



INDIVIDUAL RIGHTS

VARIANCE REPORT

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	715.00	626.00	- 89.00	12	719.00	632.00	- 87.00	12	719.00	709.00	- 10.00	1
EXPENDITURES (\$1000's)	102,178	86,713	- 15,465	15	27,756	17,674	- 10,082	36	83,737	93,802	+ 10,065	12
TOTAL COSTS												
POSITIONS	715.00	626.00	- 89.00	12	719.00	632.00	- 87.00	12	719.00	709.00	- 10.00	1
EXPENDITURES (\$1000's)	102,178	86,713	- 15,465	15	27,756	17,674	- 10,082	36	83,737	93,802	+ 10,065	12

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
	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	91	100	+ 9	10
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	85	- 5	6	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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.

PROGRAM TITLE:

PROTECTION OF THE CONSUMER

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1001

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	510.00	430.00	- 80.00	16	512.00	433.00	- 79.00	15	512.00	509.00	- 3.00	1
EXPENDITURES (\$1000's)	83,110	68,341	- 14,769	18	23,162	13,168	- 9,994	43	68,736	78,730	+ 9,994	15
TOTAL COSTS												
POSITIONS	510.00	430.00	- 80.00	16	512.00	433.00	- 79.00	15	512.00	509.00	- 3.00	1
EXPENDITURES (\$1000's)	83,110	68,341	- 14,769	18	23,162	13,168	- 9,994	43	68,736	78,730	+ 9,994	15

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
	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	91	100	+ 9	10
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 2018 AND FY 2019

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

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100103

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	301.00	258.00	- 43.00	14	302.00	259.00	- 43.00	14	302.00	302.00	+ 0.00	0
EXPENDITURES (\$1000's)	55,959	45,957	- 10,002	18	16,317	8,355	- 7,962	49	48,616	56,578	+ 7,962	16
TOTAL COSTS												
POSITIONS	301.00	258.00	- 43.00	14	302.00	259.00	- 43.00	14	302.00	302.00	+ 0.00	0
EXPENDITURES (\$1000's)	55,959	45,957	- 10,002	18	16,317	8,355	- 7,962	49	48,616	56,578	+ 7,962	16
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDs					94	94	+ 0	0	94	94	+ 0	0
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS					97	96	- 1	1	97	97	+ 0	0
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	85	- 5	6	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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.

	FISCAL YEAR 2017-18					THREE MONTHS ENDED 09-30-18					NINE MONTHS ENDING 06-30-19				
	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	6.00	-	2.00	25	8.00	8.00	+	0.00	0
EXPENDITURES (\$1000's)	2,609	1,763	-	846	32	1,295	619	-	676	52	9,234	9,910	+	676	7
TOTAL COSTS															
POSITIONS	8.00	7.00	-	1.00	13	8.00	6.00	-	2.00	25	8.00	8.00	+	0.00	0
EXPENDITURES (\$1000's)	2,609	1,763	-	846	32	1,295	619	-	676	52	9,234	9,910	+	676	7
						FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
						PLANNED	ACTUAL	± CHANGE	%		PLANNED	ESTIMATED	± CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS															
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE						99	99	+	0	0	99	99	+	0	0
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS						99	99	+	0	0	99	99	+	0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS						99	99	+	0	0	99	99	+	0	0
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED						99	99	+	0	0	99	99	+	0	0
PART III: PROGRAM TARGET GROUP															
1. HAWAII HOUSEHOLDS (000)						550	543	-	7	1	560	548	-	12	2
2. HAWAII BUSINESSES (000)						36	36	+	0	0	36	36	+	0	0
3. CABLE TELEVISION SUBSCRIBERS (000)						389	385	-	4	1	387	375	-	12	3
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)						449	387	-	62	14	459	392	-	67	15
PART IV: PROGRAM ACTIVITY															
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)						4	4	+	0	0	6	6	+	0	0
2. # OF NEW CATV APPLICATIONS REVIEWED BY CATV						1	0	-	1	100	1	1	+	0	0
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV						7	7	+	0	0	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	297	+	17	6	280	280	+	0	0
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV						2	2	+	0	0	2	2	+	0	0
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED						75	70	-	5	7	75	68	-	7	9
9. # OF PEG ACCESS RELATED ACTIVITIES						325	295	-	30	9	325	300	-	25	8
10. # OF BROADBAND RELATED ACTIVITIES						150	137	-	13	9	150	140	-	10	7

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in the Division's positions and expenditures for FY 18 and FY 19 are due to the unplanned transfer and retirement of two staff members, the first in April 2018 and the second in August 2019 (two vacant positions); and due to the fewer than expected expenses that were incurred by the Division, given the delay in implementing a certain broadband project (i.e., the Hi-WiFi Project) and the timing of when funds are expected to be expended. Given that the Division expects to be fully staffed shortly, and that the delayed project is expected to proceed without further delays, variances in the same magnitude are not expected in the future.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 6: Broadband subscribers data for FY 18 and FY 19 are from the American Community Survey (ACS), which is used by the State for the "State of Hawaii Data Book." The variances for FY 18 and FY 19 are due to the change in the source of the data from a source that is no longer available to the ACS.

PART IV - PROGRAM ACTIVITIES

Item 2: The variance in FY 18 is based on the fact that no new application for a new cable franchise, renewal of a cable franchise, transfer of a cable franchise, or for designation as a public, educational, and governmental access organization was filed/submitted during the fiscal year.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

12/10/18

PROGRAM-ID:

CCA-103

PROGRAM STRUCTURE NO:

10010302

FISCAL YEAR 2017-18					THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
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)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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 18 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay. The Division continues to seek to fill vacancies in order to help with the significant work load and is working with the Department of Human Resources Development to improve the Division's recruiting efforts. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, and certain anticipated projects being delayed beyond FY 18.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, and 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 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 18 were higher than expected due to the number of rate cases, size of the requested increases, impacts of the 2017 Tax Act, and successful negotiations.

