



INDIVIDUAL RIGHTS

VARIANCE REPORT

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	651.50	577.50	- 74.00	11	715.00	622.00	- 93.00	13	715.00	712.00	- 3.00	0
EXPENDITURES (\$1000's)	97,273	80,582	- 16,691	17	25,363	17,070	- 8,293	33	76,815	85,044	+ 8,229	11
TOTAL COSTS												
POSITIONS	651.50	577.50	- 74.00	11	715.00	622.00	- 93.00	13	715.00	712.00	- 3.00	0
EXPENDITURES (\$1000's)	97,273	80,582	- 16,691	17	25,363	17,070	- 8,293	33	76,815	85,044	+ 8,229	11
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	+ CHANGE	%	PLANNED	ESTIMATED	+ CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	92	100	+ 8	9	93	100	+ 7	8				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	92	+ 2	2	90	90	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

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.

VARIANCE REPORT

PROGRAM TITLE: PROTECTION OF THE CONSUMER

12/9/17

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1001

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ESTIMATED	+ CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	502.00	438.00	- 64.00	13	510.00	430.00	- 80.00	16	510.00	508.00	- 2.00	0
EXPENDITURES (\$1000's)	79,392	64,153	- 15,239	19	20,594	13,039	- 7,555	37	62,516	70,071	+ 7,555	12
TOTAL COSTS												
POSITIONS	502.00	438.00	- 64.00	13	510.00	430.00	- 80.00	16	510.00	508.00	- 2.00	0
EXPENDITURES (\$1000's)	79,392	64,153	- 15,239	19	20,594	13,039	- 7,555	37	62,516	70,071	+ 7,555	12
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	+ CHANGE	%	PLANNED	ESTIMATED	+ CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	92	100	+ 8	9	93	100	+ 7	8				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

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.

VARIANCE REPORT

PROGRAM TITLE: REGULATION OF SERVICES

12/9/17

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100103

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	294.00	260.00	- 34.00	12	301.00	255.00	- 46.00	15	301.00	301.00	+ 0.00	0
EXPENDITURES (\$1000's)	54,260	42,497	- 11,763	22	13,904	7,787	- 6,117	44	42,055	48,172	+ 6,117	15
TOTAL COSTS												
POSITIONS	294.00	260.00	- 34.00	12	301.00	255.00	- 46.00	15	301.00	301.00	+ 0.00	0
EXPENDITURES (\$1000's)	54,260	42,497	- 11,763	22	13,904	7,787	- 6,117	44	42,055	48,172	+ 6,117	15
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	98	+ 4	4	94	94	+ 0	0				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	96	- 1	1	97	96	- 1	1				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	92	+ 2	2	90	90	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

PROGRAM TITLE: REGULATION OF SERVICES

10 01 03

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.

VARIANCE REPORT

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	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	8.00	+ 0.00	0	8.00	8.00	+ 0.00	0	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,560	1,645	- 915	36	1,111	605	- 506	46	1,498	2,004	+ 506	34
TOTAL COSTS												
POSITIONS	8.00	8.00	+ 0.00	0	8.00	8.00	+ 0.00	0	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,560	1,645	- 915	36	1,111	605	- 506	46	1,498	2,004	+ 506	34
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	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	99	99	+ 0	0
2. % COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)	540	537	- 3	1	550	540	- 10	2				
2. HAWAII BUSINESSES (000)	34	32	- 2	6	36	33	- 3	8				
3. CABLE TELEVISION SUBSCRIBERS (000)	391	396	+ 5	1	389	390	+ 1	0				
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)	439	381	- 58	13	449	388	- 61	14				
PART IV: PROGRAM ACTIVITY												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	12	11	- 1	8	4	4	+ 0	0				
2. # OF NEW 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	7	7	+ 0	0				
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	+ 0	0	10	10	+ 0	0				
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0				
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	280	275	- 5	2	280	275	- 5	2				
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	6	2	- 4	67	2	2	+ 0	0				
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	75	74	- 1	1	75	75	+ 0	0				
9. # OF PEG ACCESS RELATED ACTIVITIES	325	295	- 30	9	325	295	- 30	9				
10. # OF BROADBAND RELATED ACTIVITIES	150	142	- 8	5	150	150	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in the projected expenditures for FY 17 and FY 18 is due to the fewer than expected expenses that were incurred or are expected to be incurred by the Division due to the delay in implementing a certain broadband project (i.e., 808 WiFi Project) and timing of when funds are expected to be expended. Given that, we expect that the project will proceed soon without further delays, variances of the same magnitude is not expected in the future.

regulatory review of basic service rates for OTWC's Kauai cable franchise. The variance in FY 17 is due to these changes.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 6: Broadband subscriber data for FY 17 and FY 18 are from the American Community Survey which is used by the State for the "State of Hawaii Data Book". The variances for the FY 17 and FY 18 is due to the change in the source of the data from a source that is no longer available to the American Community Survey.

