



## **GOVERNMENT WIDE SUPPORT**

## 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	1,821.78	1,601.78	- 220.00	12	1,927.78	1,706.28	- 221.50	11	1,927.78	1,958.78	+ 31.00	2
EXPENDITURES (\$1000's)	1,700,130	1,621,745	- 78,385	5	547,755	204,569	- 343,186	63	1,220,961	1,228,952	+ 7,991	1
TOTAL COSTS												
POSITIONS	1,821.78	1,601.78	- 220.00	12	1,927.78	1,706.28	- 221.50	11	1,927.78	1,958.78	+ 31.00	2
EXPENDITURES (\$1000's)	1,700,130	1,621,745	- 78,385	5	547,755	204,569	- 343,186	63	1,220,961	1,228,952	+ 7,991	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS					.70	1.23	+ 0.53	76	.70	1.5	+ 0.8	114
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	103	+ 3	3	100	100	+ 0	0
3. % OF NETWORK INFRASTRUCTURE UPTIME					99.999	99.99	- 0.009	0	99.999	99.99	- 0.009	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: GOVERNMENT-WIDE SUPPORT

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11

### PART I - EXPENDITURES AND POSITIONS

Details of the position and expenditure variances are best examined at the lowest program level.

### PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

EXEC DIRECTN, COORD, &amp; POLICY DEVELOPMENT

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1101

	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	135.00	130.00	- 5.00	4	135.00	130.00	- 5.00	4	135.00	135.00	+ 0.00	0
EXPENDITURES (\$1000's)	68,801	65,218	- 3,583	5	9,828	7,005	- 2,823	29	28,126	28,366	+ 240	1
TOTAL COSTS												
POSITIONS	135.00	130.00	- 5.00	4	135.00	130.00	- 5.00	4	135.00	135.00	+ 0.00	0
EXPENDITURES (\$1000's)	68,801	65,218	- 3,583	5	9,828	7,005	- 2,823	29	28,126	28,366	+ 240	1



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: EXEC DIRECTN, COORD, & POLICY DEVELOPMENT

11 01

### PART I - EXPENDITURES AND POSITIONS

Details of the position and expenditure variances are best examined at the lowest program level.

### PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

OFFICE OF THE GOVERNOR

PROGRAM-ID:

GOV-100

PROGRAM STRUCTURE NO: 110101

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	23.00	23.00	+	0.00	0	22.00	22.00	+	0.00	0	22.00	22.00	+	0.00	0		
EXPENDITURES (\$1000's)	3,463	3,421	-	42	1	836	806	-	30	4	2,627	2,627	+	0	0		
TOTAL COSTS																	
POSITIONS	23.00	23.00	+	0.00	0	22.00	22.00	+	0.00	0	22.00	22.00	+	0.00	0		
EXPENDITURES (\$1000's)	3,463	3,421	-	42	1	836	806	-	30	4	2,627	2,627	+	0	0		
						FISCAL YEAR 2017-18					FISCAL YEAR 2018-19						
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%		
PART II: MEASURES OF EFFECTIVENESS																	
1. NOT APPLICABLE						NO DATA	NO DATA	+		0	0	NO DATA	NO DATA	+		0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: OFFICE OF THE GOVERNOR

11 01 01  
GOV 100

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### PART I - EXPENDITURES AND POSITIONS

No significant change.

### PART II - MEASURES OF EFFECTIVENESS

Not applicable.

### PART III - PROGRAM TARGET GROUPS

Not applicable.

### PART IV - PROGRAM ACTIVITIES

Not applicable.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: OFFICE OF THE LIEUTENANT GOVERNOR

PROGRAM-ID: LTG-100

12/10/18

PROGRAM STRUCTURE NO: 110102

	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	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0
EXPENDITURES (\$1000's)	1,062	1,077	+	15	1	245	253	+	8	3	696	721	+	25	4
TOTAL COSTS															
POSITIONS	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0
EXPENDITURES (\$1000's)	1,062	1,077	+	15	1	245	253	+	8	3	696	721	+	25	4

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. TTL REV FRM SALES AS % OF COST OF PUBLICATION	105	105	+	0	0	105	105	+	0	0
PART III: PROGRAM TARGET GROUP										
1. TOTAL DE FACTO POPULATION (THOUSANDS)	1447	1447	+	0	0	1447	1447	+	0	0
PART IV: PROGRAM ACTIVITY										
1. NO. OF APPLCNTS FOR CHANGE OF NAMES BY INDIVIDUAL	1800	1565	-	235	13	1800	1600	-	200	11
2. NO. REQ FOR HRS, SESS LAWS, SUPPLEMENTS	1000	596	-	404	40	1000	600	-	400	40
3. NO. REQ. FOR APOSTILLE/CERTIFICATION	5500	5832	+	332	6	5500	5800	+	300	5

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: OFFICE OF THE LIEUTENANT GOVERNOR

11 01 02  
LTG 100

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### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures for FY 18 is primarily due to vacant positions. The variance in planned expenditures for FY 19 is due to collective bargaining increases.

### PART II - MEASURES OF EFFECTIVENESS

No significant variances.

### PART III - PROGRAM TARGET GROUPS

No significant variances.

### PART IV - PROGRAM ACTIVITIES

Item 1. The actual number of applicants for name changes have declined over the years. Future projections will be lowered to better reflect anticipated name change requests.

Item 2. The actual number of requests for publications have declined over time as many individuals, offices, agencies and departments opt for electronic over hard copy publications. Future projections will be lowered to better reflect anticipated requests for publications.

	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	86.00	83.00	- 3.00	3	87.00	82.00	- 5.00	6	87.00	87.00	+ 0.00	0
EXPENDITURES (\$1000's)	59,815	54,931	- 4,884	8	7,337	4,837	- 2,500	34	22,227	22,625	+ 398	2
TOTAL COSTS												
POSITIONS	86.00	83.00	- 3.00	3	87.00	82.00	- 5.00	6	87.00	87.00	+ 0.00	0
EXPENDITURES (\$1000's)	59,815	54,931	- 4,884	8	7,337	4,837	- 2,500	34	22,227	22,625	+ 398	2

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # OF PLANS/STUDIES PREPARED IN TIMELY MANNER	4	6	+ 2	50	4	4	+ 0	0
2. ACCURACY OF ECON FORECASTS (% ERROR)	5	3	- 2	40	5	5	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: POLICY DEVELOPMENT & COORDINATION

11 01 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)

REPORT V61  
12/10/18

- 676 -



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 01 03 02  
BED 144

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### PROGRAM TITLE: STATEWIDE PLANNING & COORDINATION

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House (+10) and State Senate (+10) groups, and launching Portal, a new internal web-mapping platform (+35).

Item 10. A large percentage of this variance was due to a large drop in the number of requests from the Legislature, a result/benefit of our project to proactively provide all legislators large format maps of their districts. Last year, in FY 17, half of the 26 map requests from legislators were for district maps.

#### PART III - PROGRAM TARGET GROUPS

Item 2. The actual number of applicants for federal permits and licenses (10) was less than the planned (55). The difference between planned and actual numbers is subject to variation because CZM federal consistency review is a regulatory function that does not have any control over the number of applicants submitting reviews. In addition, recent federal consistency streamlining measures that were initiated by the OP have effectively reduced the number of reviews of federal permits and licenses.

Item 3. For FY 18, the number of applicants for land use reviews is difficult to predict. The variance is due to more applicants than predicted applying for land use changes.

#### PART IV - PROGRAM ACTIVITIES

Item 1. OP prepared more planning studies than projected. OP has been increasingly tasked with addressing critical issues by the Administration and Legislature. Although it was projected that four (4) planning reports/studies would be prepared, six (6) planning reports/studies were actually prepared. These are: 1) State of Hawaii Strategic Plan for Transit-Oriented Development (December 2017); 2) Hawaii 2050 Sustainability Plan Ten Year Measurement Update (2008-2017); 3) Hawaii State Plan Update, Phase 1 (March 2018); 4) Hawaii Community Stewardship Directory (2018); 5) Community Watershed Snapshot (CWS) Guidebook; and 6) Special Action Team on Affordable Rental Housing Report to the Twenty Ninth Hawaii State Legislature, Regular Session of

2018 (December 2017).

Item 2. The decrease in the number of actual county zoning and plan amendments reviewed in FY 18 (from 25 to 2) is likely due to a past error in projecting the number of planned reviews, as there are typically a low number of such referrals for review of these zoning and plan amendments from the counties. The planned number of such amendments should generally be less than six (6) per year.

Item 3. The number of Land Use Boundary Amendments and other LUC items reviewed by staff in any given fiscal year are determined by petitioner's responses to changing market conditions. Thus, the number of LUC items reviewed can vary significantly from year to year.

Item 4. The number of Special Permits, Environmental Assessments/Environmental Impact Statements (EAs/EISs) and other items that staff reviews in any given year is variable since the land use changes are initiated by petitioners.

Item 5. The differences between planned and actual numbers are subject to variation because CZM federal consistency review is a regulatory function that does not have any control over the number of applicants submitting reviews. In addition, recent federal consistency streamlining measures that were initiated by the OP have effectively reduced the number of reviews. Federal consistency streamlining initiatives include: adding exemptions for non-significant federally-funded projects; pre-approval of the Department of the Army Nationwide Permits and General Permits; general approval for Hawaiian fishpond restoration activities; and establishing an exemption for situations when the Governor or county mayors issue proclamations for emergency or disaster response purposes.

Item 6. The planned number of special management area (SMA) permits/approvals reviewed by the CZM Program was ten (10) but the actual number was eight (8). The difference between planned and actual numbers is subject to variation because the SMA permit review is a

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: STATEWIDE PLANNING & COORDINATION

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11 01 03 02  
BED 144

regulatory function that does not have control over the number of applicants submitting permit applications.

The number of planned SMA permits reviewed by the CZM Program for FY 18-19 is maintained at eight (8) given the trends from the past two (2) years and the number of environmental assessments for SMA applications.

Item 7. The large positive variance is attributable to large data layers comprising multiple data sets: coastal erosion data (29 data sets), census boundary layers (10 data sets), and climate layers (8 data sets).

Item 8. The large positive variance is attributable to multiple updates that were made to data layers coming from county, State, and federal partners. The Statewide GIS Program received almost 20 updates to various Tax Map Keys (TMK) and associated data layers, while 18 critical habitat layers were updated by the federal government.

Item 9. The variance is because the Statewide GIS Program currently lacks the resources to backfill metadata for data layers that have been provided without metadata. Many agencies, when contributing data, do not provide federally compliant metadata. Additionally, the program is researching the best formats and methods to enable the metadata to remain bound to the data across the Statewide GIS ecosystem/platform (geodatabase to map service to ArcGIS Online to Open Data Portal).

Item 10. The positive variance is indicative of the increased usage of the geoplatform and the success of the GIS Program in providing technical support to its users.