Item 5: The anticipated number of people to be reached through outreach events was generally exceeded in FY 18 due to more rate cases and participation in events. Due to uncertainties about future events and rate cases, the estimated outreach in FY 19 reflects a conservative estimate.

Item 6: There continues to be an increase in complaints due to increasing utility rates and other issues (e.g., Photovoltaic 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 3: The variance in the number of non-residential users may be due to a combination of factors, such as consolidation of meters and economic conditions.

Item 5: Various factors resulted in certain expected contracts not being submitted for approval. There are, however, a few pending Request for Proposals that should result in new suppliers.

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, and 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 two (2).

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4, and 5: The variances reflect 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 electric 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 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 proceedings. There are large generic proceedings that continue to require participation (e.g., 2014-0192) and obviates the need for "new"

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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

10 01 03 02
CCA 103

proceedings to be opened.

Items 6 and 7: The Division plans to increasingly focus on consumer outreach by attending events but also by using online communication and social media. As part of the increased outreach, six (6) newsletters were filed instead of four (4) but the target will remain at four (4). There was an increase in in the requests for the Division to speak or participate in outreach events in FY 18.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

12/10/18

PROGRAM-ID: CCA-104

PROGRAM STRUCTURE NO: 10010303

	FISCAL YEAR 2017-18					THREE MONTHS ENDED 09-30-18					NINE MONTHS ENDING 06-30-19				
	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	34.00	-	5.00	13	40.00	34.00	-	6.00	15	40.00	40.00	+	0.00	0
EXPENDITURES (\$1000's)	4,947	4,231	-	716	14	1,396	947	-	449	32	3,693	4,142	+	449	12
TOTAL COSTS															
POSITIONS	39.00	34.00	-	5.00	13	40.00	34.00	-	6.00	15	40.00	40.00	+	0.00	0
EXPENDITURES (\$1000's)	4,947	4,231	-	716	14	1,396	947	-	449	32	3,693	4,142	+	449	12

	FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
	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	91	100	+	9	10
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	94	+	0	0	94	94	+	0	0
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	29	-	31	52	60	60	+	0	0
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDs	94	99	+	5	5	94	94	+	0	0
5. % AUDITED FINANCIAL STATEMENTS REVIEWED W/IN 60 DAYS	93	94	+	1	1	93	94	+	1	1
PART III: PROGRAM TARGET GROUP										
1. DE FACTO POPULATION IN HAWAII (000)	1562	1605	+	43	3	1562	1626	+	64	4
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	4300	5233	+	933	22	4300	4700	+	400	9
PART IV: PROGRAM ACTIVITY										
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	241	226	-	15	6	236	209	-	27	11
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	916	+	196	27	720	750	+	30	4
3. # OF INQUIRIES RECEIVED	9500	5862	-	3638	38	9500	6000	-	3500	37
4. # OF LICENSES RENEWED	2917	2957	+	40	1	3067	3037	-	30	1
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	85	+	10	13	75	85	+	10	13
6. # OF WRITTEN COMPLAINTS RECEIVED	75	76	+	1	1	75	75	+	0	0
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	46	29	-	17	37	20	16	-	4	20
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM	53	52	-	1	2	53	55	+	2	4
9. # OF INVESTIGATIONS RECEIVED	60	32	-	28	47	60	35	-	25	42

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

The five (5) vacancies in FY 18 and the six (6) vacancies at the start of FY 19 are the primary reasons for the expenditures variances. An attorney position was added to the staff for FY 19, bringing the position count to 40. A safety and soundness examiner position was filled in September 2018. The attorney position is to be filled in October 2018. A licensing position was elevated to supervisor and filled in the 1st quarter of FY 19, along with a restructure of the Licensing Branch. We anticipate filling all vacant positions before the close of FY 19.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Inquiries are increasingly complex, requiring substantial research related to business plans or models sought to avoid licensure or oversight, in addition to interpretation of State and federal laws to determine whether inquirers meet licensing standards or whether a license is required and, in some cases, potential legislative or policy changes.

PART III - PROGRAM TARGET GROUPS

Item 2. The national trend for several years has been a decline in new licenses and renewals for Mortgage Loan Originators (MLOs). Hawaii has lagged in following that trend. The Division cannot predict when the decline in new licenses and renewals will affect Hawaii.

PART IV - PROGRAM ACTIVITIES

Item 1. The 11% variance in FY 19 results from banks decreasing branches by 23 since FY 17.

Item 2. The number of applications declined in FY 18 but not as much as projected. This follows the decline nationwide for requests for licensure in the mortgage industry.

Item 3. The decline was primarily in telephone inquiries. The Division of Financial Institutions (DFI) has been providing on-going training to

licensees about how DFI supervises the industry and outreach to consumers in highlighting consumer fraud and scams, which helps to explain the decreases in inquiries.

Item 5. The variance is due to the increase in financial oversight of money transmitters.

Item 7. The 37% variance is due to rescheduled examinations: (1) Escrow Depository (ED) examinations rescheduled from FY 18 to FY 17; (2) Money Transmitters (MT) exams was rescheduled to FY 17; (3) two MT exams were removed from the schedule in FY 18; and (4) off-site exams of online MTs that involve no agent visits.

Item 9. There are fewer enforcement agreements for violations by licensees. DFI's training efforts have been successful in teaching licensees the State and federal requirements of licensure.

[illegible]

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

Positions: The variance is a result of position vacancies pending recruitment and the filling of positions.

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

PART II - MEASURES OF EFFECTIVENESS

Item 1. The variance is a result of position vacancies and the influx of nurse, security guard, and physician applications received.

Item 3. The variance is due to no legislative proposals submitted.

