5	400	435	+	35	9
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	48	49	+	1	2	48	50	+	2	4
PART IV: PROGRAM ACTIVITY										
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	15000	9551	-	5449	36	15000	10000	-	5000	33
2. # COMPLAINT HISTORY INQUIRIES	25000	24763	-	237	1	25000	25000	+	0	0
3. # LEGAL ACTIONS	300	461	+	161	54	300	350	+	50	17
4. # OF COMPLAINTS RECEIVED	3500	2674	-	826	24	3500	3000	-	500	14
5. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS	65000	55189	-	9811	15	65000	55000	-	10000	15
6. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	6000	4272	-	1728	29	6000	5000	-	1000	17
7. # OF ORDERS & JUDGEMENTS	300	476	+	176	59	300	350	+	50	17

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Actual positions and expenditures are lower than budgeted in FY 16 because of staffing vacancies. Several vacancies are currently being filled in FY 17.

complaints received. Also, attorney staff vacancies were filled in the prior fiscal year.

PART II - MEASURES OF EFFECTIVENESS

Item 4. Fines imposed varies based on the number and types of complaints received.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: Licensing and complaint information is also available online. The agency believes the number of inquiries will continue to decline as users become more familiar with online resources available.

Item 3: Cases adjudicated vary based on the number and type of complaints received. Also, attorney staff vacancies were filled in the prior fiscal year.

Item 4: Number of complaints received varies and does not include cases initiated by the agency.

Item 5: Regulated Industries Complaints Office (RICO) attributes the lower number as being directly related to decreases in participation at certain home show events.

Item 6: Much of the information offered in the RICO offices is now available on line. The agency believes the number of inquiries will continue to decline as users become more familiar with online resources available.

Item 7: Cases adjudicated vary based on the number and type of

STATE OF HAWAII

PROGRAM TITLE:

GENERAL SUPPORT

PROGRAM-ID:

CCA-191

PROGRAM STRUCTURE NO: 100105

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	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	40.00	- 4.00	9	44.00	43.00	- 1.00	2	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,902	6,878	- 1,024	13	2,029	1,649	- 380	19	6,039	6,419	+ 380	6
TOTAL COSTS												
POSITIONS	44.00	40.00	- 4.00	9	44.00	43.00	- 1.00	2	44.00	44.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,902	6,878	- 1,024	13	2,029	1,649	- 380	19	6,039	6,419	+ 380	6
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. %CASES COMPL WIN DESIG TIME FOR CONTSTD CASE HRGS					85	89	+ 4	5	85	85	+ 0	0
2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH					90	100	+ 10	11	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	99	+ 0	0	99	99	+ 0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER					95	100	+ 5	5	95	95	+ 0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD					95	95	+ 0	0	95	95	+ 0	0
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED					50	54	+ 4	8	50	50	+ 0	0
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME					86	84	- 2	2	86	86	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1562	1583	+ 21	1	1562	1606	+ 44	3
2. LICENSEES (000)					460	418	- 42	9	460	435	- 25	5
3. DCCA DIVISIONS					13	13	+ 0	0	13	13	+ 0	0
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA					53	54	+ 1	2	53	55	+ 2	4
5. DCCA EMPLOYEES					400	410	+ 10	3	400	490	+ 90	23
PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS					450	344	- 106	24	450	450	+ 0	0
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES					200	194	- 6	3	200	200	+ 0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS					150	84	- 66	44	150	150	+ 0	0
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS					200	117	- 83	42	200	200	+ 0	0
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE					35	24	- 11	31	35	24	- 11	31
6. # SYSTEMS ADDED OR ENHANCED					145	132	- 13	9	145	145	+ 0	0
7. # OF INFORMATION SYSTEMS WORK REQUESTS					4300	4688	+ 388	9	4300	4300	+ 0	0
8. # OF INVOICES PROCESSED					8000	7771	- 229	3	8000	8000	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

Expenditure variances based on vacancies and decreased program expenses.

media and educational videos, as a result there has been a decrease in educational presentations.