## VARIANCE REPORT

PROGRAM TITLE: STATEWIDE LAND USE MANAGEMENT

12/10/18

PROGRAM-ID: BED-103

PROGRAM STRUCTURE NO: 11010303

	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	7.00	6.00	- 1.00	14	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	630	551	- 79	13	160	124	- 36	23	495	497	+ 2	0
TOTAL COSTS												
POSITIONS	7.00	6.00	- 1.00	14	7.00	6.00	- 1.00	14	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	630	551	- 79	13	160	124	- 36	23	495	497	+ 2	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NUMBER OF BOUNDARY AMENDMENT PETITIONS AND SPECIAL					6	9	+ 3	50	6	9	+ 3	50
2. NUMBER OF ACCEPTED BOUNDARY AMENDMENT PETITIONS AN					10	12	+ 2	20	10	12	+ 2	20
3. NUMBER OF ACRES REVIEWED FOR RECLASSIFICATION					3000	3000	+ 0	0	3000	3000	+ 0	0
4. NUMBER OF ACRES REVIEWED FOR SPECIAL PERMIT					250	250	+ 0	0	250	250	+ 0	0
5. NUMBER OF INDIVIDUALS, BUSINESSES OR ORGANIZATIONS					600	500	- 100	17	600	500	- 100	17
6. 6. NUMBER OF CONTESTED PROGRAM DECISIONS PROCESSED					2	2	+ 0	0	2	2	+ 0	0
7. NUMBER OF MOTIONS PROCESSED					20	15	- 5	25	20	15	- 5	25
8. NUMBER OF DRAFT EIS RESPONSES ISSUED					20	19	- 1	5	20	19	- 1	5
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF APPLICANTS FOR LAND USE REVIEW					40	38	- 2	5	40	38	- 2	5
2. INDIVIDUALS OR BUSINESSES/ORGANIZATIONS INTERESTED					1300	1250	- 50	4	1300	1250	- 50	4
PART IV: PROGRAM ACTIVITY												
1. LAND USE DISTRICT BOUNDARY AMENDMENT PETITIONS PRO					6	6	+ 0	0	6	6	+ 0	0
2. SPECIAL PERMIT APPLICATIONS PROCESSED.					150	155	+ 5	3	150	155	+ 5	3
3. LAND USE DISTRICT BOUNDARY INTERPRETATIONS PROCESS					1400	1400	+ 0	0	1400	1400	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 01 03 03  
BED 103

PROGRAM TITLE: STATEWIDE LAND USE MANAGEMENT

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### PART I - EXPENDITURES AND POSITIONS

The actual expenditures for FY 18 were lower than projected as a result of Kauai County's decision not to file an Important Agricultural Land (IAL) designation, difficulty in filling the Planner IV position and a temporary vacancy in the Administrative position. Both positions have been filled as of FY 19 and there has been a significant increase in private landowner IAL petitions in FY 19. While FY 18 saw a slowdown in neighbor island petition filings, we have seen an upswing in 201H affordable housing projects and special permit extensions and applications on the neighbor islands in particular. While developers are slow to bring market housing petitions to the Land Use Commission (LUC), we are seeing an upswing in industrial mixed use projects with affordable housing components. The LUC also anticipates a significant increase in motions to amend and enforcement proceedings as landowners are reaching the end of proscribed development permits. Estimated expenditures excludes anticipated restrictions on general funds. The first quarter expenditures were lower than budget but we expect expenditures to increase in the last three quarters.

### PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, 5 and 7. Amounts are due to variances in filings. Initial projections are estimates based on experience. We do not control the number of petitions or filings over the course of a year. Annual estimates are not definitive.

### PART III - PROGRAM TARGET GROUPS

No significant variances.

### PART IV - PROGRAM ACTIVITIES

No significant variances.

PROGRAM TITLE: ECONOMIC PLANNING & RESEARCH  
 PROGRAM-ID: BED-130  
 PROGRAM STRUCTURE NO: 11010304

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	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0
EXPENDITURES (\$1000's)	1,223	1,199	-	24	2	510	484	-	26	5	977	963	-	14	1
TOTAL COSTS															
POSITIONS	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0
EXPENDITURES (\$1000's)	1,223	1,199	-	24	2	510	484	-	26	5	977	963	-	14	1
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. PROG. OUTPUTS CITED IN MAJOR MEDIA (AVE.MONTHLY#)						10	10	+	0	0	10	10	+	0	0
2. ACCURACY OF ECON FORECASTS (% ERROR)						5	3	-	2	40	5	5	+	0	0
PART III: PROGRAM TARGET GROUP															
1. VISITS TO PROGRAM WEBSITE (AVE PER MONTH, THOUS.)						15.5	15.5	+	0	0	15.5	15.5	+	0	0
PART IV: PROGRAM ACTIVITY															
1. DATA SERIES MAINTAINED ON-LINE (X 100)						52	53	+	1	2	53	53	+	0	0
2. OTHER ECONOMIC AND STATISTICAL REPORTS ISSUED (#)						42	42	+	0	0	43	42	-	1	2

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: ECONOMIC PLANNING & RESEARCH

11 01 03 04  
BED 130

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### PART I - EXPENDITURES AND POSITIONS

No significant variances.

### PART II - MEASURES OF EFFECTIVENESS

Item 2. Forecast closer than planned.

### PART III - PROGRAM TARGET GROUPS

No significant variances.

### PART IV - PROGRAM ACTIVITIES

No significant variances.

PROGRAM TITLE:

DEPARTMENTAL ADMINISTRATION &amp; BUDGET DIV

12/10/18

PROGRAM-ID:

BUF-101

PROGRAM STRUCTURE NO: 11010305

	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	47.00	47.00	+ 0.00	0	47.00	47.00	+ 0.00	0	47.00	47.00	+ 0.00	0
EXPENDITURES (\$1000's)	42,327	40,055	- 2,272	5	2,280	2,280	+ 0	0	9,409	9,409	+ 0	0
TOTAL COSTS												
POSITIONS	47.00	47.00	+ 0.00	0	47.00	47.00	+ 0.00	0	47.00	47.00	+ 0.00	0
EXPENDITURES (\$1000's)	42,327	40,055	- 2,272	5	2,280	2,280	+ 0	0	9,409	9,409	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RECOMMENDATIONS MADE ON DEPT REQUESTS					90	NO DATA	- 90	100	90	NO DATA	- 90	100
2. % OF VENDOR PAYMENTS MADE WITHIN 30 DAYS					95	95	+ 0	0	95	95	+ 0	0
3. % OF VAR IN EXP FOR FIXED COSTS COMPARE WITH ALLOT					95	95	+ 0	0	95	95	+ 0	0
4. % OF PAYROLL RELATED HRMS TRANSACTION COMPLETED					100	100	+ 0	0	100	100	+ 0	0
5. % OF USER IT TROUBLE SHOOTING REQUESTS RESONDED					100	100	+ 0	0	100	100	+ 0	0
6. % OF PC AND LAN MALFUNCTIONS RESPONDED					100	100	+ 0	0	100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. GOVERNOR AND EXECUTIVE AGENCIES					20	20	+ 0	0	20	20	+ 0	0
2. # OF DEPARTMENTAL DIVISIONS AND ATTACHED AGENCY					NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF PROGRAM BUDGET REQUESTS REVIEWED					1000	NO DATA	- 1000	100	1000	NO DATA	- 1000	100
2. # OF REFERRALS PROCESSED					265	265	+ 0	0	265	265	+ 0	0
3. # OF LEGISLATIVE PROPOSALS REVIEWED FOR THE GOV					1000	NO DATA	- 1000	100	1000	NO DATA	- 1000	100
4. # OF BILLS PASSED BY THE LEG REVIEWED FOR THE GOV					265	200	- 65	25	265	265	+ 0	0
5. AVG # OF DELEGATED CLASSIFICATION ACTIONS					56	56	+ 0	0	56	56	+ 0	0
6. # OF NON-ROUTINE HR CONSULTATIVE SERVICES					400	400	+ 0	0	400	400	+ 0	0
7. NUMBER OF CIP ALLOTMENT REQUESTS REVIEWED					1	0	- 1	100	1	0	- 1	100
8. # OF POSITIONS PROVIDING HR SUPPORT					4	4	+ 0	0	4	4	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: DEPARTMENTAL ADMINISTRATION & BUDGET DIV

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11 01 03 05  
BUF 101

### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due primarily to the unpredictable nature of expenditures for witness and attorney fees.

### PART II - MEASURES OF EFFECTIVENESS

Item 1. No data available.

### PART III - PROGRAM TARGET GROUPS

Item 2. The Department of Budget and Finance (B&F) has 7 programs and attached agencies as target groups. A correction to the planned figures will be made during the next update.

### PART IV - PROGRAM ACTIVITIES

Items 1 & 3. No data available.

Item 4. It is assumed all bills get routed through B&F, Budget, Program Planning and Management; therefore, these data represent the number of bills that passed the Legislature for the 2018 Regular Session from the Legislative website.

Item 7. There were no capital improvement projects in FY 18.



STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: COLLECTIVE BARGAINING STATEWIDE

12/10/18

PROGRAM-ID: BUF-102

PROGRAM STRUCTURE NO: 11010307

	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	0.00	0.00	+	0.00	0												
EXPENDITURES (\$1000's)	93	0	-	93	100												
TOTAL COSTS																	
POSITIONS	0.00	0.00	+	0.00	0												
EXPENDITURES (\$1000's)	93	0	-	93	100												
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19							
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%		
PART II: MEASURES OF EFFECTIVENESS																	
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM						NO DATA	NO DATA	+		0	0	NO DATA	NO DATA	+		0	0
PART III: PROGRAM TARGET GROUP																	
1. STATE EXECUTIVE BRANCH AGENCIES						20	20	+		0	0	20	20	+		0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: COLLECTIVE BARGAINING STATEWIDE

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11 01 03 07  
BUF 102

### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to the funds being transferred to the respective departments/programs as opposed to being recorded as expenses.

### PART II - MEASURES OF EFFECTIVENESS

No measures have been developed or are applicable for this program for FY 18.

### PART III - PROGRAM TARGET GROUPS

No significant variance.

### PART IV - PROGRAM ACTIVITIES

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: VACATION PAYOUT - STATEWIDE

12/10/18

PROGRAM-ID: BUF-103

PROGRAM STRUCTURE NO: 11010308

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,700	9,700	+ 0	0	1,557	1,557	+ 0	0	8,143	8,143	+ 0	0
TOTAL COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,700	9,700	+ 0	0	1,557	1,557	+ 0	0	8,143	8,143	+ 0	0
PART II: MEASURES OF EFFECTIVENESS					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
					NO DATA	0	+ 0	0	NO DATA	0	+ 0	0
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM												

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: VACATION PAYOUT - STATEWIDE

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11 01 03 08  
BUF 103

### PART I - EXPENDITURES AND POSITIONS

No significant variance.

### PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program.

### PART III - PROGRAM TARGET GROUPS

### PART IV - PROGRAM ACTIVITIES

## VARIANCE REPORT

PROGRAM TITLE:

VOTING RIGHTS AND ELECTIONS

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110104

	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	23.00	21.00	- 2.00	9	23.00	23.00	+ 0.00	0	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,461	5,789	+ 1,328	30	1,410	1,109	- 301	21	2,576	2,393	- 183	7
TOTAL COSTS												
POSITIONS	23.00	21.00	- 2.00	9	23.00	23.00	+ 0.00	0	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,461	5,789	+ 1,328	30	1,410	1,109	- 301	21	2,576	2,393	- 183	7
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF WORK PRODUCT ALIGNED W/5-YEAR STRATEGIC PLAN					75	75	+ 0	0	95	95	+ 0	0
2. % OF COMM FILING FIN DISCLOSURE RPTS TIMELY					90	91	+ 1	1	90	92	+ 2	2
3. # ELIG PERSONS REGIS AS % TOTAL ELIG TO VOTE					71	71	+ 0	0	72	72	+ 0	0
4. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS					0	0	+ 0	0	60	60	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: VOTING RIGHTS AND ELECTIONS

11 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)

REPORT V61  
12/10/18

- 691 -

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 01 04 01  
AGS 871

PROGRAM TITLE: CAMPAIGN SPENDING COMMISSION

### PART I - EXPENDITURES AND POSITIONS

FY 18: The budgeted amount of expenditures for FY 18 was \$814,000; however, the actual expenditures was \$502,000. The variance is due to an overestimation of the amount of public funding provided to candidate committees and other expenditures. FY 18 was a non-election year; the number of applicants and amount disbursed for public funding are unpredictable and can differ every year.

FY 19, 1st Quarter: The budgeted amount of expenditures for 1st Quarter in FY 19 was \$285,000; however, the actual expenditures was \$181,000. The variance is due to the unpredictability in the amount of public funding given to candidate committees and the overestimation of other expenditures for the 1st Quarter of FY 19.

### PART II - MEASURES OF EFFECTIVENESS

Item 5 (FY 18): The number of enforcement actions taken to achieve compliance for FY 18 was estimated at 50; however, the actual number of enforcement actions taken was 15. The variance is due to compliance of committees filing their reports and/or paying their fines timely. The compliance of committees leads to fewer complaints.

Item 7 (FY 18): The amount of public financing provided for FY 18 was estimated at \$20,000; however, the actual amount of public financing provided was \$2,282. The variance is due to the overestimation of the amount of public funds distributed to candidate committees. FY 18 was a non-election year; the amount of public financing distributed to candidate committees are unpredictable and can differ every year.