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

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

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

12/9/17

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	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	19.00	- 5.00	21	24.00	19.00	- 5.00	21	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,241	3,302	- 939	22	1,132	473	- 659	58	3,098	3,757	+ 659	21
TOTAL COSTS												
POSITIONS	24.00	19.00	- 5.00	21	24.00	19.00	- 5.00	21	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,241	3,302	- 939	22	1,132	473	- 659	58	3,098	3,757	+ 659	21

	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACCTP AGRMNT ENTRD BY CA W/RU	75	95	+ 20	27	75	85	+ 10	13
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	3855	- 11145	74	15000	9856	- 5144	34
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	0	3047	+ 3047	0	1000	0	- 1000	100
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	4347	- 153	3	4500	3500	- 1000	22
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	100	69	- 31	31	100	69	- 31	31
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	21	27	+ 6	29	22	29	+ 7	32

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000'S)	1562	1599	+ 37	2	1562	1619	+ 57	4
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	437	432	- 5	1	441	432	- 9	2
3. # OF NON-RESIDENTIAL USERS (000'S)	71	65	- 6	8	72	65	- 7	10
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	43	32	- 11	26	45	39	- 6	13
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	180	216	+ 36	20	150	216	+ 66	44
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	600	536	- 64	11	600	536	- 64	11
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	690	992	+ 302	44	690	992	+ 302	44
10. # WATER CARRIERS REGULATED BY PUC	3	2	- 1	33	2	2	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	7	+ 0	0	7	7	+ 0	0
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	10	0	- 10	100	10	5	- 5	50
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	120	70	- 50	42	120	70	- 50	42
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	6	- 4	40	10	6	- 4	40
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	4	10	+ 6	150	6	10	+ 4	67
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	5	+ 1	25	4	4	+ 0	0

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

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 17 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay. The Division continues to seek to fill the remaining vacancies in order to help with the significant work load. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, and certain anticipated projects being delayed beyond FY 17.

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 17 were also lower than expected since requests were lower than expected.

Item 5: While the anticipated number of people to be reached through outreach events were generally met in FY 17, due to uncertainties about attendance at future events, the estimated outreach in FY 18 reflects a conservative estimate

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 ongoing proceedings, 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. Inaction on requests for utility requests for proposals for power purchase agreements also affected the realized number of suppliers of energy to the utilities.

Item 6: The number of telecom carriers reflects an uptick that depends on companies that are interested in providing telecommunications services in Hawaii.

Items 8,9 & 10: 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. The water carriers are expected to remain at 2.

PART IV - PROGRAM ACTIVITIES

Items 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. 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 assess the utilities' proposed plans for power generation, interconnection, and rate structures. 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. There are large generic proceedings that continue to require participation (e.g., 2014-0192) and obviates the need for "new" proceedings to be opened.

**VARIANCE REPORT NARRATIVE
FY 2017 AND FY 2018**

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

**10 01 03 02
CCA 103**

Items 6 & 7: The Division plans to increasingly focus consumer outreach by attending events but also by using online communication and social media. As part of the increased outreach, five newsletters were filed instead of four and additional opportunities to attend outreach events were possible.

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

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	39.00	36.00	- 3.00	8	39.00	35.00	- 4.00	10	39.00	39.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,192	4,000	- 1,192	23	1,210	926	- 284	23	3,737	4,021	+ 284	8
TOTAL COSTS												
POSITIONS	39.00	36.00	- 3.00	8	39.00	35.00	- 4.00	10	39.00	39.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,192	4,000	- 1,192	23	1,210	926	- 284	23	3,737	4,021	+ 284	8
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	92	100	+ 8	9	93	100	+ 7	8				
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	93	- 1	1	94	94	+ 0	0				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	67	+ 7	12	60	60	+ 0	0				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	98	+ 4	4	94	94	+ 0	0				
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	93	87	- 6	6	93	87	- 6	6				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1562	1599	+ 37	2	1562	1619	+ 57	4				
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	5280	5582	+ 302	6	4300	4700	+ 400	9				
PART IV: PROGRAM ACTIVITY												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	238	228	- 10	4	241	229	- 12	5				
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	1145	+ 425	59	720	900	+ 180	25				
3. # OF INQUIRIES RECEIVED	6750	8132	+ 1382	20	9500	8000	- 1500	16				
4. # OF LICENSES RENEWED	2662	2576	- 86	3	2917	3100	+ 183	6				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	80	+ 5	7	75	80	+ 5	7				
6. # OF WRITTEN COMPLAINTS RECEIVED	60	64	+ 4	7	75	75	+ 0	0				
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	27	36	+ 9	33	46	30	- 16	35				
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM	74	67	- 7	9	53	54	+ 1	2				
9. # OF INVESTIGATIONS RECEIVED	60	35	- 25	42	60	35	- 25	42				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

FY 17 and Q1 FY 18 variances in positions are due to: 1) one unanticipated vacancy and one internal position change (from examiner to investigator); and (2) Division's pending proposal to upgrade an examiner position to a supervisor in the Licensing Branch. Division is actively recruiting for the open positions. Expenditures are less than budgeted due to:

1) unanticipated vacancy and low number of applicants with the skill set required for positions due to the low unemployment rate; 2) an update to the accounting methodology to recognize exam related costs as reimbursable and not as expenses and revenue; and 3) increased efficiencies due to electronic processing, filing, and distribution of Division communications.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Due primarily to efficiencies gained from electronic processing, Division succeeded in processing an increasing percentage of inquiries within 30 days in FY 17. In order to continue to decrease the processing time to respond to inquiries, an internal reorganization is required to add a supervisor to manage an increasingly complex industry.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 2. In FY 17, there was a significant increase in out-of-state based Mortgage Loan Originators (MLO) applicants applying for Hawaii licensure. Division projects that trend to continue, but at a slower rate.