PART III - PROGRAM TARGET GROUPS

Item 2. The variance is due to the higher than expected increase in overall licensee population.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance is due to the higher than expected increase in applications received (influx of nurse, security guard, and physician applications).

Item 3. The variance is due to the higher than expected increase of licensee population (an increase in the issuance of licenses for nurses, security guards, and physicians.)

Item 4. The variance decrease is due to the on-time processing of endorsement applications, which lessened the need for temporary permits.

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 7. The variance is due to an increase in mail-outs regarding the repeal of Chapter 514A to associations, developers, lawyers and real estate related financial institutions.

Item 8. The planned amount is based on FY 17 estimates. The estimated amount should be closer to the FY 18 planned amount and, hence, the variance is greater than 10%.

Item 9. The variance increase is due to the new application and fee change, which went into effect on October 10, 2016. Therefore, this includes a full year of additional filings that were not previously recorded.

Item 10. The variance is due to ongoing revisions made by the boards, which has not resulted in completion and promulgation.

VARIANCE REPORT

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	95.00	81.00	- 14.00	15	95.00	82.00	- 13.00	14	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,500	14,504	- 3,996	22	4,278	3,024	- 1,254	29	15,503	16,757	+ 1,254	8
TOTAL COSTS												
POSITIONS	95.00	81.00	- 14.00	15	95.00	82.00	- 13.00	14	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,500	14,504	- 3,996	22	4,278	3,024	- 1,254	29	15,503	16,757	+ 1,254	8
	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	85	- 5	6	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	25	- 75	75	100	50	- 50	50				
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	90	91	+ 1	1	90	95	+ 5	6				
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	4.6	3.2	- 1.4	30	4.4	3.1	- 1.3	30				
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	90	81	- 9	10	90	85	- 5	6				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1562	1605	+ 43	3	1562	1626	+ 64	4				
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1362	1346	- 16	1	1383	1361	- 22	2				
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	228	228	+ 0	0	238	235	- 3	1				
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	66000	70883	+ 4883	7	69000	76000	+ 7000	10				
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	980	1077	+ 97	10	980	1009	+ 29	3				
PART IV: PROGRAM ACTIVITY												
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	133715	154782	+ 21067	16	134727	168818	+ 34091	25				
2. # OF COMPLAINTS	610	610	+ 0	0	615	590	- 25	4				
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	82	+ 7	9	75	82	+ 7	9				
4. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	35	35	+ 0	0	35	36	+ 1	3				
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2640	2475	- 165	6	2685	2496	- 189	7				
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	33	35	+ 2	6	33	37	+ 4	12				
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	39	39	+ 0	0	44	50	+ 6	14				
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	3975	3652	- 323	8	3975	3810	- 165	4				
9. # OF PREMIUM TAX STATEMENTS FILED	9500	9398	- 102	1	9500	9455	- 45	0				
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	280275	302	- 279973	100	285	302	+ 17	6				

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count and Expenditures: The variances resulted from position vacancies pending recruitment and filling and/or recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Although the Captive Insurance Branch (CIB) has recently implemented more efficient and effective procedures, they are still working to catch up on the previous year's backlog. It is anticipated that by FY 21 they will reach 100%. Also, the CIB has not been able to fill all vacancies, which includes multiple Examiner positions.

Item 6. A larger than anticipated number of dissolutions occurred during FY 18, resulting in a smaller increase than expected.

Item 7. The workload in this area greatly increased during FY 18 and the ability to screen the applicant for the assigned claims program within our 60-day target was impacted.

PART III - PROGRAM TARGET GROUPS

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. Unexpected new license types were added in FY 17 and FY 18, resulting in an increase of processing of appointments, terminations, new licenses, non-renewed licenses, renewed licenses and address changes.

Item 10. In FY 17, there was an increase of new captive licenses than expected. As a result, in FY 18, there were additional reports to be analyzed than was anticipated.

VARIANCE REPORT

PROGRAM TITLE:

POST-SECONDARY EDUCATION AUTHORIZATION

12/10/18

PROGRAM-ID:

CCA-107

PROGRAM STRUCTURE NO:

10010307

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19						
	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	183	-	106	37	72	36	-	36	50	217	253	+	36	17
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	183	-	106	37	72	36	-	36	50	217	253	+	36	17
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						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						26	26	+	0	0	26	26	+	0	0
PART IV: PROGRAM ACTIVITY															
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN						120	120	+	0	0	120	120	+	0	0
2. # OF APPLICATIONS RECEIVED AND REVIEWED						21	21	+	0	0	5	5	+	0	0
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS						21	21	+	0	0	5	5	+	0	0
4. NUMBER OF COMPLAINTS RECEIVED						6	3	-	3	50	6	3	-	3	50

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

10 01 03 07
CCA 107

PART I - EXPENDITURES AND POSITIONS

Expenditure Variances: Expenditures were lower than anticipated because the 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

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 18.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