Item 7 (FY 19): The amount of public financing to be provided for FY 19 was planned at \$400,000; however, the estimated amount of public financing to be provided for this fiscal year is \$200,000. The variance is due to the anticipated public finance distribution which historically averages to about \$200,000 in a fiscal year.

### PART III - PROGRAM TARGET GROUPS

Item 2 (FY 18): The number of noncandidate committees planned for FY 18 was 300; however, the actual amount of noncandidate committees was 260. The variance is due to the overestimation of noncandidate committees that registered with the Commission during FY 18.

### PART IV - PROGRAM ACTIVITIES

Item 4 (FY 18): The number of advisory opinions estimated for FY 18 was three (3); however, the actual amount of advisory opinions rendered was zero (0). The variance is due to the overestimation of advisory opinions requested by the public.

Item 5 (FY 18): The number of enforcement actions taken to achieve compliance for FY 18 was estimated at 50; however, the actual number of enforcement actions taken was 15. The variance is due to compliance of committees filing their reports and/or paying their fines timely. The compliance of committees leads to fewer complaints.

Item 6 (FY 18): The number of candidates who qualified and received public funding for FY 18 was estimated at five (5); however, the actual number of candidates who qualified and received public funding was one (1). The variance is due to the overestimation of candidates who applied and qualified for public funding.

Item 7 (FY 18): The number of \$3 Hawaii Income Tax Check-Offs for FY 18 was estimated at \$48,000; however, the actual number of \$3 Hawaii Income Tax Check-Offs was \$65,103. The variance is due to the underestimation of the number of \$3 Hawaii Income Tax Check-Offs.

Item 7 (FY 19): The number of \$3 Hawaii Income Tax Check-Offs for FY 19 was planned at \$47,000; however, the estimated number of \$3 Hawaii Income Tax Check-Offs for this fiscal year is \$55,000. The variance is due to the anticipated increase in the number of \$3 Hawaii Income Tax Check-Offs which may result from the increased public awareness and access of campaign finance committee data and information.



VARIANCE REPORT NARRATIVE  
FY 2018 AND FY 2019

PROGRAM TITLE: CAMPAIGN SPENDING COMMISSION

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11 01 04 01  
AGS 871

Item 9 (FY 18): The number of campaign spending related bills that were introduced and passed for FY 18 was estimated at one (1); however, the actual number of bills passed was two (2). The variance is due to an underestimation of bills passing during the legislative session.

## VARIANCE REPORT

PROGRAM TITLE: OFFICE OF ELECTIONS

PROGRAM-ID: AGS-879

PROGRAM STRUCTURE NO: 11010402

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	16.00	- 2.00	11	18.00	18.00	+ 0.00	0	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,647	5,287	+ 1,640	45	1,125	928	- 197	18	2,047	1,835	- 212	10
TOTAL COSTS												
POSITIONS	18.00	16.00	- 2.00	11	18.00	18.00	+ 0.00	0	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,647	5,287	+ 1,640	45	1,125	928	- 197	18	2,047	1,835	- 212	10
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # ELIG PERSONS REGIS AS % TOTAL ELIG TO VOTE		71	71	+ 0	0				72	72	+ 0	0
2. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS		0	0	+ 0	0				60	60	+ 0	0
3. % OF MANUAL AUDIT PRECNTS MATCH COMP GEN RESULTS		0	0	+ 0	0				100	100	+ 0	0
4. % POLL BOOK AUDIT PRECNTS MATCH COMP GEN RESULTS		0	0	+ 0	0				100	100	+ 0	0
5. # COMPLAINTS & CHALLENGES TO ELECTION SYSTEM		0	0	+ 0	0				0	0	+ 0	0
6. # COMPLAINTS FILED & RESLVD AS % TOT COMPL RECD		100	100	+ 0	0				100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. RESIDENTS ELIGIBLE TO VOTE (THOUSANDS)		875	875	+ 0	0				875	875	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. PRVD VTR REGIS SVCS TO QUAL CITIZENS (000'S)		691	757	+ 66	10				695	760	+ 65	9
2. PROVIDE VOTER EDUCATION SERVICES (000'S)		691	757	+ 66	10				695	760	+ 65	9
3. PROVIDE VOTER ORIENTATION TO NTRLZD CITS (000'S)		12	12	+ 0	0				12	12	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: OFFICE OF ELECTIONS

11 01 04 02  
AGS 879

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### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures for FY 18 are due to restrictions and less expenditures in special funds.

The variance in the expenditures in the first quarter of FY 19 are due to than lower than projected expenditures in special funds and restrictions on general fund expenditures. The increase in estimated expenditures in the nine (9) months ending June 30, 2019, is due to projected expenses.

### PART II - MEASURES OF EFFECTIVENESS

There are no significant variances in the measures of effectiveness.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

Items 1 and 2: Provided Voter Registration Services to Qualified Citizens (000's); Provide Voter Education Services (000's) had planned numbers that were incorrect. The correct numbers have been filled in and that accounts for the variance.

## VARIANCE REPORT

PROGRAM TITLE: FISCAL MANAGEMENT

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1102

	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	460.00	402.00	- 58.00	13	467.00	411.00	- 56.00	12	467.00	467.00	+ 0.00	0
EXPENDITURES (\$1000's)	384,297	370,155	- 14,142	4	62,853	61,266	- 1,587	3	350,596	350,551	- 45	0
TOTAL COSTS												
POSITIONS	460.00	402.00	- 58.00	13	467.00	411.00	- 56.00	12	467.00	467.00	+ 0.00	0
EXPENDITURES (\$1000's)	384,297	370,155	- 14,142	4	62,853	61,266	- 1,587	3	350,596	350,551	- 45	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS		.70	1.23	+ 0.53	76		.70	1.5	+ 0.8	114		
2. AV LENGTH OF TIME BETWEEN AUDITS		6	6	+ 0	0		6	6	+ 0	0		
3. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY		5	5	+ 0	0		5	5	+ 0	0		

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: FISCAL MANAGEMENT

11 02

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

PROGRAM TITLE: REVENUE COLLECTION

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110201

	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	386.00	338.00	- 48.00	12	398.00	351.00	- 47.00	12	398.00	398.00	+ 0.00	0
EXPENDITURES (\$1000's)	28,365	27,411	- 954	3	8,012	6,554	- 1,458	18	23,002	23,002	+ 0	0
TOTAL COSTS												
POSITIONS	386.00	338.00	- 48.00	12	398.00	351.00	- 47.00	12	398.00	398.00	+ 0.00	0
EXPENDITURES (\$1000's)	28,365	27,411	- 954	3	8,012	6,554	- 1,458	18	23,002	23,002	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RETURNS AUDITED RESULTING IN ADJUSTMENTS					50	68.6	+ 18.6	37	50	70.83	+ 20.83	42

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: REVENUE COLLECTION

11 02 01

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII  
PROGRAM TITLE: COMPLIANCE  
PROGRAM-ID: TAX-100  
PROGRAM STRUCTURE NO: 11020101

## 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	194.00	167.00	- 27.00	14	192.00	169.00	- 23.00	12	192.00	192.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,148	10,486	- 662	6	2,944	2,929	- 15	1	8,209	8,209	+ 0	0
TOTAL COSTS												
POSITIONS	194.00	167.00	- 27.00	14	192.00	169.00	- 23.00	12	192.00	192.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,148	10,486	- 662	6	2,944	2,929	- 15	1	8,209	8,209	+ 0	0
	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RETURNS AUDITED AS % OF RETURNS FILED	2.60	2.1	- 0.5	19	2.60	2.7	+ 0.1	4				
2. % OF RETURNS AUDITED RESULTING IN ADJUSTMENTS	53	68.6	+ 15.6	29	53	70.83	+ 17.83	34				
3. % INCR/DECR IN TOTAL DELINQUENT TAXES OUTSTANDING	4	14.9	+ 10.9	273	4	7.8	+ 3.8	95				
PART III: PROGRAM TARGET GROUP												
1. NO. OF ACTIVE BUSINESS LICENSES DURING FISCAL YEAR	625000	543345	- 81655	13	625000	489010	- 135990	22				
2. TOTAL DELINQUENT TAXES OUTSTANDING DURING THE FY	430	480	+ 50	12	430	518	+ 88	20				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF RETURNS AUDITED	21700	23758	+ 2058	9	21700	24000	+ 2300	11				
2. NUMBER OF ASSESSMENTS MADE	11200	16291	+ 5091	45	11200	17000	+ 5800	52				
3. TOTAL AMOUNT OF COLLECTION MADE WITH ASSESSMENTS	16	21.9	+ 5.9	37	16	21.9	+ 5.9	37				
4. AMOUNT OF DELINQUENT TAXES COLLECTED	200	222	+ 22	11	200	247	+ 47	24				
5. NUMBER OF TAX LIENS FILED	3500	1720	- 1780	51	3500	400	- 3100	89				
6. NUMBER OF LEVIES PROCESSED	16000	14769	- 1231	8	16000	16000	+ 0	0				



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: COMPLIANCE

11 02 01 01  
TAX 100

### PART I - EXPENDITURES AND POSITIONS

The Department of Taxation (TAX) faced challenges in filling vacant positions because of the resignation, transfer, retirement and promotion of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

recommended levies. Rollout 4 is not yet fully implemented. Reduction in liens and levies due to reduced production and collection staff levels during TSM rollout.

Item 6. See explanation for Item 5.

### PART II - MEASURES OF EFFECTIVENESS

Item 1. FY 2018 Actual was impacted by staff committed to TSM work and the commencement of rollout 4.

Item 2. For FY 2018 Actual impacted by staff committed to the Tax System Modernization (TSM) work. For FY 2019 estimated positive variance will decline due to the staff resources committed to the TSM project.

Item 3. Reduced production due to collection staff levels involved in TSM rollout work.

### PART III - PROGRAM TARGET GROUPS

Item 1. With the cleansing of the database for the TSM project, inactive licenses have been eliminated.

Item 2. Explained in Part II Item 3.

### PART IV - PROGRAM ACTIVITIES

Item 2. Concentration on Non-Filers focus area based on viable automated and manual audit leads.

Item 3. Concentrated focus in special projects in addition to timing of inflow of cash from assessments.

Item 4. Explained in Part II Item 3.

Item 5. TSM rollout 4 is to be based on recommended liens and

## STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 11020103

TAX SERVICES AND PROCESSING

TAX-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	118.00	103.00	- 15.00	13	132.00	116.00	- 16.00	12	132.00	132.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,747	6,268	- 479	7	1,693	1,592	- 101	6	5,081	5,081	+ 0	0
TOTAL COSTS												
POSITIONS	118.00	103.00	- 15.00	13	132.00	116.00	- 16.00	12	132.00	132.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,747	6,268	- 479	7	1,693	1,592	- 101	6	5,081	5,081	+ 0	0

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVE BUSINESS DAYS TO DEPOSIT CHECKS FROM TAXPAYERS	8	8	+ 0	0	8	8	+ 0	0
2. % NON-WORKLISTED REFUNDS COMPLETED IN 45 BUS DAYS	90	90	+ 0	0	90	90	+ 0	0
3. AVERAGE CALL ANSWER RATE	75	74	- 1	1	75	90	+ 15	20
4. AVE CAL DAYS TO RESPOND TO PAPR/ELEC CORRESPNDNCE	7	30	+ 23	329	7	10	+ 3	43
5. % INC/DEC ELECTRONIC FILINGS OVER PRIOR FISCAL YR	10	31	+ 21	210	10	10	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. NUMBER OF TAXPAYERS FILING SELECTED KEY RETURNS	1100000	1122196	+ 22196	2	1100000	1100000	+ 0	0
2. NUMBER OF CALLERS REQUESTING PERSONAL ASSISTANCE	270000	116697	- 153303	57	270000	120000	- 150000	56
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED	28000	58194	+ 30194	108	28000	30000	+ 2000	7

PART IV: PROGRAM ACTIVITY								
1. NUMBER OF TAX RETURNS FILED	750000	1122196	+ 372196	50	750000	1100000	+ 350000	47
2. NO. TELEPHONE CALLS SERVICED BY CUSTOMER SVC REP	125000	116697	- 8303	7	125000	125000	+ 0	0
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED	27000	58194	+ 31194	116	27000	30000	+ 3000	11

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 02 01 03  
TAX 105

PROGRAM TITLE: TAX SERVICES AND PROCESSING

### PART I - EXPENDITURES AND POSITIONS

The Department of Taxation (TAX) faced challenges in filling vacant positions because of the resignation, transfer, retirement and promotion of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

### PART II - MEASURES OF EFFECTIVENESS

Item 4. The response time for written correspondence has increased due to priority given to call center and walk-in traffic.