Item 3. The number of inquiries received in FY 17 is believed to be related to the increase in MLO applications and Money Transmitters (MT) questions or requests for exemption from MT laws, and to amendments to pertinent laws. The FY 18 projection is reduced to be in line with FY 17 actuals.

Item 7. The FY 17 variance is due to one Escrow Depository exam, including its numerous branches, being rescheduled from FY 18 to FY 17. A MT exam, including its various branches, was likewise rescheduled. Those rescheduled exams had the opposing impact on FY 18. Additionally, two MTs, including various branches, are no longer scheduled to be examined in FY 18. However, the national MT exam coordinating bodies (MTRA and CSBS) could reschedule those or other MT exams.

Item 9. The decline in investigations is largely due to the mortgage industry becoming more educated such that mortgage call reports (MCRs) are being filed on a timely basis and are more accurate. Accordingly, FY 18 projection is adjusted to reflect actuals for FY 17.

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

unanticipated addition to the Hawaii Administrative Rule package.

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

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

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

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

Item 6. The variance increase is due to the numerous requests for address/name changes; verification of licensure requests, many for nurse verification requests for Florida; in addition, there has been an influx of inactivation, reactivation, and restoration requests.

Item 8. The variance increase is due to the FY 17 license renewals. As a result of the renewals, the Real Estate Branch saw increases in the following areas: course offerings, course attendees, course registrations, and increases in telephone inquiries.

Item 9. The large variance increase is due to the receipt of a new application fee and a new fee for amendments for the second half of FY 16-17.

Item 10. The variance increase is due to the promulgation of one

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

12/9/17

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	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	78.00	- 14.00	15	95.00	76.00	- 19.00	20	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,094	12,728	- 4,366	26	4,029	2,410	- 1,619	40	14,471	16,090	+ 1,619	11
TOTAL COSTS												
POSITIONS	92.00	78.00	- 14.00	15	95.00	76.00	- 19.00	20	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,094	12,728	- 4,366	26	4,029	2,410	- 1,619	40	14,471	16,090	+ 1,619	11

	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	92	+ 2	2	90	90	+ 0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	100	0	- 100	100	100	50	- 50	50
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	93	- 2	2	90	90	+ 0	0
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+ 0	0	100	100	+ 0	0
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	5.0	6.8	+ 1.8	36	4.6	5.0	+ 0.4	9
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	50	92	+ 42	84	90	90	+ 0	0

PART III: PROGRAM TARGET GROUP									
1. DE FACTO POPULATION IN HAWAII (000)	1562	1599	+ 37	2	1562	1619	+ 57	4	
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1034	1328	+ 294	28	1362	1335	- 27	2	
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	205	221	+ 16	8	228	233	+ 5	2	
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	62000	63193	+ 1193	2	66000	65500	- 500	1	
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	950	1074	+ 124	13	980	1050	+ 70	7	

PART IV: PROGRAM ACTIVITY									
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	120419	141560	+ 21141	18	133715	142087	+ 8372	6	
2. # OF COMPLAINTS	705	576	- 129	18	610	612	+ 2	0	
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	84	+ 9	12	75	75	+ 0	0	
4. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	30	30	+ 0	0	35	30	- 5	14	
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2209	2582	+ 373	17	2640	2611	- 29	1	
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	31	38	+ 7	23	33	38	+ 5	15	
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	38	22	- 16	42	39	43	+ 4	10	
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4500	3777	- 723	16	3975	3900	- 75	2	
9. # OF PREMIUM TAX STATEMENTS FILED	9000	9297	+ 297	3	9500	9300	- 200	2	
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	270	261	- 9	3	280275	272	- 280003	100	

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

Item 3: In a competitive market with other states, the Captive Insurance Branch (CIB) determined it was critical to update our current system to provide the captive insurance company owners the capability of submitting their filings and business plan approvals electronically. This ease of filing is an advantage against other states that still require its companies to mail in forms. However, this project took up a significant portion of the CIB's resources. Also, during FY 17, the CIB lost its Chief Financial Examiner that has not yet been replaced. Furthermore, the CIB has not been able to fill all vacancies, which includes two Examiner III positions. The combination of these things has resulted in the CIB falling behind in the amount of exams completed, and the percentage of exams completed within the three- to five-year period.

Item 6: The CIB has been promoting the captive insurance industry in Japan over the years and recently have seen an uptick in interest and licensees. This has resulted in an increase in captive licensees from Japan, and in turn, increased the number of captive licensees overall and applications for certification of authority reviewed.

Item 7: The explanation for the variance is that fewer applications failed to meet eligibility requirements reducing the number of denials required and the majority of applicants had legal counsel so the applications, in general, were more complete and any follow up was responded to promptly.

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 in the budgeted amount.

Item 5: The number of motor vehicles subject to insurance regulation have been increasing at a faster rate than we anticipated.

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: The fortunate lack of large storms during the reporting period kept homeowner's complaints down and our efforts to have consumers call and speak with an investigator before filing a complaint continues to be fruitful in identifying solutions and options for consumers before the need to file a formal complaint is arises.

Item 3: - The industry has increased their fraud referrals to the division during FY 17 greater than anticipated.

Item 5: Increase due to the inclusion of 218 Risk Purchasing Group's, 58 Risk Retention Groups, and 12 Self-Insurers, which were not included in the budgeted amount.

Item 6: The CIB has been promoting the captive insurance industry in Japan over the years and recently have seen an uptick in interest and licensees. This has resulted in an increase in captive licensees from Japan, and in turn, increased the number of captive licensees overall and applications for certification of authority reviewed.