PART II - MEASURES OF EFFECTIVENESS

Item 2: All recommended orders had favorable results. This success rate created a variance.

Item 3: There were very few events in this category this year, and all court cases had favorable results. This success rate created a variance given the small number of events involved.

PART III - PROGRAM TARGET GROUPS

Item 5: Planned number not updated to reflect current biennium numbers.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of cases (a figure not within control of the office) was slightly lower as compared to the previous fiscal year and cases were consolidated for hearing. This resulted in a reduction in the number of notices issued by the hearings officers.

Item 3: Through a combination of settlements and withdrawals before hearings, as well as the above-mentioned reduction in the number cases (all figures not within control of the office), multiple decisions on pre-hearing motions, and aggressive consolidation of cases, the number of hearing events was reduced.

Item 4: Through a combination of settlements and withdrawals before hearings, as well as the above-mentioned reduction in the number cases (all figures not within control of the office), and aggressive consolidation of cases, the number of decisions after motions or hearings was reduced.

Item 5: We have refocused our educational outreach to include social

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

ENFORCEMENT OF INFORMATION PRACTICES (HISTORICAL)

12/14/16

PROGRAM-ID:

LTG-105

PROGRAM STRUCTURE NO: 1002

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	6.00 563	6.00 564	+ +	0.00 1	0 0	0.00 0	0.00 0	+ +	0.00 0	0 0	0.00 0	0.00 0	+ +	0.00 0	0 0
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	6.00 563	6.00 564	+ +	0.00 1	0 0	0.00 0	0.00 0	+ +	0.00 0	0 0	0.00 0	0.00 0	+ +	0.00 0	0 0

PART II: MEASURES OF EFFECTIVENESS 1. # CASES CLOSED IN FY-EXCLUDE TRNG/LIT RULES/SP PRJ 2. # PENDING CASES 3. % OF PENDING CASES OPENED IN REPORTED FY 4. % OF PENDING CASES OPEN FROM PREVIOUS FY 5. % OF PENDING CASES MORE THAN 2 FY OLD 6. % STATE DEPTS&JUD POSTING UIPA LOG TO DATA.HAWAII. 7. # HITS ON OIP WEBSITE, EXCLUDING HOME PAGE HITS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
	100	241	+	141	141	100	240	+	140	140
	100	104	+	4	4	100	100	+	0	0
	80	23	-	57	71	80	50	-	30	38
	15	20	+	5	33	15	40	+	25	167
	5	0	-	5	100	5	0	-	5	100
	100	100	+	0	0	100	100	+	0	0
	NO DATA	116119	+	116119	0	NO DATA	120000	+	120000	0

PART III: PROGRAM TARGET GROUP 1. DE FACTO POPULATION OF HAWAII 2. ALL STATE AND COUNTY AGENCIES 3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES 4. OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0

PART IV: PROGRAM ACTIVITY 1. # UIPA/SL FORMAL/INFORMAL REQUESTS FOR ASSISTANCE 2. # OF AOD INQUIRIES RECEIVED 3. # OF FORMAL AND INFORMAL OPINIONS ISSUED 4. # OF LAWSUITS MONITORED 5. # OF LEGISLATIVE PROPOSALS MONITORED 6. # OF WEBSITE UNIQUE VISITS FROM HI, EXCLUDING OIP 7. # OF LIVE TRAINING SESSIONS & PUBLIC PRESENTATIONS 8. # OF TRNG MATERIALS & VIDEOS POSTED TO WEBSITE 9. # OF PUBLIC COMMUNICATIONS	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
	1300	1162	-	138	11	1300	1200	-	100	8
	1100	964	-	136	12	1100	1000	-	100	9
	26	14	-	12	46	26	20	-	6	23
	15	28	+	13	87	15	25	+	10	67
	180	175	-	5	3	180	175	-	5	3
	NO DATA	33776	+	33776	0	NO DATA	38000	+	38000	0
	20	11	-	9	45	20	10	-	10	50
	20	71	+	51	255	20	10	-	10	50
	50	30	-	20	40	50	30	-	20	40

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 02
LTG 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES (HISTORICAL)

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

ITEM 1. Variance was 141% over planned number of cases closed in FY16 - planned number is outdated and future estimate should be changed.