12/10/18

PROGRAM-ID: CCA-901

PROGRAM STRUCTURE NO: 10010308

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	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	59.00	- 6.00	9	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	15,753	13,669	- 2,084	13	3,812	1,607	- 2,205	58	11,437	13,642	+ 2,205	19
TOTAL COSTS												
POSITIONS	65.00	59.00	- 6.00	9	65.00	59.00	- 6.00	9	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	15,753	13,669	- 2,084	13	3,812	1,607	- 2,205	58	11,437	13,642	+ 2,205	19
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					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	0	0	100	100	+	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD		100	100	+	0	0	0	0	100	100	+	0
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME		90	85	-	5	6	5	6	90	85	-	5
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES		85	90	+	5	6	5	6	85	90	+	5
5. AV NO. ELECTRIC SVC INTERRUPTNS PER CUSTOMER SVCD		2	2	+	0	0	0	0	2	2	+	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR		2	2	+	0	0	0	0	2	2	+	0
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES		5	5	+	0	0	0	0	5	5	+	0
2. PROPERTY CARRIERS		555	543	-	12	2	12	2	552	526	-	26
3. PASSENGER CARRIERS		830	1040	+	210	25	210	25	830	943	+	113
4. WATER COMMON CARRIERS		4	2	-	2	50	2	50	4	2	-	2
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES		38	39	+	1	3	1	3	38	39	+	1
6. TELECOMMUNICATIONS COMPANIES		185	177	-	8	4	8	4	185	185	+	0
7. OPERATORS OF SUBSURFACE INSTALLATIONS		47	47	+	0	0	0	0	47	47	+	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED		400	429	+	29	7	29	7	400	435	+	35
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR		800	862	+	62	8	62	8	800	870	+	70
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS		10	19	+	9	90	9	90	10	20	+	10
4. NUMBER OF CITATIONS ISSUED		15	22	+	7	47	7	47	15	30	+	15
5. NUMBER OF INFORMAL COMPLAINTS FILED		120	87	-	33	28	33	28	120	90	-	30

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 18: The variance in expenditures was primarily due to lower than anticipated fringe costs and commission consultant expenditures.

FY 19: The variance in expenditures is attributed to lower than anticipated commission consultant and payroll expenditures.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

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 the surrender of a Certificate of Public Convenience and Necessity of Permit by a water common carrier because a water common carrier no longer is doing business in Hawaii.

PART IV - PROGRAM ACTIVITIES

Item 3. The increase is due to FY 18's estimate being understated and an increase in rate case hearings.

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

Item 5. The decrease is due to a decrease in motor carrier-related complaints.

VARIANCE REPORT

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	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	133.00	- 32.00	19	165.00	136.00	- 29.00	18	165.00	162.00	- 3.00	2
EXPENDITURES (\$1000's)	19,040	15,086	- 3,954	21	4,799	3,207	- 1,592	33	13,970	15,562	+ 1,592	11
TOTAL COSTS												
POSITIONS	165.00	133.00	- 32.00	19	165.00	136.00	- 29.00	18	165.00	162.00	- 3.00	2
EXPENDITURES (\$1000's)	19,040	15,086	- 3,954	21	4,799	3,207	- 1,592	33	13,970	15,562	+ 1,592	11
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP					100	62	- 38	38	100	100	+ 0	0
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)					150	3903	+ 3753	2502	1000	1000	+ 0	0
3. % OF SETTLEMENT AGREEMENTS ADOPTED					95	95	+ 0	0	95	95	+ 0	0
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE					95	95	+ 0	0	95	95	+ 0	0

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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)

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PROGRAM-ID: CCA-110

PROGRAM STRUCTURE NO: 10010401

12/10/18

	FISCAL YEAR 2017-18					THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19					
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	18.00	14.00	-	4.00	22	18.00	15.00	-	3.00	17	18.00	18.00	+	0.00	0
EXPENDITURES (\$1000's)	2,644	1,893	-	751	28	783	415	-	368	47	1,923	2,291	+	368	19
TOTAL COSTS															
POSITIONS	18.00	14.00	-	4.00	22	18.00	15.00	-	3.00	17	18.00	18.00	+	0.00	0
EXPENDITURES (\$1000's)	2,644	1,893	-	751	28	783	415	-	368	47	1,923	2,291	+	368	19
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)						50	72	+	22	44	50	50	+	0	0
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS						900	614	-	286	32	900	900	+	0	0
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)						300	1633	+	1333	444	300	300	+	0	0
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)						150	3903	+	3753	2502	1000	1000	+	0	0
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP						100	62	-	38	38	100	100	+	0	0
PART III: PROGRAM TARGET GROUP															
1. RESIDENT STATE POPULATION (000)						1400	1428	+	28	2	1400	1428	+	28	2
2. VISITORS TO HAWAII (000)						8000	9639	+	1639	20	8000	9639	+	1639	20
PART IV: PROGRAM ACTIVITY															
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)						1500	520	-	980	65	1000	1000	+	0	0
2. # OF COMPLAINTS INITIATED BY OCP						75	73	-	2	3	75	75	+	0	0
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED						10000	10577	+	577	6	10000	10000	+	0	0
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL						700	150	-	550	79	700	700	+	0	0
5. # OF MULTISTATE CASES						5	8	+	3	60	8	8	+	0	0
6. # OF LEGAL ACTIONS						15	13	-	2	13	15	15	+	0	0
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES						8000	8000	+	0	0	10000	10000	+	0	0
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS						10000	70251	+	60251	603	10000	10000	+	0	0
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY						20	22	+	2	10	20	20	+	0	0

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position variances are 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 18. This increase is attributable to the increase in Landlord-Tenant Hotline use and consumers' searches on the Office of Consumer Protection's (OCP) webpage.

Item 2. In FY 18, there was a decrease in the amount of businesses directly affected by office investigations. 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 18. 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 multistate recoveries in FY 18. 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. The variance is due to a tourism boom.

PART IV - PROGRAM ACTIVITIES

Item 1. The drop in the actual number of consumer complaints received in FY 18 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 18. 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 18 increased by three over the number budgeted in FY 17.

Item 6. The drop in the number of legal actions in FY 18 is attributable to the filing of more complex cases requiring the commitment of greater office resources.

Item 8. The substantial increase in persons reached through educational efforts is attributable to a more pronounced focus on education as a tool to alleviate consumer fraud.