Item 7: During the FY 17, the CIB lost its Chief Financial Examiner that has not yet been replaced. Furthermore, the CIB has not been able to fill all vacancies, which includes two Examiner III positions. The combination of these things has resulted in the CIB falling behind in the amount of exams completed.

Item 8: the number of filings submitted by insurers has been decreasing over the past couple of years.

VARIANCE REPORT

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION
 PROGRAM-ID: CCA-107
 PROGRAM STRUCTURE NO: 10010307

12/9/17

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18					
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%		
PART I: EXPENDITURES & POSITIONS														
RESEARCH & DEVELOPMENT COSTS														
POSITIONS														
EXPENDITURES (\$1,000's)														
OPERATING COSTS														
POSITIONS	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0		
EXPENDITURES (\$1000's)	289	201	- 88	30	72	43	- 29	40	217	246	+ 29	13		
TOTAL COSTS														
POSITIONS	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0		
EXPENDITURES (\$1000's)	289	201	- 88	30	72	43	- 29	40	217	246	+ 29	13		
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18									
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%						
PART II: MEASURES OF EFFECTIVENESS														
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS		85	85	+ 0	0		85	85	+ 0	0				
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS		80	80	+ 0	0		80	80	+ 0	0				
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS		75	75	+ 0	0		75	75	+ 0	0				
PART III: PROGRAM TARGET GROUP														
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD		24	24	+ 0	0		26	26	+ 0	0				
PART IV: PROGRAM ACTIVITY														
1. # WRTN INQ RECVD CONCERN LAWS REQ FOR AUTHORIZTN		120	120	+ 0	0		120	120	+ 0	0				
2. # OF APPLICATIONS RECEIVED AND REVIEWED		5	7	+ 2	40		21	21	+ 0	0				
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS		5	7	+ 2	40		21	21	+ 0	0				
4. NUMBER OF COMPLAINTS RECEIVED		6	0	- 6	100		6	6	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

FY 17 and Q1 of FY 18 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.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Items 2 & 3: It is difficult for HPEAP to predict the number of new institutions that may unexpectedly request authorization. This is the reason for the variance in the budgeted and actual number for applications and authorizations in FY 17.

Item 4: While HPEAP answers hundreds of written and phone inquiries, it is difficult for HPEAP to predict the number of official complaints that may be filed. This is the reason for the variance in the budgeted and actual number of complaints for FY 17.

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION
 PROGRAM-ID: CCA-901
 PROGRAM STRUCTURE NO: 10010308

12/9/17

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	65.00	59.00	- 6.00	9	65.00	55.00	- 10.00	15	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,045	13,645	- 2,400	15	3,938	1,621	- 2,317	59	11,815	14,132	+ 2,317	20
TOTAL COSTS												
POSITIONS	65.00	59.00	- 6.00	9	65.00	55.00	- 10.00	15	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,045	13,645	- 2,400	15	3,938	1,621	- 2,317	59	11,815	14,132	+ 2,317	20
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+ 0	0	100	100	+ 0	0				
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+ 0	0	100	100	+ 0	0				
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME	90	93	+ 3	3	90	93	+ 3	3				
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	85	120	+ 35	41	85	144	+ 59	69				
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	3	+ 1	50	2	3	+ 1	50				
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0				
2. PROPERTY CARRIERS	555	526	- 29	5	555	536	- 19	3				
3. PASSENGER CARRIERS	830	943	+ 113	14	830	992	+ 162	20				
4. WATER COMMON CARRIERS	4	4	+ 0	0	4	3	- 1	25				
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	38	38	+ 0	0	38	38	+ 0	0				
6. TELECOMMUNICATIONS COMPANIES	185	188	+ 3	2	185	185	+ 0	0				
7. OPERATORS OF SUBSURFACE INSTALLATIONS	47	52	+ 5	11	47	54	+ 7	15				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED	400	431	+ 31	8	400	435	+ 35	9				
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	800	914	+ 114	14	800	915	+ 115	14				
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	10	21	+ 11	110	10	59	+ 49	490				
4. NUMBER OF CITATIONS ISSUED	15	18	+ 3	20	15	20	+ 5	33				
5. NUMBER OF INFORMAL COMPLAINTS FILED	120	106	- 14	12	120	105	- 15	13				

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 17: The variance in expenditures was primarily due to lower than anticipated fringe costs and commission consultant expenditures.

FY 18: The variance for positions was due to the number of employees that recently resigned. The commission continues to recruit to fill vacant positions.

The variance in expenditures is primarily due to administrative transfers not being completed until late October 2017. The variance is also attributed to lower than anticipated commission consultant and payroll expenditures.

PART II - MEASURES OF EFFECTIVENESS

Item 4. The increase is due to FY 17's estimate being understated. The FY 18 estimate is revised to reflect the trend over the previous three years.

Item 6. The increase is due to a tree branch impacting an aerial fiber optic cable and damage to a fiber cable caused by a vehicle hitting a utility pole.

PART III - PROGRAM TARGET GROUPS

Item 3. The increase is due to an increase in tourism and an increase in passenger motor carrier applications for Certificates of Public Convenience and Necessity of Permits.

Item 4. The decrease is due to a water carrier surrendering its Certificate of Public Convenience and Necessity of Permit.

Item 7. The increase is due to proactive enforcement activities, outreach, and education initiatives.