ITEM 3. Variance of 71% in the percentage of pending cases opened in FY16 - planned number is outdated and future estimate should be changed.

ITEM 4. Variance of 33% in the percentage of pending cases opened in FY15 - planned number is outdated and future estimate should be changed.

ITEM 5. Variance of 100% in the percentage of pending cases more than 2 fiscal years old - planned number is outdated and future estimate should be changed.

PART III - PROGRAM TARGET GROUPS

No data available.

PART IV - PROGRAM ACTIVITIES

ITEM 1. 11% variance in the total number of requests for assistance is beyond OIP's control and reflects the first time in four years that OIP experienced a decline in formal requests.

ITEM 2. The majority of requests for assistance are handled by OPI's "Attorney of the Day" (AOD) service. The 12% variance in the number of AOD inquiries received is beyond OIP's control.

ITEM 3. The 46% variance in the number of opinions issued reflects OIP's successful efforts to close 41% more cases in FY16 to reduce its

backlog, which was possible because the cases resolved did not require the writing of opinions.

ITEM 4. The 87% variance in the number of lawsuits monitored is beyond OIP's control as lawsuits are filed by third parties. Along with lawsuits pending from prior years, 8 new lawsuits were monitored by OIP in FY16.

ITEM 7. The 45% variance in the number of live training sessions and public presentations reflects OIP's focus on providing online training and education while reserving live presentations for special or advanced training.

ITEM 8. The 255% variance in the number of training materials and videos posted to the website reflects an increase in OIP's efforts to provide online training and education.

ITEM 9. The 40% variance in the number of public communications reflects the smaller number (30) of What's New emails that were sent out during FY16, which still averages 2.5 per month.

* NOTE: Per Act 92, SLH 2015, Enforcement of Information Practices was transferred to the Department of Accounting and General Services effective July 1, 2016.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1003

LEGAL & JUDICIAL PROTECTION OF RIGHTS

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16					THREE MONTHS ENDED 09-30-16					NINE MONTHS ENDING 06-30-17				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	142.50	136.50	-	6.00	4	143.50	136.50	-	7.00	5	143.50	143.50	+	0.00	0
EXPENDITURES (\$1000's)	16,687	16,251	-	436	3	4,270	3,675	-	595	14	13,035	13,624	+	589	5
TOTAL COSTS															
POSITIONS	142.50	136.50	-	6.00	4	143.50	136.50	-	7.00	5	143.50	143.50	+	0.00	0
EXPENDITURES (\$1000's)	16,687	16,251	-	436	3	4,270	3,675	-	595	14	13,035	13,624	+	589	5
						FISCAL YEAR 2015-16					FISCAL YEAR 2016-17				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES						0	0	+	0	0	0	0	+	0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100301

OFFICE OF THE PUBLIC DEFENDER

BUF-151

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)															
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	83.50	83.50	+	0.00	0	84.50	83.50	-	1.00	1	84.50	84.50	+	0.00	0
	10,762	10,446	-	316	3	2,779	2,593	-	186	7	8,335	8,521	+	186	2
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	83.50	83.50	+	0.00	0	84.50	83.50	-	1.00	1	84.50	84.50	+	0.00	0
	10,762	10,446	-	316	3	2,779	2,593	-	186	7	8,335	8,521	+	186	2

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

**10 03 01
BUF 151**

PART I - EXPENDITURES AND POSITIONS

The office is working to fill vacant positions by the fiscal year end. For the remainder of FY 17, we are anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Not applicable.