Item 9. The number of bills which OCP provided testimony for during the 2018 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

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	7.00	-	3.00	30
EXPENDITURES (\$1000's)	829	388	-	441	53	207	207	+	0	0	622	622	+	0	0
TOTAL COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	7.00	-	3.00	30
EXPENDITURES (\$1000's)	829	388	-	441	53	207	207	+	0	0	622	622	+	0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES					90	99	+	9	10	90	90	+	0	0	
2. PERCENTAGE OF MEASURING DEVICES INSPECTED					50	17	-	33	66	50	25	-	25	50	
3. COMPLIANCE RATE FOR SERVICE AGENCIES					100	81	-	19	19	100	90	-	10	10	
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING					90	100	+	10	11	90	95	+	5	6	
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED					75	64	-	11	15	75	70	-	5	7	
6. COMPLIANCE RATE FOR PRICING					25	0	-	25	100	25	0	-	25	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															
1. BUSINESSES USING WEIGHING DEVICES					2100	2048	-	52	2	2100	2050	-	50	2	
2. BUSINESSES USING VOLUMETRIC DEVICES					450	420	-	30	7	450	420	-	30	7	
3. BUSINESSES USING LINEAR DEVICES					2500	2484	-	16	1	2500	2500	+	0	0	
4. SERVICE AGENCIES FOR MEASURING DEVICES					50	55	+	5	10	50	55	+	5	10	
5. STORES USING PRICE SCANNERS					1060	1100	+	40	4	1060	1100	+	40	4	
6. MEASUREMASTER					80	81	+	1	1	80	81	+	1	1	
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)					1550	1583	+	33	2	1550	1590	+	40	3	
PART IV: PROGRAM ACTIVITY															
1. # OF MEASURING DEVICES INSPECTED - WEIGHT					50	465	+	415	830	50	450	+	400	800	
2. # OF MEASURING DEVICES INSPECTED - VOLUME					50	72	+	22	44	50	50	+	0	0	
3. # OF MEASURING DEVICES INSPECTED - LINEAR					2500	1987	-	513	21	2500	2000	-	500	20	
4. # OF REPAIR SERVICES MONITORED FOR QUALITY					450	36	-	414	92	450	100	-	350	78	
5. # OF MEASUREMENT STANDARDS CALIBRATED					1600	1712	+	112	7	1600	1700	+	100	6	
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL					50	43	-	7	14	50	45	-	5	10	
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)					50	0	-	50	100	50	50	+	0	0	
8. # OF CONSUMER PACKAGE LABELS INSPECTED					50	45	-	5	10	50	50	+	0	0	
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION					50	0	-	50	100	50	50	+	0	0	
10. NUMBER OF MEASURING DEVICES LICENSED					10600	10875	+	275	3	10600	10900	+	300	3	

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: MEASUREMENT STANDARDS

10 01 04 02
AGR 812

PART I - EXPENDITURES AND POSITIONS

The variances were due to vacancies and lower than expected special fund expenditures. Variance in positions due to lack of qualified applicants for vacant positions.

Items 4, 6, 7, 8, 9, 10: Variance due to staff shortages to perform related services.

PART II - MEASURES OF EFFECTIVENESS

Item 1. Variance due to businesses maintaining measuring devices to ensure compliance with standards.

Item 2. Variance due to staff shortages to perform related services.

Item 3. Additional repairs were performed on devices initially repaired by service agencies.

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

Items 5,6,7,8,9: Variance due to staff shortages to perform related services.

PART III - PROGRAM TARGET GROUPS

Item 4. Variance due to decreased number of agencies that are able to service measuring devices.

PART IV - PROGRAM ACTIVITIES

Item 1. Variance due to increased emphasis placed on mass device inspections. Emphasis will continue in FY 19.

Item 2. Increase due to increased emphasis placed on volume device inspections.

Item 3. Variance due to decreased number of businesses utilizing taximeters.

STATE OF HAWAII

PROGRAM TITLE:

BUSINESS REGISTRATION & SECURITIES REGULATN

PROGRAM-ID:

CCA-111

PROGRAM STRUCTURE NO:

10010403

REPORT V61

12/10/18

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	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	57.00	- 14.00	20	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,400	6,808	- 1,592	19	2,017	1,330	- 687	34	6,050	6,737	+ 687	11
TOTAL COSTS												
POSITIONS	71.00	56.00	- 15.00	21	71.00	57.00	- 14.00	20	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,400	6,808	- 1,592	19	2,017	1,330	- 687	34	6,050	6,737	+ 687	11
					FISCAL YEAR 2017-18	FISCAL YEAR 2018-19						
					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	3	- 1	25	4	3	- 1	25
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,TRNAME,S, TRMKS,SVC MKS ON REC					180000	202720	+ 22720	13	180000	203000	+ 23000	13
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS					110000	125000	+ 15000	14	110000	125000	+ 15000	14
PART IV: PROGRAM ACTIVITY												
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS					142000	150444	+ 8444	6	142000	151000	+ 9000	6
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED					42000	43500	+ 1500	4	42000	43500	+ 1500	4
3. # OF ENFORCEMENT CASES OPENED					45	70	+ 25	56	45	60	+ 15	33
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT					1500	1730	+ 230	15	1500	1500	+ 0	0
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY					50	57	+ 7	14	50	50	+ 0	0
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR					55	72	+ 17	31	55	60	+ 5	9
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED					15	12	- 3	20	15	10	- 5	33
8. # OF SUSPENSIONS OR BARS IMPOSED					15	8	- 7	47	15	10	- 5	33
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY					28000	21550	- 6450	23	28000	24000	- 4000	14

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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 variances are due in part to position vacancies, staff attrition, and certain expenses that were expected in the fiscal year but were subsequently planned for expenditure in the next fiscal year.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The average number of days to process business registration filings under regular handling has decreased. The variance can be attributed to an increase in online filings and vacant positions being filled.

PART III - PROGRAM TARGET GROUPS

Item 1: The actual number of business registrations was slightly higher than estimated in FY 18; these numbers fluctuate and are difficult to predict.

Item 2: The actual number of securities and franchise registrations were slightly higher than estimated in FY 18; these numbers fluctuate and are difficult to predict.