PART IV - PROGRAM ACTIVITIES

Item 2. The increase is due to an increase in passenger motor carrier applications for Certificates of Public Convenience and Necessity of Permits since every approved motor carrier application is issued a Decision and Order.

Item 3. The increase is due to FY 17's estimate being understated. The FY 18 estimate is revised to reflect the anticipated number of public hearings and contested case hearings, particularly, violations of HRS 269(e).

Item 4. The increase is due to proactive enforcement activities.

Item 5. The decrease is due to the decrease in the number of Net Energy Meter complaints which can be attributed to the program's closure in November 2015.

VARIANCE REPORT

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

12/9/17

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	164.00	136.00	- 28.00	17	165.00	133.00	- 32.00	19	165.00	163.00	- 2.00	1
EXPENDITURES (\$1000's)	17,064	14,637	- 2,427	14	4,719	3,588	- 1,131	24	14,321	15,452	+ 1,131	8
TOTAL COSTS												
POSITIONS	164.00	136.00	- 28.00	17	165.00	133.00	- 32.00	19	165.00	163.00	- 2.00	1
EXPENDITURES (\$1000's)	17,064	14,637	- 2,427	14	4,719	3,588	- 1,131	24	14,321	15,452	+ 1,131	8
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	17	- 83	83	100	100	+ 0	0				
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	150	3450	+ 3300	2200	150	150	+ 0	0				
3. % OF SETTLEMENT AGREEMENTS ADOPTED	95	96	+ 1	1	95	95	+ 0	0				
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	98	+ 3	3	95	95	+ 0	0				

**VARIANCE REPORT NARRATIVE
FY 2017 AND FY 2018**

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

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)

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

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	17.00	14.00	- 3.00	18	18.00	14.00	- 4.00	22	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,210	2,002	- 208	9	620	431	- 189	30	2,024	2,213	+ 189	9
TOTAL COSTS												
POSITIONS	17.00	14.00	- 3.00	18	18.00	14.00	- 4.00	22	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,210	2,002	- 208	9	620	431	- 189	30	2,024	2,213	+ 189	9
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	85	+ 55	183	50	50	+ 0	0	50	50	+ 0	0
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	797	- 303	28	900	900	+ 0	0	900	900	+ 0	0
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	4602	+ 4302	1434	300	300	+ 0	0	300	300	+ 0	0
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	150	3450	+ 3300	2200	150	150	+ 0	0	150	150	+ 0	0
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	17	- 83	83	100	100	+ 0	0	100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1400	1400	+ 0	0	1400	1400	+ 0	0	1400	1400	+ 0	0
2. VISITORS TO HAWAII (000)	8000	8832	+ 832	10	8000	8000	+ 0	0	8000	8000	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	546	- 954	64	1500	1500	+ 0	0	1500	1500	+ 0	0
2. # OF COMPLAINTS INITIATED BY OCP	75	68	- 7	9	75	75	+ 0	0	75	75	+ 0	0
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	10853	+ 853	9	10000	10000	+ 0	0	10000	10000	+ 0	0
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	179	- 521	74	700	700	+ 0	0	700	700	+ 0	0
5. # OF MULTISTATE CASES	5	6	+ 1	20	5	5	+ 0	0	5	5	+ 0	0
6. # OF LEGAL ACTIONS	15	11	- 4	27	15	15	+ 0	0	15	15	+ 0	0
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	10308	+ 2308	29	8000	8000	+ 0	0	8000	8000	+ 0	0
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	10500	+ 500	5	10000	10000	+ 0	0	10000	10000	+ 0	0
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	12	- 8	40	20	20	+ 0	0	20	20	+ 0	0

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position variances due to unexpected departure and new position.

Planned expenditures were deferred to subsequent quarter(s).

PART II - MEASURES OF EFFECTIVENESS

Item 1. The number of consumers directly affected by office action increased in FY 17. 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 17, 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-multistate judgments realized in FY 17. It is difficult to predict accurately from year-to-year the amounts of fines or costs recovered in non-multistate cases.

Item 4. There was an increase in multi-state recoveries in FY 17. It is difficult to predict accurately from year-to-year the amounts of fines or costs recovered in multistate 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

Item 2. Variance due to tourism boom.

PART IV - PROGRAM ACTIVITIES

Item 1. The drop in the actual number of consumer complaints received in FY 17 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 17. 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 multistate cases opened in FY 17 increased by one over the number budgeted in FY 17.

Item 6. The drop in the number of legal actions in FY 17 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 17. 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 for during the 2017 legislative session was correlated to those consumer protection related Bills introduced by the Legislature. OCP endeavors to provide testimony for any bill that impacts consumer protection in Hawaii.

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

The 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' compliances in meeting stated octane ratings.

PART III - PROGRAM TARGET GROUPS

Item 3. Variance due to decreased number of businesses utilizing linear measuring devices.

PART IV - PROGRAM ACTIVITIES

Items 1 & 2. 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 18 estimate.

Item 5. Variance due to increase in businesses requesting calibration services.