PART III - PROGRAM TARGET GROUPS

The variance in the target number of indigents requiring services for felony, misdemeanor, appeals, mental commitment, family court and prison cases program target groups 1, 2, 3, 4, 5, and 6 reflects the unpredictability of the variables that determines program target groups.

PART IV - PROGRAM ACTIVITIES

The variance in the number of cases accepted for services in felony, misdemeanor, family court, appeal and mental commitment program activities 1, 2, 3, 4, and 5 reflects the unpredictability of the variables which determine program activities.

STATE OF HAWAII

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO: 100303

VARIANCE REPORT

REPORT V61

12/14/16

	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17			
	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	52.00	- 6.00	10	58.00	52.00	- 6.00	10	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,763	5,644	- 119	2	1,450	1,043	- 407	28	4,577	4,983	+ 406	9
TOTAL COSTS												
POSITIONS	58.00	52.00	- 6.00	10	58.00	52.00	- 6.00	10	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,763	5,644	- 119	2	1,450	1,043	- 407	28	4,577	4,983	+ 406	9
					FISCAL YEAR 2015-16				FISCAL YEAR 2016-17			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS					7	7	+ 0	0	7	7	+ 0	0
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT					10	10	+ 0	0	10	10	+ 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					7	7	+ 0	0	7	7	+ 0	0
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION					3	3	+ 0	0	3	3	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM					240000	253360	+ 13360	6	240000	240000	+ 0	0
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT					80000	78934	- 1066	1	80000	80000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE ISSUED					17000	19418	+ 2418	14	17000	17000	+ 0	0
4. LAND COURT ORDERS RECORDED					4200	4382	+ 182	4	4200	4200	+ 0	0
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM					150	159	+ 9	6	150	150	+ 0	0
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS					160000	175139	+ 15139	9	160000	160000	+ 0	0
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED					150	160	+ 10	7	150	150	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM					240000	253360	+ 13360	6	240000	240000	+ 0	0
2. NO. OF DOCUMENTS PROCESSED - LAND COURT					80000	78934	- 1066	1	80000	80000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE PRODUCED					17000	19418	+ 2418	14	17000	17000	+ 0	0
4. LAND COURT ORDERS PROCESSED					4200	4382	+ 182	4	4200	4200	+ 0	0
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM					150	159	+ 9	6	150	150	+ 0	0
6. CERTIFIED COPIES PROCESSED					160000	175139	+ 15139	9	160000	160000	+ 0	0
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED					150	160	+ 10	7	150	150	+ 0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

**10 03 03
LNR 111**

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 16: It was determined that certain positions affected by the approved reorganization requests required to be re-described and should remain vacant until the re-descriptions are approved. Positions are also below budget due to the delay in hiring and lack of qualified candidates. Temporarily, the vacancies were filled with 89-day hires.

FY 17: Positions are below budget due to the delay in hiring and lack of qualified candidates. Positions will hopefully be filled in FY 17 third and fourth quarters. This should result in less than a 10% variance. The expenditures are below budget due to revenues collected were lower than anticipated. Digitization project has been pushed back to the 4th quarter

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 3: Variance in FY 16 is due to the increased activity in recording of conveyance related documents which results in issuing Land Court Certificates of Title for each associated conveyance that is recorded.

PART IV - PROGRAM ACTIVITIES

Item 3: Variance in FY 16 is due to the increased activity in recording of conveyance related documents which results in issuing Land Court Certificates of Title for each associated conveyance that is recorded.