Item 5. E-filing for individual has grown very little due to the majority of online taxpayers already filing. General Excise, Transient Accommodation, Withholding and Corporate filings have increased by 28%.

### PART III - PROGRAM TARGET GROUPS

Item 1. The returns filed are only annual returns filed and do not include an additional 743,922 monthly, quarterly and semi-annual general excise and transient accommodations returns.

Item 2. Calls have leveled due to improved online communications with taxpayers as well as fewer changes in process.

Item 3. The increase in written and electronic communication in FY2017-18 was due to the rollout 2 which include general excise and transient accommodations changing to the new Hawaii Tax Online website and related issues. For FY 2018-19, the correspondence and email has decreased to a stable 30,000 per year because the taxpayers are accustomed to the new forms, website and other attributes of the Gentax system.

### PART IV - PROGRAM ACTIVITIES

Item 1. The planned number of 750,000 was incorrectly stated and should have been 1,100,000. The returns filed are only annual returns filed and

do not include an additional 743,922 monthly, quarterly and semi-annual general excise and transient accommodations returns.

Item 2. Calls have leveled due to improved online communications with taxpayers as well as fewer changes in process.

Item 3. Increase in communications from taxpayers was due to the Tax System Modernization (TSM) project. Taxpayers needed assistance with filing both paper and online returns, as well as monthly letters being sent to taxpayers with liabilities.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

SUPPORTING SERVICES - REVENUE COLLECTION

12/10/18

PROGRAM-ID:

TAX-107

PROGRAM STRUCTURE NO: 11020104

	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	74.00	68.00	-	6.00	8	74.00	66.00	-	8.00	11	74.00	74.00	+	0.00	0
EXPENDITURES (\$1000's)	10,470	10,657	+	187	2	3,375	2,033	-	1,342	40	9,712	9,712	+	0	0
TOTAL COSTS															
POSITIONS	74.00	68.00	-	6.00	8	74.00	66.00	-	8.00	11	74.00	74.00	+	0.00	0
EXPENDITURES (\$1000's)	10,470	10,657	+	187	2	3,375	2,033	-	1,342	40	9,712	9,712	+	0	0
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF TAX LAW CHANGES						12	18	+	6	50	12	15	+	3	25

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 02 01 04  
TAX 107

PROGRAM TITLE: SUPPORTING SERVICES - REVENUE COLLECTION

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### PART I - EXPENDITURES AND POSITIONS

The Department of Taxation (TAX) faced challenges in filling vacant positions because of the resignation, transfer, retirement and promotion of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

The variance in expenditures in the first quarter of FY 19 was due to TAX receiving six additional exempt positions and funding for the Special Enforcement Section. Two positions have been filled with start dates in November and December 2018.

### PART II - MEASURES OF EFFECTIVENESS

No Measures of Effectiveness have been developed for this program.

### PART III - PROGRAM TARGET GROUPS

No Program Target Groups have been developed for this program.

### PART IV - PROGRAM ACTIVITIES

Item 1. More legislative activity in the tax area than an average legislative session.

	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	50.00	40.00	- 10.00	20	45.00	36.00	- 9.00	20	45.00	45.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,581	3,491	- 90	3	810	681	- 129	16	3,374	3,329	- 45	1
TOTAL COSTS												
POSITIONS	50.00	40.00	- 10.00	20	45.00	36.00	- 9.00	20	45.00	45.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,581	3,491	- 90	3	810	681	- 129	16	3,374	3,329	- 45	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY					5	5	+ 0	0	5	5	+ 0	0
2. AV LENGTH OF TIME BETWEEN AUDITS					6	6	+ 0	0	6	6	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: FISCAL PROCEDURES AND CONTROL

11 02 02

### 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

PROGRAM TITLE:

ACCOUNTING SYSTEM DEVELOPMENT &amp; MAINTENANCE

12/10/18

PROGRAM-ID:

AGS-101

PROGRAM STRUCTURE NO: 11020201

	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	12.00	6.00	-	6.00	50	9.00	4.00	-	5.00	56	9.00	9.00	+	0.00	0
EXPENDITURES (\$1000's)	833	814	-	19	2	141	129	-	12	9	907	836	-	71	8
TOTAL COSTS															
POSITIONS	12.00	6.00	-	6.00	50	9.00	4.00	-	5.00	56	9.00	9.00	+	0.00	0
EXPENDITURES (\$1000's)	833	814	-	19	2	141	129	-	12	9	907	836	-	71	8
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % PROJECTS COMPL FOR NEW SYSTEMS/ENHANCE-GOAL 75%					75	73	-	2	3	75	75	+	0	0	
2. % PROJECTS COMPL FOR ACCTG MANUALS/FORMS-GOAL 80%					80	80	+	0	0	80	80	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. NO. OF REQUESTS TO DEV NEW SYSTEMS/MODIFY EXISTING					30	28	-	2	7	30	30	+	0	0	
2. NO. REQUESTS NEW/CHANGES TO ACCOUNTNG MANUALS/FORM					8	8	+	0	0	8	8	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. NO. OF HOURS - DEV OF NEW SYTEMS/MODIFY EXISTING					11600	7052	-	4548	39	11600	8400	-	3200	28	
2. NO. OF HOURS - MAINT/MGMT ACCOUNTING MANUALS/FORMS					400	74	-	326	82	400	400	+	0	0	



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: ACCOUNTING SYSTEM DEVELOPMENT & MAINTENANCE

11 02 02 01  
AGS 101

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### PART I - EXPENDITURES AND POSITIONS

For FY 18, the variance in positions is due to the five vacant Accountant V and one Accountant VI positions as a result of the half-year funding and a retirement.

For the 1st quarter of FY 19, the variance in positions is due to two recent retirements and the three vacant Accountant Vs.

### PART II - MEASURES OF EFFECTIVENESS

No significant variances for measures of effectiveness.

### PART III - PROGRAM TARGET GROUPS

No significant variances for program target groups.

### PART IV - PROGRAM ACTIVITIES

For FY 18, the variances for Items 1 and 2 are due to the five vacant Accountant V and one Accountant VI positions.

For FY 19, the variance for Item 1 is due to the delay in hiring of the three Accountant Vs.

	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	15.00	-	3.00	17	16.00	14.00	-	2.00	13	16.00	16.00	+	0.00	0
EXPENDITURES (\$1000's)	1,263	1,289	+	26	2	244	198	-	46	19	1,089	1,128	+	39	4
TOTAL COSTS															
POSITIONS	18.00	15.00	-	3.00	17	16.00	14.00	-	2.00	13	16.00	16.00	+	0.00	0
EXPENDITURES (\$1000's)	1,263	1,289	+	26	2	244	198	-	46	19	1,089	1,128	+	39	4
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY						5	5	+	0	0	5	5	+	0	0
2. % OF LATE PAYMENTS-GOAL 5% STATEWIDE						7	11	+	4	57	7	7	+	0	0
3. % OF PAYMT VOUCHER PROCESSED W/ NO ERRORS-GOAL 90%						98	99	+	1	1	98	98	+	0	0
PART III: PROGRAM TARGET GROUP															
1. NO. OF PAYMENT VOUCHERS PROCESSED (IN THOUSANDS)						75	78	+	3	4	75	75	+	0	0
PART IV: PROGRAM ACTIVITY															
1. NO. OF CONTRACTS EXAMINED						1100	1400	+	300	27	1100	1100	+	0	0
2. NO. OF PAYCHECKS ISSUED (IN THOUSANDS)						215	205	-	10	5	215	215	+	0	0
3. NO. OF CHECKS (NON-PAYROLL) ISSUED (IN THOUSANDS)						575	525	-	50	9	575	575	+	0	0
4. NO. OF PAYMENTS MADE ELECTRONICALLY (IN THOUSANDS)						500	584	+	84	17	500	500	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 02 02 02  
AGS 102

PROGRAM TITLE: EXPENDITURE EXAMINATION

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### PART I - EXPENDITURES AND POSITIONS

For FY 18, the variance in position counts was the result of three vacancies. One position only received full year funding in Act 53, SLH 2018. All positions are in the process of recruitment and are expected to be filled in the near future. Variance in expenditures was the result of the contingency restriction and decrease in mailing and other expenditures.

For FY 19, the variance in position counts resulted from open vacancies that are still in the recruitment process.

For FY 19, there is anticipated reduced mailing and other related current expenses due to the shift to payments being made electronically.

### PART II - MEASURES OF EFFECTIVENESS

Item 2: Variance due to late processing by departments.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group. Program anticipates increase in procurement card payments.

### PART IV - PROGRAM ACTIVITIES

Item 1: The number of contracts examined increased due to new grants issued, issuance of emergency proclamations and the transition of Hawaii Tourism Authority (HTA) into the State Treasury.

Item 4: The number of electronic payments increased due to the Unemployment Insurance law requiring direct deposits for new applicants.

## 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	13.00	12.00	-	1.00	8	13.00	12.00	-	1.00	8	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	915	819	-	96	10	236	223	-	13	6	679	697	+	18	3
TOTAL COSTS															
POSITIONS	13.00	12.00	-	1.00	8	13.00	12.00	-	1.00	8	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	915	819	-	96	10	236	223	-	13	6	679	697	+	18	3
						FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. AV TIME TO ISSUANCE OF CAFR-GOAL 6 MONTHS						6	6	+	0	0	6	6	+	0	0
2. AV TIME TO ISSUANCE OF QTRLY FIN RPTS-GOAL 4 WEEKS						4	4	+	0	0	4	4	+	0	0
3. AV TIME TO POST ALLOTMENT DOCUMENTS-GOAL 4 WK DAYS						4	4	+	0	0	4	4	+	0	0
PART III: PROGRAM TARGET GROUP															
1. NO. OF DEPTS/AGENCIES RECEIVING FINANCIAL REPORTS						36	36	+	0	0	36	36	+	0	0
2. NO. OF FINANCIAL REPORTS DISTRIBUTED TO DEPTS						11	11	+	0	0	11	11	+	0	0
PART IV: PROGRAM ACTIVITY															
1. NO. OF ALLOTMENT DOCUMENTS PROCESSED						5000	4722	-	278	6	5000	5000	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: RECORDING AND REPORTING

11 02 02 03  
AGS 103

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### PART I - EXPENDITURES AND POSITIONS

The position variance for FY 18 and first quarter of FY 19 is due to one vacant position open since April 2018.

The FY 18 variance in total expenditures is due primarily to the vacant position.

### PART II - MEASURES OF EFFECTIVENESS

There are no significant variances in this category.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in this category.