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

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

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	71.00	56.00	- 15.00	21	71.00	55.00	- 16.00	23	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,414	5,996	- 1,418	19	2,100	1,512	- 588	28	6,300	6,888	+ 588	9
TOTAL COSTS												
POSITIONS	71.00	56.00	- 15.00	21	71.00	55.00	- 16.00	23	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,414	5,996	- 1,418	19	2,100	1,512	- 588	28	6,300	6,888	+ 588	9

	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPD 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	172	198	+ 26	15	180000	198000	+ 18000	10
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	105000	124330	+ 19330	18	110000	128000	+ 18000	16

PART IV: PROGRAM ACTIVITY								
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	140000	143860	+ 3860	3	142000	144000	+ 2000	1
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	58000	37642	- 20358	35	42000	39000	- 3000	7
3. # OF ENFORCEMENT CASES OPENED	45	52	+ 7	16	45	45	+ 0	0
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1500	1469	- 31	2	1500	1500	+ 0	0
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	65	+ 15	30	50	50	+ 0	0
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	55	72	+ 17	31	55	55	+ 0	0
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	13	15	+ 2	15	15	13	- 2	13
8. # OF SUSPENSIONS OR BARS IMPOSED	15	7	- 8	53	15	15	+ 0	0
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	27500	22234	- 5266	19	28000	27500	- 500	2

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

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.

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 17; these numbers fluctuate and are difficult to predict.

Item 2: The actual number of securities and franchise registrations were higher than estimated in FY 17; these numbers fluctuate and are difficult to predict.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of securities compliance applications received was lower than estimated in FY 17. A number of economic factors can affect this number, making it difficult to predict.

Item 3: The number of enforcement cases opened was slightly higher than estimated for FY 17. This number is difficult to predict and is dependent on a number of factors including the number of complaints filed with the office and the nature of the complaints.

Item 5: The number of complaints resolved at the investigative level was slightly higher than projected for FY 17. The variance can be attributed to

the unpredictability of complex factors for each case.

Item 6: The number of enforcement cases closed was slightly higher than projected for FY 17. 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 completed was slightly higher than projected for FY 17. 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 17. Because of the complex nature of the cases, it is difficult to predict the final disposition of a case.

Item 9: The number of persons reached through investor education program activity was slightly lower than projected for F Y17. It is difficult to predict the number of people who will attend public events. Also, the program constantly strives to reach new audiences; this sometimes includes smaller, more targeted groups.

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Several vacancies are currently being filled in FY 18.

PART II - MEASURES OF EFFECTIVENESS

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

PART III - PROGRAM TARGET GROUPS

Items 2 and 3: FY 17 actual and FY 18 estimated numbers reflect the number of licensees (C02) and boards & commissions administratively attached to DCCA (C03) as reported by the Professional and Vocational Licensing Division.

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 prior fiscal years.

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

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

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

Expenditure variances based on vacancies and decreased program expenses.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. The number of actual cases filed (a figure not within control of the office) was slightly lower as compared to the planned number of issued notices. In addition, cases were routinely consolidated for hearing. This resulted in a reduction in the actual number of notices issued by the hearings officers.

Item 2. The number of pre-hearing events was slightly lower as compared to the previous fiscal year due in large part to the retirement of two Hearings Officers in November and December 2016. As a result, only two Hearings Officers were available to process and hear DCCA-related cases from November 2016 to June 2017. Those Hearings Officers were also tasked with conducting hearings for non-DCCA related cases, including all of the appeals of procurement protest denials and denials of disability retirement applications issued by the Employee's Retirement System. The reduction in the number of pre-hearing events was also due to a slight reduction in the number of cases filed (a figure not within control of the office), multiple decisions on pre-hearing motions, and aggressive consolidation of cases.

Item 3. The number of hearings was slightly lower as compared to the previous fiscal year due in large part to the retirement of two Hearings Officers in November and December 2016. As a result, only two Hearings Officers, one of whom was transitioning into the position, were

available to hear DCCA-related cases from November 2016 to June 2017. Those Hearings Officers were also tasked with conducting hearings for non-DCCA related cases, including all of the appeals of procurement protest denials and denials of disability retirement applications issued by the Employee's Retirement System. The reduction in the number of hearings was also due to a slight reduction in the number of cases filed (a figure not within control of the office), dispositive rulings on pre-hearing motions, and aggressive consolidation of cases.

Item 4. The number of recommended and final decisions and orders was slightly lower as compared to the previous fiscal year due in large part to the retirement of two Hearings Officers in November and December 2016. As a result, only two Hearings Officers, one of whom was transitioning into the position, were available to hear DCCA-related cases from November 2016 to June 2017. Those Hearings Officers were also tasked with conducting hearings for non-DCCA related cases, including all of the appeals of procurement protest denials and denials of disability retirement applications issued by the Employee's Retirement System. The reduction in the number of decisions was also due to a slight reduction in the number of cases filed (a figure not within control of the office), dispositive rulings on pre-hearing motions, and aggressive consolidation of cases.

Item 5. We have refocused our educational outreach to include social media and educational videos, as a result there has been a decrease in educational presentations.

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

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	6.00	6.00	+ 0.00	0	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	576	578	+ 2	0	150	148	- 2	1	427	378	- 49	11
TOTAL COSTS												
POSITIONS	6.00	6.00	+ 0.00	0	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	576	578	+ 2	0	150	148	- 2	1	427	378	- 49	11