PART IV - PROGRAM ACTIVITIES

Item 3: The number of enforcement cases opened was higher than estimated for FY 18. This number is difficult to predict and is dependent on several factors including the number of complaints filed with the office and the nature of the complaints.

Item 4: The number of inquiries received by the Securities Enforcement Branch was higher than estimated for FY 18. This number is difficult to predict and can be affected by economic and other factors.

Item 5: The number of complaints resolved at the investigative level was slightly higher than projected for FY 18. 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 18. 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 lower than projected for FY 18. 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 18. 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 lower than projected for FY 18. 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

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	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)	7,167	5,997	- 1,170	16	1,792	1,255	- 537	30	5,375	5,912	+ 537	10
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)	7,167	5,997	- 1,170	16	1,792	1,255	- 537	30	5,375	5,912	+ 537	10
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF SETTLEMENT AGREEMENTS ADOPTED		95	95	+	0	0	0	0	95	95	+	0
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE		95	95	+	0	0	0	0	95	95	+	0
3. % OF FINAL ORDERS SUSTAINED ON APPEAL		95	95	+	0	0	0	0	95	95	+	0
4. DOLLAR AMOUNT OF FINES		1000000	681736	-	318264	32	1000000	750000	-	250000	25	
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)		1562	1605	+	43	3	1562	1626	+	64	4	
2. LICENSEES (000)		400	443	+	43	11	400	450	+	50	13	
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA		48	49	+	1	2	49	49	+	0	0	
PART IV: PROGRAM ACTIVITY												
1. # INQUIRIES TO CONSUMER RESOURCE CENTER		15000	17704	+	2704	18	10000	15000	+	5000	50	
2. # COMPLAINT HISTORY INQUIRIES		25000	33378	+	8378	34	25000	25000	+	0	0	
3. # LEGAL ACTIONS		300	404	+	104	35	350	350	+	0	0	
4. # OF COMPLAINTS RECEIVED		3500	2864	-	636	18	3500	3000	-	500	14	
5. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS		65000	61862	-	3138	5	55000	55000	+	0	0	
6. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS		6000	2182	-	3818	64	5000	2500	-	2500	50	
7. # OF ORDERS & JUDGEMENTS		300	412	+	112	37	350	350	+	0	0	

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

10 01 04 04
CCA 112

PART I - EXPENDITURES AND POSITIONS

Position variances are due to several vacancies that are currently being filled in FY 19.

Expenditure variances are due to vacancies.

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: FY 18 actual and FY 19 estimated numbers reflect the number of licensees (C02) as reported by the Professional and Vocational Licensing Division.

PART IV - PROGRAM ACTIVITIES

Items 1 and 2: 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.

Items 3 and 7: Cases adjudicated vary based on the number and type of complaints received. Also, attorney staff vacancies were filled in prior fiscal years.

Item 4: The number of complaints received varies and does not include cases initiated by the agency. Additionally, in 2017, the Regulated Industries Complaints Office (RICO) developed and implemented a report form that allows expedited reporting of unlicensed activity. The form allows the user to report unlicensed contracting without using a standard complaint form that is more detailed and asks for additional information. The agency has received a number of reports using the new form and believes the number of complaint forms received is offset by the number of consumers and licensees using the new report. RICO is developing a new case management system that will allow RICO to note number of

reports received using the new form.

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

Item 6: The number of consumers and licensees seeking assistance in neighbor island RICO offices varies.

- 653 -

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

Position and Expenditure variances based on vacancies and decreased program expenses.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The percentage of cases completed within the time designated for contested case hearings was slightly higher as compared to the previous fiscal year due in large part to the hiring of two (2) Hearings Officers in June 2017 and March 2018, respectively. As a result, four (4) Hearings Officers were available to hear and decide Department of Commerce and Consumer Affairs (DCCA)-related cases as of April 2018 and, to a limited extent, non-DCCA related cases, including appeals of procurement protest denials and denials of disability retirement applications issued by the Employees' Retirement System (ERS). The increase in the percentage of cases completed on time was also due to a requirement that each Hearings Officer account for each case assigned to him/her on a regular basis throughout the year.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of pre-hearing events was higher as compared to the previous fiscal year due in large part to the hiring of two (2) Hearings Officers in June 2017 and March 2018, respectively. As a result, four (4) Hearings Officers were available to process and hear DCCA-related cases as of April 2018 and, to a limited extent, non-DCCA related cases, including appeals of procurement protest denials and denials of disability retirement applications issued by the ERS. The increase in the number of pre-hearing events was also due to a slight increase in the number of cases filed (a figure not within control of the office), and multiple decisions on pre-hearing motions.

Item 4: The number of recommended and final orders was higher as compared to the previous fiscal year due in large part to the hiring of 2 Hearings Officers in June 2017 and March 2018, respectively. As a result, 4 Hearings Officers were available to process and hear DCCA-related cases as of April 2018 and, to a limited extent, non-DCCA related cases, including appeals of procurement protest denials and denials of disability retirement applications issued by the Employee's Retirement System. The increase in the number of recommended and final orders was also due to a slight increase in the number of cases filed (a figure not within control of the office), and multiple decisions on pre-hearing motions.