STATE OF HAWAII

PROGRAM TITLE:

COMMISSION ON THE STATUS OF WOMEN

PROGRAM-ID:

HMS-888

PROGRAM STRUCTURE NO: 100304

VARIANCE REPORT

REPORT V61

12/14/16

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2015-16				THREE MONTHS ENDED 09-30-16				NINE MONTHS ENDING 06-30-17						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	1.00 162	1.00 161	+	0.00 1	0 1	1.00 41	1.00 39	+	0.00 2	0 5	1.00 123	1.00 120	+	0.00 3	0 2
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	1.00 162	1.00 161	+	0.00 1	0 1	1.00 41	1.00 39	+	0.00 2	0 5	1.00 123	1.00 120	+	0.00 3	0 2

PART II: MEASURES OF EFFECTIVENESS 1. # WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL 2. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS 3. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS 4. # WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE 5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE 6. % STATE POPULATION REACHED BY COMMISSION PROGMS 7. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
	50	NO DATA	-	50	100	50	50	+	0	0
	50	29	-	21	42	50	29	-	21	42
	54	NO DATA	-	54	100	54	54	+	0	0
	50	NO DATA	-	50	100	50	50	+	0	0
	20	48	+	28	140	20	50	+	30	150
	75	75	+	0	0	75	75	+	0	0
	4000	4000	+	0	0	4000	4000	+	0	0

PART III: PROGRAM TARGET GROUP 1. TOTAL STATE POPULATION (THOUSANDS) 2. TOTAL STATE FEMALE POPULATION (THOUSANDS) 3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE) 4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS) 5. FEMALES OVER 65 (THOUSANDS)	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
	1406	1406	+	0	0	1406	1406	+	0	0
	719	719	+	0	0	719	719	+	0	0
	300	300	+	0	0	300	300	+	0	0
	453	453	+	0	0	453	453	+	0	0
	109	109	+	0	0	109	109	+	0	0

PART IV: PROGRAM ACTIVITY 1. # INTER-ORGANIZATION/AGENCY MEETINGS 2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED 3. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD 4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS) 5. # NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS 6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF 7. # BILLS RESEARCHED, INITIATED, SUPPORTED 8. # PAY EQUITY WORKING GROUP SEMINARS 9. # ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	FISCAL YEAR 2015-16				FISCAL YEAR 2016-17					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
	450	450	+	0	0	450	450	+	0	0
	35000	35000	+	0	0	35000	35000	+	0	0
	200	200	+	0	0	200	200	+	0	0
	250	300	+	50	20	250	250	+	0	0
	200	200	+	0	0	200	200	+	0	0
	50	88	+	38	76	50	50	+	0	0
	62	100	+	38	61	62	75	+	13	21
	12	12	+	0	0	12	12	+	0	0
	2	0	-	2	100	2	2	+	0	0

VARIANCE REPORT NARRATIVE FY 2016 AND FY 2017

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

No significant variance.

PART II - MEASURES OF EFFECTIVENESS

1. The Governor's office previously retained the information pertaining to the number of women on State Boards and commissions, as appointments generate from the Governor's office. Currently, this data is not publicly available.
2. The women elected to office in Hawaii has stagnated, with 22 female legislators currently, or 29% of the total; thereby creating a variance from the targeted 50%.
3. No data available. The Office of Elections does not have this data publicly available.
4. No data available. The Office of Elections does not have this data publicly available.
5. Commission on the Status of Women (CSW) has increased the number of laws regarding women's issues we research and enact, partially because of a stronger legislative presence and a stronger women's legislative caucus that assists in introducing and advocating for bills affecting women and girls in Hawaii, thereby creating a variance of 140% for FY16 and a projected variance of 150% for FY 17.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

4. CSW increased its number of volunteers due to the planning of a national conference, an increase in responsibilities and obligations, and an increase in legislative educational activities.
6. CSW increased the number of speaking engagements, partially because of the national conference here in Hawaii, but also due to an increase in requests for speaking engagements on issues like pay equity and paid family leave.
7. The number of bills researched, initiated and supported grew to a larger number due to an increase in bills affecting women and girls, and due to the CSW legislative activities increasing in number and scope.
9. CSW did not collect oral histories during FY 16 since the increased number of inter-agency task forces, meetings, and conference planning limited capacity to schedule and collect oral histories.