### PART IV - PROGRAM ACTIVITIES

Item 1: The variance in FY 18 is due to fewer number of allotment documents processed than what was projected.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: INTERNAL POST AUDIT

12/10/18

PROGRAM-ID: AGS-104

PROGRAM STRUCTURE NO: 11020204

	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	7.00	7.00	+	0.00	0	7.00	6.00	-	1.00	14	7.00	7.00	+	0.00	0
EXPENDITURES (\$1000's)	570	569	-	1	0	189	131	-	58	31	699	668	-	31	4
TOTAL COSTS															
POSITIONS	7.00	7.00	+	0.00	0	7.00	6.00	-	1.00	14	7.00	7.00	+	0.00	0
EXPENDITURES (\$1000's)	570	569	-	1	0	189	131	-	58	31	699	668	-	31	4
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. NO. OF STATUTORY AUDITS COMP AS % OF TOTAL PLANNED					100	63	-	37	37	100	100	+	0	0	
2. NO. SELF-ASSESS IC QUEST COMPL AS % OF TOTAL REQ					0	0	+	0	0	100	0	-	100	100	
3. NO. FIN AUDIT RPTS REV AS % TOTAL BY OFFICE OF AUD					100	11	-	89	89	100	11	-	89	89	
4. NO. COMPLIANCE AUD RPTS REV AS % TTL BY OFF OF AUD					100	83	-	17	17	100	83	-	17	17	
5. AV LENGTH OF TIME BETWEEN AUDITS					6	6	+	0	0	6	6	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. NUMBER OF STATUTORY REQUIRED AUDITS					256	12	-	244	95	256	18	-	238	93	
2. NO. OF EXEC DEPTS SUB TO COMPTROLLER ACCT POLICIES					17	18	+	1	6	17	18	+	1	6	
3. NO. OF FINANCIAL AUDITS PLANNED BY OFF OF AUDITOR					9	1	-	8	89	9	1	-	8	89	
4. NO. OF COMPLIANCE AUDITS PLANNED BY OFF OF AUDITOR					12	10	-	2	17	12	10	-	2	17	
PART IV: PROGRAM ACTIVITY															
1. MONITOR IC & ACCTG SYS THROUGH STATUTORY REQ AUDIT					19	12	-	7	37	19	18	-	1	5	
2. MONITOR DEP IC THROUGH SELF-ASSMT IC QUESTIONNAIRE					0	0	+	0	0	17	0	-	17	100	
3. MONITOR IC BY REV OFFICE OF AUDITOR FIN AUDIT RPTS					9	1	-	8	89	9	1	-	8	89	
4. MONITOR DEPT BY REV OFF OF AUDITOR COMPLIANCE RPTS					12	10	-	2	17	12	10	-	2	17	

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 02 02 04  
AGS 104

PROGRAM TITLE: INTERNAL POST AUDIT

### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures and positions for the 1st quarter of fiscal year 2018-2019 is primarily due to one (1) vacant permanent position and two (2) vacant temporary positions. All permanent and temporary positions are expected to be filled by the end of fiscal year 2018-2019.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: Variance in number of statutory audits completed compared to planned audits is due to the implementation of verification procedures as required by Act 1, 2017 First Special Session (Act 1), for the capital costs of the Honolulu Authority for Rapid Transportation. This variance will be reduced in the future due to the filling of two (2) exempt positions as authorized by Act 1.

Item 2: Budgeted variance in percentage of completed self-assessment internal control questionnaires is due to a change in focus for the identification of internal control issues, which is more efficiently identified in the review of financial statement audits and related single audits for compliance with Federal award program requirements.

Item: 3: Variance in percentage of financial statement only audits reviewed is due to review of Executive Branch audits either covered through the comprehensive annual financial report or through separate financial statement audits of Executive Branch audits. Review of division, agency or other separately attached governmental entities are not reviewed unless material weaknesses in internal controls are noted in audit reports of external auditors.

Item 4: Variance in percentage of financial statement audit and related single audits for compliance with Federal award program requirements is due to the actual number of audits completed by external auditors.

### PART III - PROGRAM TARGET GROUPS

Item 1: The program target group for statutory audits is comprised of the entire population which is audited, primarily the non appropriated funds of

each school, every 6 to 8 years. The actual number of audits completed, as noted in the measure of effectiveness section, was 63% of the planned audits for fiscal year 2017-2018 and is projected at a similar percentage for fiscal year 2018-2019.

Item 3: Refer to Item 3. in Measures of Effectiveness section for explanation of variance.

Item 4: Refer to Item 4. in Measures of Effectiveness section for explanation of variance.

### PART IV - PROGRAM ACTIVITIES

Item 1: Refer to Item 1. in Measures of Effectiveness section for explanation of variance.

Item 3: Refer to Item 3. in Measures of Effectiveness section for explanation of variance.

Item 4: Refer to Item 4. in Measures of Effectiveness section for explanation of variance.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: FINANCIAL ADMINISTRATION

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110203

	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	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	352,351	339,253	- 13,098	4	54,031	54,031	+ 0	0	324,220	324,220	+ 0	0
TOTAL COSTS												
POSITIONS	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	352,351	339,253	- 13,098	4	54,031	54,031	+ 0	0	324,220	324,220	+ 0	0



VARIANCE REPORT NARRATIVE  
FY 2018 AND FY 2019

PROGRAM TITLE: FINANCIAL ADMINISTRATION

11 02 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

PROGRAM TITLE: FINANCIAL ADMINISTRATION  
 PROGRAM-ID: BUF-115  
 PROGRAM STRUCTURE NO: 11020301

	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	24.00	24.00	+	0.00	0	24.00	24.00	+	0.00	0	24.00	24.00	+	0.00	0
EXPENDITURES (\$1000's)	13,859	12,916	-	943	7	2,878	2,878	+	0	0	10,936	10,936	+	0	0
TOTAL COSTS															
POSITIONS	24.00	24.00	+	0.00	0	24.00	24.00	+	0.00	0	24.00	24.00	+	0.00	0
EXPENDITURES (\$1000's)	13,859	12,916	-	943	7	2,878	2,878	+	0	0	10,936	10,936	+	0	0
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%
PART II: MEASURES OF EFFECTIVENESS															
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS						.70	1.23	+	0.53	76	.70	1.5	+	0.8	114
2. RATE OF INT PD ON STATE BONDS REL TO BOND INDEX(%)						90	NO DATA	-	90	100	90	NO DATA	-	90	100
3. % TREASURY TRANSACTNS UNRECONCILED AFTER 30 DAYS						8	31	+	23	288	8	10	+	2	25
4. % INCR IN NEW UNCLAIMED PROP HOLDER REPTS FILED						8	8	+	0	0	8	10	+	2	25
5. % INCR IN UNCLAIMED PROPERTY AMOUNTS REPORTED						1	19	+	18	1800	1	1	+	0	0
6. % INC IN RETURNS OF UNCLMD PROP TO RIGHTFUL OWNERS						-5	-34	-	29	-580	-5	5	+	10	-200
PART III: PROGRAM TARGET GROUP															
1. STATE DEPARTMENTS						20	20	+	0	0	20	20	+	0	0
2. STATE INVESTMENT ACCOUNTS						9	8	-	1	11	9	8	-	1	11
3. STATE FUND INVESTMENTS (\$ MILLIONS)						6000	6700	+	700	12	6000	6800	+	800	13
4. LOCAL AND MAINLAND FINANCIAL INSTITUTIONS						14	12	-	2	14	14	14	+	0	0
5. UNCLAIMED PROPERTY HOLDERS						17600	18417	+	817	5	17600	19000	+	1400	8
6. OWNERS OF UNCLAIMED PROPERTY						135000	1522000	+	1387000	1027	135000	1600000	+	1465000	1085
PART IV: PROGRAM ACTIVITY															
1. NO. OF STATE BOND ISSUES UNDERTAKEN						10	11	+	1	10	10	10	+	0	0
2. # STATE BOND CALLS AND/OR REDEMPTIONS INITIATED						2	NO DATA	-	2	100	2	NO DATA	-	2	100
3. NO. OF STATE BOND ACCOUNTS/HOLDERS SERVICED						30	NO DATA	-	30	100	30	NO DATA	-	30	100
4. AMOUNT OF STATE FUNDS MANAGED (IN MILLIONS)						6700	7700	+	1000	15	6700	7800	+	1100	16
5. NO. OF STATE AGENCY ACCOUNTS SERVICED						361	365	+	4	1	361	365	+	4	1
6. NO. OF UNCLAIMED PROPERTY CLAIMS PAID						10200	14140	+	3940	39	10200	15000	+	4800	47
7. AMOUNT OF UNCLAIMED PROPERTY CLAIMS PAID (000'S)						12000	10878	-	1122	9	12000	11000	-	1000	8

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 02 03 01  
BUF 115

PROGRAM TITLE: FINANCIAL ADMINISTRATION

### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due primarily to lower than anticipated other current expenses.

### PART II - MEASURES OF EFFECTIVENESS

1. The higher investment yields result from current market conditions which have seen short-term interest rates rise from 2 years ago when the planned figure was developed.

2. Data unavailable; measure will be removed in the next update.

3. A majority of the increase is due to a department not being able to record the Financial Accounting and Management Information System. The Uniform Accounting and Reporting Branch is being worked with to clear off other minor but long-outstanding items.

5. The variance is the result of increased industry awareness and holder compliance.

6. The variance is due to the decrease in claims filed by owners. The Unclaimed Property program has no direct control over the number of claims submitted on an annual basis.

### PART III - PROGRAM TARGET GROUPS

2. The decrease is due to one bank account being closed in the current year.

3. The variance is due to an increase in cash, on deposit, to be invested.

4. The decrease is due to a delay in adding new investment dealers.

6. The variance is due to the planned number not reflecting last year's corrected estimate. The corrected estimate of 1,425,000 would have resulted in a variance of only 7%.

### PART IV - PROGRAM ACTIVITIES

1. State bond issues are undertaken on an as needed basis, and may also be dependent upon the tax-exempt bond market conditions and/or government approvals (i.e. Multi-Family Housing Bond Issuances). Planned issuances were based on historical experience and agency projections; actual issuances resulted in one additional bond sale being issued than planned.

2. Data unavailable; measure will be removed in the next update.

3. Data unavailable; measure will be removed in the next update.

4. The variance is due to the net increase in cash receipts over disbursements for the year.

6. The variance is due to the planned number not reflecting last year's updated estimate. The updated estimate of 15,000 would have resulted in a variance of only -6%.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: DEBT SERVICE PAYMENTS - STATE

12/10/18

PROGRAM-ID: BUF-721

PROGRAM STRUCTURE NO: 11020303

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	338,492	326,337	- 12,155	4	51,153	51,153	+ 0	0	313,284	313,284	+ 0	0
TOTAL COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	338,492	326,337	- 12,155	4	51,153	51,153	+ 0	0	313,284	313,284	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM					NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: DEBT SERVICE PAYMENTS - STATE

11 02 03 03  
BUF 721

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### PART I - EXPENDITURES AND POSITIONS

The variance is due to debt service savings after finalized bond issuances, a portion of which was transferred out to provide funds for Kilauea lava flow disaster relief for the County of Hawaii.

### PART II - MEASURES OF EFFECTIVENESS

No values are provided for this program. Payments are budgeted on projections for principal and interest on bonded debt for capital improvement projects.