Item 5: Added interest by community organizations in having DCCA participate in their events during the year resulted in an increase in the number of presentations for the year.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1002

ENFORCEMENT OF INFORMATION PRACTICES

AGS-105

VARIANCE REPORT

REPORT V61

12/10/18

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0
EXPENDITURES (\$1000's)	577	584	+	7	1	165	163	-	2	1	512	500	-	12	2
TOTAL COSTS															
POSITIONS	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0
EXPENDITURES (\$1000's)	577	584	+	7	1	165	163	-	2	1	512	500	-	12	2

					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
					PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS					200	182	-	18	9	200	185	-	15	8
1. # CASES OPENED IN FY (COR, RFA, APP, ETC)					240	201	-	39	16	240	200	-	40	17
2. # CASES CLOSED IN FY (COR, RFA, APP, ETC)					100	131	+	31	31	100	135	+	35	35
3. # CASES PENDING AT END OF FY					0	0	+	0	0	0	0	+	0	0
4. # CASES MORE THAN 2 FY OLD EXCL LITIGATION					150	136	-	14	9	150	135	-	15	10
5. # OF CASES CLOSED IN SAME FY					100	100	+	0	0	100	100	+	0	0
6. % STATE, COUNTY, JUDICIAL SUBMT UIPA LOG					NO DATA	93125	+	93125	0	NO DATA	NO DATA	+	0	0
7. # HITS ON OIP WEBSTE, EXCL HOME PAGE HITS														

PART IV: PROGRAM ACTIVITY															
1. # UIPA/SL FORMAL/INFORMAL REQUESTS FOR ASSISTANCE					1300	1127	-	173	13	1300	1125	-	175	13	
2. # OF AOD INQUIRIES RECEIVED					1000	945	-	55	6	1000	1000	+	0	0	
3. # OF FORMAL AND INFORMAL OPINIONS ISSUED					20	23	+	3	15	20	20	+	0	0	
4. # OF LAWSUITS MONITORED					25	38	+	13	52	25	25	+	0	0	
5. # OF LEGISLATIVE PROPOSALS MONITORED					175	93	-	82	47	175	95	-	80	46	
6. # OF WEBSITE UNIQUE VISITS FROM HI, EXCLUDING OIP					38000	30094	-	7906	21	38000	30000	-	8000	21	
7. # OF LIVE TRGN SESSIONS & PUBLIC PRESNTION GOAL					10	6	-	4	40	10	5	-	5	50	
8. # OF TRNG MATERIALS ADDED OR REVISED					10	9	-	1	10	10	10	+	0	0	
9. # OF PUBLIC COMMUNICATIONS					30	25	-	5	17	30	25	-	5	17	

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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 ending June 30, 2018, is primarily due to the budget restriction.

PART II - MEASURES OF EFFECTIVENESS

FY 2018 Significant Variances:

ITEM 2. The variance in the number of cases closed in FY 2018 reflects slightly more complex cases than in prior years.

ITEM 3. The variance in the number of cases pending at the end of FY 2018 reflects slightly more complex cases than in prior years.

ITEM 5. The variance in the number of cases closed in the same FY 2018 reflects slightly more complex cases than in prior years.

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 2018 Significant Variances:

ITEM 1. The variance in the number of Uniform Information Practices Act/Sunshine Law (UIPA/SL) formal and informal requests for assistance is beyond Office of Information Practice's (OIP) control as the requests are made by third parties.

ITEM 3. The variance in the number of formal and informal opinions issued reflects OIP's successful efforts in resolving cases.

ITEM 4. The variance in the number of lawsuits monitored is beyond

OIP's control as they are filed by third parties.

ITEM 5. The variance in the number of legislative proposals monitored is beyond OIP's control as they are introduced by third parties.

ITEM 6. The variance in the number of website unique visits from HI, excluding OIP, is beyond OIP's control as they are unique users visiting the website by third parties.

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

ITEM 8. The variance in the number of training materials added or revised reflects an increase in OIP's efforts to provide online training and education.

ITEM 9. The variance in the number of public communications reflects the smaller number (25): 22 What's New emails, 2 TV Broadcasts, and 1 Radio Broadcast that was done during FY 18, which averages two (2) per month.

VARIANCE REPORT

PROGRAM TITLE:

LEGAL & JUDICIAL PROTECTION OF RIGHTS

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1003

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	196.50	187.50	- 9.00	5	198.50	190.50	- 8.00	4	198.50	191.50	- 7.00	4
EXPENDITURES (\$1000's)	18,491	17,788	- 703	4	4,429	4,343	- 86	2	14,489	14,572	+ 83	1
TOTAL COSTS												
POSITIONS	196.50	187.50	- 9.00	5	198.50	190.50	- 8.00	4	198.50	191.50	- 7.00	4
EXPENDITURES (\$1000's)	18,491	17,788	- 703	4	4,429	4,343	- 86	2	14,489	14,572	+ 83	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES					0	0	+ 0	0	0	0	+ 0	0

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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)

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

12/10/18

	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	137.50	137.50	+	0.00	0	139.50	139.50	+	0.00	0	139.50	139.50	+	0.00	0
EXPENDITURES (\$1000's)	11,825	11,449	-	376	3	2,828	2,828	+	0	0	9,074	9,074	+	0	0
TOTAL COSTS															
POSITIONS	137.50	137.50	+	0.00	0	139.50	139.50	+	0.00	0	139.50	139.50	+	0.00	0
EXPENDITURES (\$1000's)	11,825	11,449	-	376	3	2,828	2,828	+	0	0	9,074	9,074	+	0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES					0	0	+	0	0	0	0	+	0	0	
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES					481	481	+	0	0	481	481	+	0	0	
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT					197	197	+	0	0	481	481	+	0	0	
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES					5	5	+	0	0	5	5	+	0	0	
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS					90	90	+	0	0	90	90	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES					6134	6134	+	0	0	6134	6134	+	0	0	
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES					41855	41855	+	0	0	41855	41855	+	0	0	
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES					157	157	+	0	0	157	157	+	0	0	
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES					265	265	+	0	0	265	265	+	0	0	
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES					8698	8698	+	0	0	8698	8698	+	0	0	
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES					2469	2469	+	0	0	2469	2469	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. CASES ACCEPTED - FELONY					5495	5495	+	0	0	5495	5495	+	0	0	
2. CASES ACCEPTED - MISDEMEANOR					40449	40449	+	0	0	40449	40449	+	0	0	
3. CASES ACCEPTED - FAMILY COURT					7214	7214	+	0	0	7214	7214	+	0	0	
4. CASES ACCEPTED - APPEAL					157	157	+	0	0	157	157	+	0	0	
5. CASES ACCEPTED - MENTAL COMMITMENT					265	265	+	0	0	265	265	+	0	0	