	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # CASES OPENED IN FY (COR, RFA, APP, ETC)	100	278	+ 178	178	200	215	+ 15	8
2. # CASES CLOSED IN FY (COR, RFA, APP, ETC)	100	232	+ 132	132	240	230	- 10	4
3. # CASES PENDING AT END OF FY	100	150	+ 50	50	100	175	+ 75	75
4. # CASES MORE THAN 2 FY OLD EXCL LITIGATION	0	0	+ 0	0	0	0	+ 0	0
5. # OF CASES CLOSED IN SAME FY	150	193	+ 43	29	150	160	+ 10	7
6. % STATE, COUNTY, JUDICIAL SUBMT UIPA LOG	100	85	- 15	15	100	95	- 5	5
7. # HITS ON OIP WEBSTE, EXCL HOME PAGE HITS	NO DATA	96621	+ 96621	0	NO DATA	97000	+ 97000	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION OF HAWAII	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
2. ALL STATE AND COUNTY AGENCIES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
4. OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS	NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # UIPA/SL FORMAL/INFORMAL REQUESTS FOR ASSISTANCE	1300	1234	- 66	5	1300	1300	+ 0	0
2. # OF AOD INQUIRIES RECEIVED	1100	956	- 144	13	1000	1000	+ 0	0
3. # OF FORMAL AND INFORMAL OPINIONS ISSUED	26	16	- 10	38	20	10	- 10	50
4. # OF LAWSUITS MONITORED	15	40	+ 25	167	25	25	+ 0	0
5. # OF LEGISLATIVE PROPOSALS MONITORED	180	108	- 72	40	175	175	+ 0	0
6. # OF WEBSITE UNIQUE VISITS FROM HI, EXCLUDING OIP	NO DATA	29320	+ 29320	0	38000	38000	+ 0	0
7. # OF LIVE TRGN SESSIONS & PUBLIC PRESNTION GOAL	20	9	- 11	55	10	10	+ 0	0
8. # OF TRNG MATERIALS ADDED OR REVISED	20	4	- 16	80	10	10	+ 0	0
9. # OF PUBLIC COMMUNICATIONS	50	24	- 26	52	30	30	+ 0	0

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

Program was moved from LTG 105 to AGS 105 in FY 2017.

The variance in expenses for the 9 months ended 6-30-18 is primarily due to the budget restriction.

PART II - MEASURES OF EFFECTIVENESS

FY 2016-17 Significant Variances:

Item 1. Variance was 178% over planned number of cases opened in FY 2017. The number of cases filed by requesters is beyond Office of Information Practices' (OIP) control and there was a 40.4% increase in the number of new cases filed in FY 2017 over FY 2016. The future estimate should be increased at the next opportunity.

Item 2. Variance was 132% over planned number of cases closed in FY 2017. The number of cases closed by OIP has increased over the years, as new attorneys gain more experience and less time needed for training increases all attorneys' their productivity, but this number depends upon OIP retaining its attorneys.

Item 3. Variance was 50% over the planned number of cases pending at the end of FY 2017. The number of cases pending is directly related to the number of cases opened, which is beyond OIP's control. A record number of new cases (278) were filed in FY 2017 and OIP did not have any additional attorneys to resolve them; thus, resulting in an increase in the number of cases pending at the end of the year.

Item 5. Variance was 29% over the number of cases closed in the same fiscal year. The future planned number of cases closed in the same fiscal year they were opened may need to be revised to reflect OIP's attorneys' higher productivity, so long as OIP can retain its experienced attorneys.

Item 6. Variance of 15% less in the percentage of State, county, and judicial agencies submitting the Uniform Information Practices Act (UIPA)

Record Request Log. In the future, our program plans to reflect the number of State, county, and independent agencies that submit Log reports, rather than a percentage.

Item 7. The planned future number of hits on OIP's website needs to be inputted at the next opportunity.

FY 2017-18 Estimated Significant Variances:

Item 3: The estimated variance for FY 2018 is 75% because of the increases in the number of pending cases carried over from FY 2017 and OIP's inability to reduce the backlog due to its work on drafting and adopting new administrative rules and creating new training materials in FY 2018.

Item 7. The planned future number of hits on OIP's website needs to be inputted at the next opportunity.

PART III - PROGRAM TARGET GROUPS

All State, county, and independent agencies and most boards, as well as the general public.

PART IV - PROGRAM ACTIVITIES

FY 2016-17 Significant Variances:

Item 2. Variance of 13% less in the number of Attorney of the Day (AOD) inquiries received is due to under reporting of inquiries answered by OIP's Administrative Assistant.

Item 3. Variance of 38% less in the number of formal and informal opinions issued is part of the trend toward resolving more cases without opinions, and the planned future number of opinions issued should be adjusted at the next opportunity.

Item 4. Variance of 167% more in the number of lawsuits monitored is

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

beyond OIP's control. Planned future estimates of the number of lawsuits should be adjusted at the next opportunity.

Item 5. Variance of 40% less in the number of legislative proposals monitored is because the 2017 Session was the first of the biennial legislature. In 2018, bills introduced in 2017 will carry over to 2018 and should increase the number of legislative proposals monitored by OIP.

Item 6. The planned future number of website unique visits from Hawaii, excluding OIP, should be inputted at the next opportunity.

Item 7. The variance of 55% less in the number of live training sessions and public presentations is a function of requests made by third parties to OIP and may have decreased due to the people's ability to instead access OIP's free on-line training 24/7.

Item 8. The variance of 80% less in the number of training materials added or revised is due to OIP's already large inventory of training materials and the lack of need to produce such materials in FY 2017. The planned future number of training materials to be added or revised should be adjusted at the next opportunity.

Item 9. The variance of 52% in the number of public communications is due to the smaller number of What's New articles sent by OIP in FY 2017. Thirty articles per year is closer to the norm and the planned future number should be changed at the next opportunity.