### PART III - PROGRAM TARGET GROUPS

### PART IV - PROGRAM ACTIVITIES

## 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	1,226.78	1,069.78	- 157.00	13	1,325.78	1,165.28	- 160.50	12	1,325.78	1,356.78	+ 31.00	2
EXPENDITURES (\$1000's)	1,247,032	1,186,372	- 60,660	5	475,074	136,298	- 338,776	71	842,239	850,035	+ 7,796	1
TOTAL COSTS												
POSITIONS	1,226.78	1,069.78	- 157.00	13	1,325.78	1,165.28	- 160.50	12	1,325.78	1,356.78	+ 31.00	2
EXPENDITURES (\$1000's)	1,247,032	1,186,372	- 60,660	5	475,074	136,298	- 338,776	71	842,239	850,035	+ 7,796	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES					5375	5339	- 36	1	5385	5359	- 26	0
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	103	+ 3	3	100	100	+ 0	0
3. PERCENTAGE UTILIZATION OF PARKING SPACES					105	90	- 15	14	105	90	- 15	14
4. COST SAVINGS OF HI ELECT PROC AWARDS (1000)					41000	51000	+ 10000	24	41000	50000	+ 9000	22
5. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ					15	16	+ 1	7	15	15	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: GENERAL SERVICES

11 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII  
PROGRAM TITLE: LEGAL SERVICES  
PROGRAM-ID: ATG-100  
PROGRAM STRUCTURE NO: 110301

## 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	400.78	332.78	- 68.00	17	416.78	353.28	- 63.50	15	416.78	368.78	- 48.00	12
EXPENDITURES (\$1000's)	73,346	60,979	- 12,367	17	16,994	15,612	- 1,382	8	54,561	55,943	+ 1,382	3
TOTAL COSTS												
POSITIONS	400.78	332.78	- 68.00	17	416.78	353.28	- 63.50	15	416.78	368.78	- 48.00	12
EXPENDITURES (\$1000's)	73,346	60,979	- 12,367	17	16,994	15,612	- 1,382	8	54,561	55,943	+ 1,382	3
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # OF CASES SETTLED, TRIED OR DECIDED		15000	21597	+ 6597	44		15000	22395	+ 7395	49		
2. # OF INVESTIGATIONS COMPLETED		5000	5125	+ 125	3		5000	5197	+ 197	4		
3. # LEGAL OPINIONS & ADVICE ISSUED		2200	2403	+ 203	9		2200	2400	+ 200	9		
4. #CONTRACTS, RULES REVIEWED AND/OR APPROVED		4617	6070	+ 1453	31		4617	5000	+ 383	8		
5. # OF LEGISLATIVE BILLS REVIEWED		8000	7761	- 239	3		8000	7400	- 600	8		
6. \$ AMOUNT OF JUDGMENTS COLLECTED FOR THE STATE		31000	31669	+ 669	2		31000	20076	- 10924	35		
7. CIV RECOVERIES DIV EFF RATNG: COLL OVER EXPENSE (%)		12	11	- 1	8		12	11	- 1	8		
PART III: PROGRAM TARGET GROUP												
1. EMPLOYEES AND OFFICERS OF STATE GOVERNMENT		73000	73000	+ 0	0		73000	73000	+ 0	0		
2. PEOPLE OF HAWAII (MILLIONS)		1.300	1.300	+ 0	0		1.300	1.300	+ 0	0		
PART IV: PROGRAM ACTIVITY												
1. # HOURS-PREP/APPR FOR ADMIN HRG, PUB MTG, CT APP		78000	72376	- 5624	7		78000	74000	- 4000	5		
2. # HOURS - LEGAL RESEARCH, FACT GATHERING/DISCOVERY		82000	76087	- 5913	7		82000	78000	- 4000	5		
3. # HOURS-LEGAL OPINIONS, ADVICE ISSUED		31000	31578	+ 578	2		31000	31000	+ 0	0		
4. # HOURS-REVIEW, APPROVAL OF RULES		30000	32839	+ 2839	9		30000	31000	+ 1000	3		
5. # HOURS-MATTERS RELATING TO CONTRACTS		12000	12930	+ 930	8		12000	13000	+ 1000	8		
6. # HOURS-MATTERS RELATING TO LEGISLATION		10000	9701	- 299	3		10000	9500	- 500	5		



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: LEGAL SERVICES

11 03 01  
ATG 100

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### PART I - EXPENDITURES AND POSITIONS

No significant variances.

FY 2018 vacancies were due to a combination of positions filled by 89-day hires and positions that are in recruitment.

### PART IV - PROGRAM ACTIVITIES

No significant variances.

FY 2019 first quarter the total position variance is due to a combination of vacant positions that the Legal Services is working to fill and twenty positions filled by 89-day hires (which is considered vacant for reporting purposes). A few positions are being held vacant temporarily in order to meet the budgeted vacancy savings amounts.

In FY 18, the expenditure variance is due mostly to under budget spending of federal and other special funds.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: FY 2018 cases settled, tried or decided increased dramatically due to the closure of approximately 6,000 State Hospital accounts determined to be noncollectable.

For FY 2019 the hospital team expects to close out an additional 7,000 accounts as their clean up of old accounts continues.

Item 4: FY 2018 contracts, rules reviewed and approved increased due to the inclusion of 1) Department of Hawaiian Homelands lease documents which previously were erroneously omitted from the count; 2) an increase in activity for Department of Land and Natural Resources deeds and leases; and 3) increases in rules for the Department of Health, Drug and Alcohol Abuse Division regarding cannabis and opioids.

Item 6: While FY 2018 actual collections for the State were only 2% over planned, it should be noted that \$11 million was collected from Cipher Inc. due to their inability to complete the Department of Transportation computer system. For FY 19, the department is anticipating shortfalls in collections for State Hospitals and in several other areas.

### PART III - PROGRAM TARGET GROUPS

## VARIANCE REPORT

PROGRAM TITLE:

INFORMATION TECH &amp; COMMUNICATION SVCS

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110302

	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	167.00	149.00	- 18.00	11	167.00	152.00	- 15.00	9	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	64,252	36,703	- 27,549	43	14,606	13,443	- 1,163	8	27,125	28,941	+ 1,816	7
TOTAL COSTS												
POSITIONS	167.00	149.00	- 18.00	11	167.00	152.00	- 15.00	9	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	64,252	36,703	- 27,549	43	14,606	13,443	- 1,163	8	27,125	28,941	+ 1,816	7
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF NETWORK INFRASTRUCTURE UPTIME					99.9	99.9	+ 0	0	99.9	99.9	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: INFORMATION TECH & COMMUNICATION SVCS

11 03 02

### 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: ENT TECH SVCS - GOVERNANCE & INNOVATION  
 PROGRAM-ID: AGS-130  
 PROGRAM STRUCTURE NO: 11030201

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	42.00	35.00	- 7.00	17	42.00	37.00	- 5.00	12	42.00	42.00	+ 0.00	0
EXPENDITURES (\$1000's)	46,386	19,763	- 26,623	57	8,723	8,312	- 411	5	15,022	15,592	+ 570	4
TOTAL COSTS												
POSITIONS	42.00	35.00	- 7.00	17	42.00	37.00	- 5.00	12	42.00	42.00	+ 0.00	0
EXPENDITURES (\$1000's)	46,386	19,763	- 26,623	57	8,723	8,312	- 411	5	15,022	15,592	+ 570	4
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # OF PAGE VIEWS ON THE STATE'S WEBSITES (MILLIONS)					54.1	43	- 11.1	21	60.3	46.7	- 13.6	23
2. # OF PAGE VIEWS ON THE OPEN DATA PORTAL(THOUSANDS)					600	191	- 409	68	650	239	- 411	63
3. # OF DOCUMENTS ELECTRONICALLY SIGNED (THOUSANDS)					96	230	+ 134	140	129	300	+ 171	133
PART III: PROGRAM TARGET GROUP												
1. NO. OF DEPTS & ATTACH AGEN SERVED W/IT SHARED SERV					90	90	+ 0	0	90	90	+ 0	0
2. NO. OF APPRV NEW APPL DEV REQ FOR DEPTS & ATT AGEN					12	12	+ 0	0	12	12	+ 0	0
3. NO. OF UNIQUE VISITORS TO STATE WEBSITES (IN MILL)					8	10.8	+ 2.8	35	10	11.8	+ 1.8	18
PART IV: PROGRAM ACTIVITY												
1. TOTAL NO. OF ENTERPRISE APPLICATIONS SUPPORTED					205	205	+ 0	0	205	205	+ 0	0
2. TOTAL # OF WEBSITES SUPPORTED					495	490	- 5	1	505	495	- 10	2
3. TOTAL # DATASETS PUBLISHED TO THE OPEN DATA PORTAL					738	707	- 31	4	791	784	- 7	1

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 02 01  
AGS 130

PROGRAM TITLE: ENT TECH SVCS - GOVERNANCE & INNOVATION

### PART I - EXPENDITURES AND POSITIONS

The variance in FY 18 expenditures is due to no collections in the U fund. Act 53, SLH 2018, reduced the U fund ceiling effective FY 19 and the program will be working on establishing rates for U fund collection in future years. The variance in FY 18 position counts was largely due to three new positions approved by the legislature and the process of being established. In FY 19, several vacancies were due to promotional opportunities. The program is actively recruiting; it is anticipated the remaining positions will be filled by the end of FY 19.

### PART II - MEASURES OF EFFECTIVENESS

Item 1 - We calculated an average percent change over the years, starting from 2009-2018. Since 2009 we saw double the amount of page views in 2018. This was due to the increased growth and usage of the web by citizens and the increased services provided by the government via the web. However, usage may be starting to plateau; we will need to reanalyze the numbers for this measure.

Item 2 - Information is available on other State websites which reduces the amount of views on the open data portal.

Item 3 - The Office of Enterprise Technology Services (ETS) has been increasing its efforts supporting the paperless initiative by rolling out its "ETS eSign Services" solution to Executive Branch departments and agencies, which has resulted in a significant increase in electronically signed documents.

### PART III - PROGRAM TARGET GROUPS

Item 3 - ETS has been working towards strengthening the overall experience of its State online sites by increasing available information and services to the public, which has resulted in an increase of visitors to State websites.

### PART IV - PROGRAM ACTIVITIES

There are no significant variances in the program activities.

## VARIANCE REPORT

PROGRAM TITLE: ENT TECH SVCS - OPER &amp; INFRASTRUCTURE MNTNCE

12/10/18

PROGRAM-ID: AGS-131

PROGRAM STRUCTURE NO: 11030202

	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	125.00	114.00	- 11.00	9	125.00	115.00	- 10.00	8	125.00	125.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,866	16,940	- 926	5	5,883	5,131	- 752	13	12,103	13,349	+ 1,246	10
TOTAL COSTS												
POSITIONS	125.00	114.00	- 11.00	9	125.00	115.00	- 10.00	8	125.00	125.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,866	16,940	- 926	5	5,883	5,131	- 752	13	12,103	13,349	+ 1,246	10
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. REQ FOR IP SVCS CMP WITHIN TIMEFRAME AS %TTL CMP		83	81	- 2	2		83	83	+ 0	0		
2. % OF MAINFRAME PRODUCTION JOBS RUN AS SCHEDULED		99	99	+ 0	0		99	99	+ 0	0		
3. MFRAME PROD JOBS RERUN AS % OF TTL MFRAME PROD JOB		.18	.17	- 0.01	6		.18	.18	+ 0	0		
4. MAINFRAME DOWNTIME AS % OF TOTAL OPERATIONAL TIME		.12	.13	+ 0.01	8		.12	.12	+ 0	0		
5. # TROUBLE CALLS RESOLVED AS % CALLS RECD BY NCU		98	98	+ 0	0		98	98	+ 0	0		
6. % OF NETWORK INFRASTRUCTURE UPTIME		99.9	99.9	+ 0	0		99.9	99.9	+ 0	0		
7. # OF CYBER SECURITY ATTACKS BLOCKED (IN MILLION)		270	370	+ 100	37		280	350	+ 70	25		
8. # HELP DESK TICKETS RESOLVED AS % OF TOTAL RECEIVE		99	99	+ 0	0		99	99	+ 0	0		
PART III: PROGRAM TARGET GROUP												
1. # OF STATE USER AGENCIES		21	21	+ 0	0		21	21	+ 0	0		
PART IV: PROGRAM ACTIVITY												
1. # OF DEVICES INCL VIRTUAL AT STATE'S DATA CENTER		650	528	- 122	19		650	500	- 150	23		
2. TOTAL # OF APPLICATIONS MAINTAINED		72	72	+ 0	0		72	73	+ 1	1		
3. AVERAGE MO CALL VOLUME REC'D BY ASSISTANCE CNTR		600	600	+ 0	0		600	600	+ 0	0		
4. TOTAL NO. OF VIDEO CONF HOURS SCHEDULED		2000	1670	- 330	17		2000	1700	- 300	15		
5. # MICROWAVE RADIO LINKS & SITES ADDED OR UPGRADED		94	17	- 77	82		97	18	- 79	81		
6. AV MO VOL OF DATA BACKED UP FOR OFFSITE STORAGE		74	98	+ 24	32		77	128	+ 51	66		
7. TOTAL NUMBER OF EXEC BR E-MAIL ACCOUNTS ADMINSTRD		13475	12220	- 1255	9		13500	12464	- 1036	8		
8. TOTAL NUMBER OF CYBER SECURITY ALERTS BROADCAST		100	91	- 9	9		100	91	- 9	9		
9. TOTAL NO. OF CYBER SECURITY INCIDENT NOTICES		800	604	- 196	25		800	700	- 100	13		
10. TOTAL # OF USER TRAINING SESSIONS HELD		150	150	+ 0	0		150	150	+ 0	0		

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 02 02  
AGS 131

PROGRAM TITLE: ENT TECH SVCS - OPER & INFRASTRUCTURE MNTNCE

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### PART I - EXPENDITURES AND POSITIONS

The variance in the first quarter expenditures is due to a delay in encumbering two large contracts. Procurement is currently in process and will be encumbered in the second quarter.