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

10 03 01
BUF 151

PART I - EXPENDITURES AND POSITIONS

The variance is due to lower than expected expenses.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

No significant variances.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

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

12/10/18

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2017-18				THREE MONTHS ENDED 09-30-18				NINE MONTHS ENDING 06-30-19			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	58.00 6,498	50.00 6,174	- 8.00 324	14 5	58.00 1,560	51.00 1,478	- 7.00 82	12 5	58.00 5,288	51.00 5,370	- 7.00 82	12 2
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	58.00 6,498	50.00 6,174	- 8.00 324	14 5	58.00 1,560	51.00 1,478	- 7.00 82	12 5	58.00 5,288	51.00 5,370	- 7.00 82	12 2
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS					7	7	+ 0	0	7	7	+ 0	0
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS					10	10	+ 0	0	10	10	+ 0	0
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT					1	1	+ 0	0	1	1	+ 0	0
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES					7	7	+ 0	0	7	7	+ 0	0
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES					3	3	+ 0	0	3	3	+ 0	0
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION												
PART III: PROGRAM TARGET GROUP					240000	233369	- 6631	3	240000	240000	+ 0	0
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM					80000	75322	- 4678	6	80000	80000	+ 0	0
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT					17000	19923	+ 2923	17	17000	17000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE ISSUED					4200	4359	+ 159	4	4200	4200	+ 0	0
4. LAND COURT ORDERS RECORDED					150	173	+ 23	15	150	150	+ 0	0
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM					160000	185950	+ 25950	16	160000	160000	+ 0	0
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS					150	113	- 37	25	150	150	+ 0	0
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED												
PART IV: PROGRAM ACTIVITY					240000	233369	- 6631	3	240000	240000	+ 0	0
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM					80000	75322	- 4678	6	80000	80000	+ 0	0
2. NO. OF DOCUMENTS PROCESSED - LAND COURT					17000	19923	+ 2923	17	17000	17000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE PRODUCED					4200	4359	+ 159	4	4200	4200	+ 0	0
4. LAND COURT ORDERS PROCESSED					150	173	+ 23	15	150	150	+ 0	0
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM					160000	185950	+ 25950	16	160000	160000	+ 0	0
6. CERTIFIED COPIES PROCESSED					150	113	- 37	25	150	150	+ 0	0
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED												

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

10 03 03
LNR 111

PART I - EXPENDITURES AND POSITIONS

FY 18: Positions are below budget due to the delay in hiring and lack of qualified candidates by virtue of the specialized skills required for the Bureau of Conveyances (BOC) operations. The specialized skills requirements also drive internal promotions, which does not decrease the number of total vacancies. The expenditures were below budget due to the timing of the posting of the special fund assessment expense, which resulted in unused allotment not being available in the fourth quarter.

FY 19: Positions are below budget due to the delay in hiring and 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 does not decrease the number of total vacancies. Positions will hopefully be filled in FY 19, third and fourth quarters. This should result in a less than 10% variance. The expenditures are below budget due to the vacancies in permanent positions.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 3: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 5: Variance in FY 18 could be due to the recent increase in project development in the State of Hawaii.

Item 6: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 7: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

PART IV - PROGRAM ACTIVITIES

Item 3: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 5: Variance in FY 18 could be due to the recent increase in land development in the State of Hawaii.

Item 6: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 7: Variance in FY 18 is due to unforeseen changes in market/consumer/business conditions and activity.

VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

10 03 04
HMS 888

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to a retirement in the only budgeted, permanent position for the Commission on the Status of Women. That Secretary II position was filled with a regular hire on October 11, 2018.

PART II - MEASURES OF EFFECTIVENESS

1. The Office of the Governor does not have this data publicly available. This measure will be removed in the next update.
2. The number of women elected into public office decreased due to fewer women running for office.
4. The Office of Elections does not have this data publicly available. This measure will be removed in the next update.
7. The number of inquiries processed by the Commission decreased due to the staff shortage for the first eight months of FY 18.

PART III - PROGRAM TARGET GROUPS

4. The Department of Business, Economic Development and Tourism's (DBEDT) published updated data report on total females between the ages of 15 to 64 shows a decreased figure, suggesting a reduction in the working-age population as a percentage of the total population. This corresponds with Hawaii's trend of an aging population.
5. DBEDT's published updated data report on total females over 65 shows an increased figure, suggesting a growth in the elderly population as a percentage of the total population. This would seem to indicate an increase in elderly women. This corresponds with Hawaii's trend of an aging population.

PART IV - PROGRAM ACTIVITIES

1. The variance is due to the Commission being understaffed during the first half of the fiscal year. Since there was no Executive Director to attend meetings, the number of meetings was lower than planned.
3. The Commission was understaffed during the first half of the fiscal year. As a result, the Commission was unable to initiate projects and events as planned.
4. The Commission was understaffed during the first half of the fiscal year. Since there were fewer projects and events and no Executive Director to enlist and coordinate volunteers and staff, the number of volunteers and staff working on projects and events decreased.
5. The Commission was understaffed during the first half of the fiscal year. Since there was no Executive Director, nobody was around develop and maintain national and international technical assistance and contacts.
6. The variance is due to the Commission being understaffed during the first half of the fiscal year. Additionally, the new Executive Director was appointed in the midst of the legislative session, which further limited the number of speaking engagements due to time constraints.
8. The Commission worked closely and actively with the key pay equity advocates and the Women's Coalition to pass an historic Equal Pay measure, Act 108, but did not host independent working groups.
9. The variance is due to the Commission is shifting focus from oral history interviews to digital story collection and engagement online.