FY 2017-18 Estimated Significant Variances:

Item 3. The estimated variance of FY 2018 is 50% because OIP will be concentrating on drafting and adopting new administrative rules and creating new training materials in FY 2018.

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	143.50	133.50	- 10.00	7	196.50	183.50	- 13.00	7	196.50	195.50	- 1.00	1
EXPENDITURES (\$1000's)	17,305	15,851	- 1,454	8	4,619	3,883	- 736	16	13,872	14,595	+ 723	5
TOTAL COSTS												
POSITIONS	143.50	133.50	- 10.00	7	196.50	183.50	- 13.00	7	196.50	195.50	- 1.00	1
EXPENDITURES (\$1000's)	17,305	15,851	- 1,454	8	4,619	3,883	- 736	16	13,872	14,595	+ 723	5
	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18							
	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	0	0	+ 0	0

**VARIANCE REPORT NARRATIVE
FY 2017 AND FY 2018**

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)

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

10 03 01
BUF 151

PART I - EXPENDITURES AND POSITIONS

No significant variance.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

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.

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 17: 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 by virtue of the specialized skills required for the BOC operations. Temporarily, the vacancies were filled with 89-day hires. The expenditures were below budget due to revenues collected were lower than anticipated, as such, no digitization project was solicited in FY 17.

FY 18: Positions are below budget due to the delay in hiring, the lack of qualified candidates by virtue of the specialized skills required for the BOC operations. The specialized skills requirements also drive internal promotions which don't decrease the number of total vacancies. Positions will hopefully be filled in FY 18 third and fourth quarters. This should result in less than a 10% variance. The expenditures are below budget due the digitization project being pushed back to the 4th quarter.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 3: Variance in FY 17 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.

Item 4: Variance in FY 17 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 6: Variance in FY17 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 7: Variance in FY 17 is due to unforeseen changes in market/consumer/business conditions and activity.

PART IV - PROGRAM ACTIVITIES

Item 3: Variance in FY 17 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.

Item 4: Variance in FY 17 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 6: Variance in FY17 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 7: Variance in FY17 is due to unforeseen changes in market/consumer/business conditions and activity.

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

12/9/17

	FISCAL YEAR 2016-17				THREE MONTHS ENDED 09-30-17				NINE MONTHS ENDING 06-30-18						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100
EXPENDITURES (\$1000's)	164	268	+	104	63	38	27	-	11	29	130	128	-	2	2
TOTAL COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100
EXPENDITURES (\$1000's)	164	268	+	104	63	38	27	-	11	29	130	128	-	2	2

	FISCAL YEAR 2016-17				FISCAL YEAR 2017-18					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. # WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL	50	NO DATA	-	50	100	50	50	+	0	0
2. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	29	29	+	0	0	30	30	+	0	0
3. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	54	+	0	0	54	54	+	0	0
4. # WOMEN VOTING AS % TOTAL POPULATN ELGLBL TO VOTE	50	NO DATA	-	50	100	50	50	+	0	0
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	50	50	+	0	0	30	30	+	0	0
6. % STATE POPULATION REACHED BY COMMISSION PROGMS	75	75	+	0	0	75	75	+	0	0
7. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	4000	3900	-	100	3	4000	5000	+	1000	25

PART III: PROGRAM TARGET GROUP										
1. TOTAL STATE POPULATION (THOUSANDS)	1406	1406	+	0	0	1420	1420	+	0	0
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	719	+	0	0	719	719	+	0	0
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	300	300	+	0	0	375	375	+	0	0
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	453	+	0	0	453	453	+	0	0
5. FEMALES OVER 65 (THOUSANDS)	109	109	+	0	0	109	109	+	0	0

PART IV: PROGRAM ACTIVITY										
1. # INTER-ORGANIZATION/AGENCY MEETINGS	450	450	+	0	0	450	450	+	0	0
2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	35000	30000	-	5000	14	30000	30000	+	0	0
3. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	200	+	0	0	200	200	+	0	0
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	250	250	+	0	0	200	200	+	0	0
5. # NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS	200	200	+	0	0	200	200	+	0	0
6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	50	78	+	28	56	65	65	+	0	0
7. # BILLS RESEARCHED, INITIATED, SUPPORTED	75	104	+	29	39	75	75	+	0	0
8. # PAY EQUITY WORKING GROUP SEMINARS	12	20	+	8	67	8	8	+	0	0
9. # ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	2	10	+	8	400	2	2	+	0	0

VARIANCE REPORT NARRATIVE FY 2017 AND FY 2018

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to the Commission on the Status of Women (CSW) having only one budgeted permanent position. The incumbent to the position retired in May 2017, and CSW is in recruitment.

The variance in expenditures is due to a one-time authorization to expend non-appropriated federal funds for Paid Leave Analysis.

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.

4. The Office of Elections does not have this data publicly available.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

2. The Commission office was understaffed during the latter part of the fiscal year. As such, the Executive Director did not have the capacity to produce as many education and outreach documents for the community.

6. Commission speaking engagements increased during this fiscal year, potentially due to increased community attention on issues affecting women.

7. The Commission researched an increased amount of bills during the past legislative session as there was an increase in bills affecting women and girls.

8. The Commission increased its pay equity working groups as the Commission was working with community groups on revising an equal pay statute, and thereby increased its attention on other policies in other jurisdictions.

9. Through the Commission's United States Department of Labor Paid Leave Analysis grant, the Commission worked with community groups to collect oral histories from new parents who had provided care to family members while remaining in the labor force.