Item #9 - Cyber security notices were bundled per department rather than individuals to speed up the notification and tracking processes, which has resulted in lower incident numbers.

### PART II - MEASURES OF EFFECTIVENESS

Item #7 - The number of automated attacks is on the rise. The Office of Enterprise Technology Services is integrating more systems to find and block malicious behavior.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target groups.

### PART IV - PROGRAM ACTIVITIES

Item #1 - This variance is due to the movement of equipment to DR Fortress and University of Hawaii, in addition to the decommissioning of equipment.

Item #4 - The reduced amount of total video conference hours scheduled is due to other available conferencing methods, such as Skype and PC Video conferencing.

Item #5 - Planned amount was incorrectly counted as total sites and links not upgraded or added sites. The current actual and future planned amount is correctly reported as upgraded or added sites which has caused a variance. This correct amount will be reflected in future estimates.

Item #6 - Additional 100 X86 Virtual Machines, plus the Mainframe Integrated Facility for Linux (IFL) guests, which include all Financial DataMart Data, was added since last year. We will see this continue to increase. Depending on the technology upgrade we are doing with the Spectrum Protect Environment and the implementation of Cloud Object Storage, our backup/archiving may continue to increase.

## STATE OF HAWAII

PROGRAM TITLE:

ARCHIVES - RECORDS MANAGEMENT

PROGRAM-ID:

AGS-111

PROGRAM STRUCTURE NO: 110303

## 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	19.00	16.00	- 3.00	16	19.00	16.00	- 3.00	16	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,459	1,436	- 23	2	491	308	- 183	37	1,233	1,125	- 108	9
TOTAL COSTS												
POSITIONS	19.00	16.00	- 3.00	16	19.00	16.00	- 3.00	16	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,459	1,436	- 23	2	491	308	- 183	37	1,233	1,125	- 108	9
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES		5375	5339	- 36	1				5385	5359	- 26	0
2. % OF STORAGE CAPACITY FILLED AT RECORDS CENTER		80	53	- 27	34				80	55	- 25	31
3. % REC DESTROYED AT REC CTR % TOT REC ELIG FOR DEST		80	92	+ 12	15				80	90	+ 10	13
4. NO. OF RECORDS IN ARCHIVES (CUBIC FEET)		11350	11351	+ 1	0				11390	11400	+ 10	0
5. NO. OF RECORDS AVAILABLE ONLINE FOR RESEARCH		405000	350744	- 54256	13				455000	1500000	+ 1045000	230
PART III: PROGRAM TARGET GROUP												
1. STATE USER AGENCIES		1000	99	- 901	90				125	99	- 26	21
2. # OF CUSTOMERS SERVICED AT HISTORICAL REC BR		8500	8726	+ 226	3				8000	8700	+ 700	9
3. # OF REC AT STATE REC CTR ELIG FOR DISPOS DUR FY		3000	3013	+ 13	0				3000	4000	+ 1000	33
4. # ONLINE USERS ACCESSING ARCHIVES CATALOG/WEBSITE		400000	14745	- 385255	96				420000	50000	- 370000	88
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF CUBIC FEET OF RECORDS STORED		46000	29051	- 16949	37				46000	30000	- 16000	35
2. NUMBER OF RECORDS SERIES SCHEDULED/REVISED		15	41	+ 26	173				15	30	+ 15	100
3. NUMBER OF RECORDS REQ RETRIEVED BY RECORDS CENTER		1100	7299	+ 6199	564				1100	1200	+ 100	9
4. NUMBER OF CU FT OF RECORDS DISPOSED BY REC CENTER		2400	2773	+ 373	16				2400	4000	+ 1600	67
5. SVC CUSTOMERS AT HIST REC BR (# OF RETRIEVALS)		20000	16660	- 3340	17				19000	17000	- 2000	11
6. PROVIDE ACCESS TO HOLD INFO THRU ONLINE CATALOG		25	0	- 25	100				25	40	+ 15	60
7. PROVIDE ACCESS TO REC THRU DESC FINDING AIDS		50	6	- 44	88				52	50	- 2	4
8. COLLECT/PRES PERM/HIST REC OF STATE GOV		90	25.00	- 65	72				40	40	+ 0	0
9. # RECORDS SCANNED FOR ONLINE ACCESS DURING THE YR		18000	1282171	+ 1264171	7023				25000	1650000	+ 1625000	6500
10. NUMBER OF REC UPLOADED TO INTERNET FOR ONLINE ACC		20000	1406	- 18594	93				50000	1500000	+ 1450000	2900



## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 03  
AGS 111

PROGRAM TITLE: ARCHIVES - RECORDS MANAGEMENT

### PART I - EXPENDITURES AND POSITIONS

The variance in position count and expenditures for FY 18 is due to vacancies resulting from internal promotions and a resignation of a key staff member. Recruitment efforts will continue to be posted with professional boards and listservs locally, nationally and internationally in an attempt to draw interest from qualified candidates.

### PART II - MEASURES OF EFFECTIVENESS

Items 2: A large destruction of the backlog of expired records at the State Records Center in 2016-17 resulted in a larger than usual amount of space availability; although it was offset to some degree with a number of transfers that were waiting on space availability. The utilization of the State Records Center continues to grow as it becomes known that space is available once again.

Item 3: The State Records Center was successful in obtaining a higher than normal percentage of signoffs for destruction of records. We attribute this to continued education efforts focusing on the importance of good records management practices to include destruction records as soon as legally allowed.

Item 5: The State Archives was unable to process as many new scans for array online as planned due to the above referenced (Part I) difficulty in recruiting positions. Key deficits in staff positions has required an allocation of staffing resources away from processing new records to focus on existing customer/research requests in the Public Research Room at the State Archives and requests for Certified Orders.

### PART III - PROGRAM TARGET GROUPS

Item 1: The State Records Center has changed the way that State User Agencies is counted; they are now using the Department of Human Resources Development's numbered units as the base designation rather than individual contacts conducted over time.

Item 4: The server at the Information and Communication Services

Division (ICSD) that was tracking the number of public users accessing the State Archives' Catalog/website developed difficulties in December 2016. As a result, tracking usage has been problematic since and we have been unable to obtain similar statistics on web-page utilization. We anticipate this to be an on-going issue until the Digital Archives servers (managed directly by the State Archives staff) come online in early 2019; at which time, more detailed web analytics software can be directly installed onto the servers.

### PART IV - PROGRAM ACTIVITIES

Item 1: The mass destruction of expired records in 2016-17 created a mass vacancy at the State Records Center. As Agencies have been informed about this availability, transfers have been occurring and the space is slowly starting to fill again.

Item 2: Increased Records Management training sessions conducted during the year has raised awareness among departments of the importance of updating agency specific retention schedules. As a result, the number of new/revised schedules has significantly increased; a trend we anticipate will continue for the foreseeable future as the Digital Archives comes online and the shift to digital records overtakes paper.

Item 3: The State Judiciary initiated a project to scan their microfilm that is stored at the State Records Center. This unanticipated project substantially increased the number of requests at the State Records Center.

Item 4: Annual destruction of records this fiscal year was slightly higher than anticipated as a result of more agencies selecting destruction of records over having records returned to their office. As the State Records Center starts destroying records that have exceeded their legal retention as part of a routine semi-annual process, we anticipate that more agencies will become comfortable with the process and chose to allow the State Records Center to destroy their records for them rather than return the boxes or continue to store them past their retention.

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: ARCHIVES - RECORDS MANAGEMENT

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11 03 03  
AGS 111

Item 5: Education and Outreach efforts have resulted in an increase in the overall number of researchers using the State Archives, both online and in person; but the in-person utilization of records did not increase as rapidly as anticipated due to the ability of researchers to search for records electronically in the Public Research Room.

scheduled for launch to the public in early 2019.

Item 6: Our online library catalog that was hosted by ICSD is no longer supported due to security violations in the open source software. As a result, the application had to be taken offline.

Item 7: The professional staff vacancies described above has limited our ability to both service our customers and expand our current collection. Staff resources have been focused on digitizing and cleaning up existing finding aids in preparation for placing online rather than continuing to create some online, most offline finding aids. A considerable amount of effort was spent researching national and international standards to revise the Finding Aid schema into which the online Finding Aids will be placed.

Item 8: Accession of permanent records, to some extent, is outside the control of the State Archives. Transfer of records to the State Archives is optional, not mandatory under the law. This metric (traditionally presented as cubic feet of records) is also somewhat misleading as it does not take into account the large volume (GBs) of born digital records that were transferred to the Digital Archives. A new metric will need to be captured to account for this transition from paper to digital.

Item 9: As part of the strategic plan for the State Archives, a stronger emphasis has been placed on digitizing more records/photographs for online access. As part of this initiative, the State Archives has been scanning microfilm from the State Records Center to place online for public access.

Item 10: As the State Archives is transiting from Greenstone (an open source software application) to our own custom built Digital Archives application, new records are being staged in the Digital Archives which is

## VARIANCE REPORT

PROGRAM TITLE:

WIRELESS ENHANCED 911 BOARD

PROGRAM-ID:

AGS-891

PROGRAM STRUCTURE NO:

110304

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	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	16,800	16,766	-	34	0	2,251	0	-	2,251	100	6,749	9,000	+	2,251	33
TOTAL COSTS															
POSITIONS	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	16,800	16,766	-	34	0	2,251	0	-	2,251	100	6,749	9,000	+	2,251	33

	FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS										
1. NO. OF WIRLES/VOIP/WIRELINE 911 CALLS COUNTY PSAP	1340000	1250000	-	90000	7	1340000	1250000	-	90000	7
2. NO. OF EDUCATIONAL OUTREACH PROGRAMS DURING THE FY	1	0	-	1	100	1	1	+	0	0
3. % OF E911 FUNDS DISBURSED FOR NEW TECHLGY FOR PSAP	40	49	+	9	23	25	53	+	28	112
PART III: PROGRAM TARGET GROUP										
1. NO. OF PUBLIC SAFETY ANSWERING POINTS	9	9	+	0	0	9	9	+	0	0
2. NO. OF WIRELESS/VOIP/WIRELINE PROVIDERS	42	53	+	11	26	42	56	+	14	33
PART IV: PROGRAM ACTIVITY										
1. TTL \$ AMT OF SURCHGE COLLECTED FISC YR (IN THOUS)	9670	11150	+	1480	15	9670	11200	+	1530	16
2. TTL \$ AMT DISBURSED TO PSAPS IN FISC YR (IN THOUS)	15385	15680	+	295	2	7500	7860	+	360	5
3. TTL \$ AMT DISBUR TO WSPS IN THE FISC YR (IN THOUS)	80	67	-	13	16	80	65	-	15	19
4. TTL \$ AMT DISB TO BD ADMIN MATTERS IN FY (IN THOU)	1335	1084	-	251	19	1335	1335	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: WIRELESS ENHANCED 911 BOARD

11 03 04  
AGS 891

### PART I - EXPENDITURES AND POSITIONS

FY 2018-19, 1st Qtr.:

Expenditures: There were \$0 expenditures for the 1st Qtr. because the funds are outside the State treasury and delays in recording the transactions caused the variance.

FY 2018-19, Estimated Three (3) Quarters Ending June 30, 2019:

Expenditures: Estimated expenditures are anticipated to be \$9,000K or 33.4% over budget. Because the funds are outside the State treasury, delays in recording the transactions will cause most of the estimated variance.

### PART II - MEASURES OF EFFECTIVENESS

FY 2017-18, Full Year:

2. No. of Educational Outreach Programs During FY 2017-18:  
Planned no. for the fiscal year was 1; Actual, None (0 or 100% under budget).

The Board decided to delay the Outreach Program for Text-2-911. Text-2-911 technology enables victims of an active shooter or domestic violence to contact 911 via texting rather than voice calls. Due to the increasing incidents of active shooters, the Board felt that more planning was necessary for statewide public education utilizing radio and television media.

3. % of E911 Funds Disbursed for New Technology for PSAP:  
49% or 22.5% over budget.

The increase in expenditures for new technology was due mainly to the Computer Aided Design (CAD) upgrades for the Oahu and Maui Public Safety Answering Points (PSAPs).

FY 2018-19, Full Year:

3. % of E911 Funds Disbursed for New Technology for PSAPs: 53% or 112% over budget.

The increase in expenditures for new technology was due mainly to the completion of the new Joint Traffic Management Center (JTMC) building and to accommodate new technology required in that building.

### PART III - PROGRAM TARGET GROUPS

FY 2017-18, Full Year:

2. No. of Wireless/VoIP/Wire line Providers: 53 or 26% over budget.

The growth took place on the Voice over Internet Protocol (VoIP) side mainly due to the ease of entry into the VoIP telecommunications business; growth will continue.

FY 2018-19, Full Year:

2. No. of Wireless/VoIP/Wire line Providers: 56 or 33.3% over budget.

The growth will take place on the VoIP side mainly due the ease of entry into the VoIP telecommunications business; growth continues.

### PART IV - PROGRAM ACTIVITIES

FY 2017-18, Full Year:

1. Total \$ Amount of Surcharge Collected in Fiscal Year (in thousand):  
\$1.5 million variance or 15.31% over budget.

The amount of surcharges collected is dependent on the amount of customer base increases. The service providers have been gaining customers by offering substantial discounted deals designed to increase

## VARIANCE REPORT

PROGRAM TITLE: PERSONNEL SERVICES

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110305

	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	98.00	79.00	- 19.00	19	98.00	85.00	- 13.00	13	98.00	179.00	+ 81.00	83
EXPENDITURES (\$1000's)	25,290	18,553	- 6,737	27	3,760	3,760	+ 0	0	21,780	21,926	+ 146	1
TOTAL COSTS												
POSITIONS	98.00	79.00	- 19.00	19	98.00	85.00	- 13.00	13	98.00	179.00	+ 81.00	83
EXPENDITURES (\$1000's)	25,290	18,553	- 6,737	27	3,760	3,760	+ 0	0	21,780	21,926	+ 146	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # GRIEV PER 1,000 EMPLOYEEES IN BU'S UNDR DHRD JURIS					19	18	- 1	5	19	19	+ 0	0
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST					70	72	+ 2	3	70	70	+ 0	0

VARIANCE REPORT NARRATIVE  
FY 2018 AND FY 2019

PROGRAM TITLE: PERSONNEL SERVICES

11 03 05

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

PROGRAM TITLE:

WORKFORCE ATTR, SELECT, CLASS &amp; EFFECTIVENES

12/10/18

PROGRAM-ID:

HRD-102

PROGRAM STRUCTURE NO: 11030501

	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	89.00	70.00	- 19.00	21	89.00	76.00	- 13.00	15	89.00	89.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,858	17,153	- 6,705	28	3,240	3,240	+ 0	0	20,868	21,024	+ 156	1
TOTAL COSTS												
POSITIONS	89.00	70.00	- 19.00	21	89.00	76.00	- 13.00	15	89.00	89.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,858	17,153	- 6,705	28	3,240	3,240	+ 0	0	20,868	21,024	+ 156	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % CERTIF ISSUD W/IN 5 CALNDR DAYS WHERE LIST EXIST		94	96	+	2	2			94	94	+	0
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST		70	72	+	2	3			70	70	+	0
3. % OF SELECTION ACTIONS TAKEN CHANGED BY APPEAL		1	0	-	1	100			1	1	+	0
4. % OF CLASSIF ACTNS FOR FILLED PSNS COMPLTD IN 6 MO		95	90	-	5	5			95	90	-	5
5. % OF CLASSF ACTNS FOR NEW & VAC PSNS COMPL IN 3 MO		90	82	-	8	9			90	90	+	0
6. % CLASSIFICATION ACTIONS TAKEN CHANGED BY APPEAL		0	0	+	0	0			0	0	+	0
7. EMPLOYEES TRAINED AS A % OF TOTAL WORKFORCE		60	82	+	22	37			80	70	-	10
8. % CONTRACT GRIEVANCES SETTLED W/O 3RD PARTY ASSTNC		94	95	+	1	1			94	94	+	0
9. # GRIEV PER 1,000 EMPLYEES IN BU'S UNDR DHRD JURIS		19	18	-	1	5			19	19	+	0
10. RATIO OF WRKRS COMP OPEN VS CLOSED CLAIMS DURNG FY		1	1	+	0	0			1	1	+	0
PART III: PROGRAM TARGET GROUP												
1. VACANCIES TO BE FILLED BY ELIGIBLES		1200	1578	+	378	32			1200	1400	+	200
2. NUMBER OF CIVIL SERVICE POSITIONS		17200	16364	-	836	5			17300	16500	-	800
3. NUMBER OF NEW CIVIL SERVICE POSITIONS		200	203	+	3	2			100	100	+	0
4. EMPLOYEES IN THE CENTRALIZED MANAGEMENT GROUP		16615	18449	+	1834	11			16615	18450	+	1835
5. NUMBER OF CIVIL SERVICE CLASSES		1500	1466	-	34	2			1500	1500	+	0
6. CIVIL SERVICE EMPLOYEES		14050	14191	+	141	1			14050	14190	+	140
7. EXEMPT SERVICE EMPLOYEES		2065	2151	+	86	4			2065	2150	+	85
8. MIDDLE MANAGEMENT EMPLOYEES		355	372	+	17	5			355	370	+	15
9. FIRST-LINE SUPERVISORY EMPLOYEES		1290	1347	+	57	4			1290	1350	+	60
10. NON-MANAGEMENT EMPLOYEES		14470	14623	+	153	1			14470	14620	+	150
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS RECEIVED		30000	41596	+	11596	39			30000	32000	+	2000
2. NUMBER OF APPLICATIONS EXAMINED		21000	39642	+	18642	89			21000	25000	+	4000
3. # QUAL APPS REFRD FOR PLACEMENT(ELIGBLS REFERRED)		28000	52958	+	24958	89			28000	30000	+	2000
4. NUMBER OF POSITION CLASSIFICATION ACTIONS TAKEN		2000	1934	-	66	3			2000	1950	-	50
5. NUMBER OF CLASSIFICATION SPECIFICATIONS COMPLETED		200	114	-	86	43			200	120	-	80
6. NO. OF EXEMPT POSITION REQUESTS ANALYZED/REVIEWED		1800	1348	-	452	25			1800	1350	-	450
7. PRICE/REPRICE DETERMINATIONS (NO. CLASSES REVIEWD)		50	47	-	3	6			50	50	+	0
8. NUMBER OF PERSONNEL ACTIONS PROCESSED		90000	103749	+	13749	15			90000	104000	+	14000
9. NUMBER OF TRAINING PROGRAMS CONDUCTED/COORDINATED		600	1082	+	482	80			600	800	+	200
10. NUMBER OF FORMAL GRIEVANCES REVIEWED		262	254	-	8	3			262	262	+	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 05 01  
HRD 102

PROGRAM TITLE: WORKFORCE ATTR, SELECT, CLASS & EFFECTIVENES

### PART I - EXPENDITURES AND POSITIONS

The variances in FY 2018 are due to staff turnover, restrictions, and lower workers' compensation and unemployment benefits expenditures for employees in non-general funded positions.

The variance in FY 2019 is due to collective bargaining augmentation and restrictions.

### PART II - MEASURES OF EFFECTIVENESS

Item 3. There were no selection actions taken changed by appeal.

Item 7. Employees trained as a percent of the total workforce was higher than planned. The variance is attributed to: a) the need for several programs to participate in additional Equal Employment Opportunity/Harassment training, which impacted larger employee populations; and b) the ability to offer a wider range of on-demand topics using a variety of delivery methods to enhance employee usage and appeal to different learning styles.

### PART III - PROGRAM TARGET GROUPS

Item 1. The variance is attributed to several factors: a) an increase in the number of requests received from departments to fill vacant positions; and, b) continued adjustments made to the recruitment workflow process to improve the program's ability to generate lists of eligible candidates in a more effective, efficient and expeditious manner.

Item 4. The variance is due to an underestimation of the number of Charter School employees.

### PART IV - PROGRAM ACTIVITIES

Items 1, 2 and 3. The variances in the number of applications received, number of applications examined, and number of qualified applicants referred for placement are attributed to several factors: a) an increase in the number of recruitments; and b) adjustments made to the recruitment

workflow process to improve the program's ability to generate lists of eligible candidates in a more effective, efficient and expeditious manner.

Item 5. The variance is due to an overestimation in the number of class specifications and minimum qualification (MQs) requirements that would need to be amended in an effort to update the MQs in conjunction with recruitment announcements.

Item 6. The variance is attributed to adjustments made to the Request for Exemption of Contractual Services reporting process to facilitate implementation for the departments.

Item 8. The increase in the number of personnel actions processed is due to the reporting requirements of the payroll system.

Item 9. The increase in the number of training programs conducted/coordinated is due to: a) the wider range of topics as well as delivery methods (e.g., infographics, test-your-knowledge content, etc.) offered by our on-demand content provider; b) new on-demand offerings made monthly when quarterly was originally planned; and c) special training requests from departments.



PROGRAM TITLE:

SUPPORTING SERVICES - HUMAN RESOURCES DEV

12/10/18

PROGRAM-ID:

HRD-191

PROGRAM STRUCTURE NO: 11030502

	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	9.00	9.00	+	0.00	0	9.00	9.00	+	0.00	0	9.00	90.00	+	81.00	900
EXPENDITURES (\$1000's)	1,432	1,400	-	32	2	520	520	+	0	0	912	902	-	10	1
TOTAL COSTS															
POSITIONS	9.00	9.00	+	0.00	0	9.00	9.00	+	0.00	0	9.00	90.00	+	81.00	900
EXPENDITURES (\$1000's)	1,432	1,400	-	32	2	520	520	+	0	0	912	902	-	10	1
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS															
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM						NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
PART III: PROGRAM TARGET GROUP															
1. TTL NO. OF CIV SERV & EXEMT SERVICE PERSONNEL						16115	16342	+	227	1	16115	16340	+	225	1
2. NUMBER OF ELECTED & APPOINTED OFFICIALS						95	95	+	0	0	95	95	+	0	0
3. EMPLOYEES OF DHRD						98	98	+	0	0	98	98	+	0	0
4. MEMBERS OF MERIT APPEALS BOARD						3	3	+	0	0	3	3	+	0	0
PART IV: PROGRAM ACTIVITY															
1. ADV GOV ON PROB CONC ADMIN OF PERS MANAG SYS-WKHR						100	NO DATA	-	100	100	100	100	+	0	0
2. ADMINISTER PERSONNEL MANAG SYS OF STATE (WKHR)						1200	NO DATA	-	1200	100	1200	1200	+	0	0
3. DIRECT AND COORDINATE DHRD PROG (WKHR)						2000	NO DATA	-	2000	100	2000	2000	+	0	0
4. PARTICIPATE IN COLL BARGAINING PROCESS (WKHR)						875	NO DATA	-	875	100	875	875	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: SUPPORTING SERVICES - HUMAN RESOURCES DEV

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11 03 05 02  
HRD 191

### PART I - EXPENDITURES AND POSITIONS

There were no significant variances in FY 2018.

The variance in FY 2019 is due to collective bargaining augmentation and restrictions.

### PART II - MEASURES OF EFFECTIVENESS

No measures of effectiveness are available for this program.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances to report.

### PART IV - PROGRAM ACTIVITIES

Items 1-4. No data available. Actual figures for program activities were not available.

STATE OF HAWAII

PROGRAM TITLE:

EMPLOYEE FRINGE BENEFIT ADMINISTRATION

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110306

## 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	165.00	152.00	- 13.00	8	167.00	153.00	- 14.00	8	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	947,680	957,665	+ 9,985	1	416,404	88,375	- 328,029	79	624,106	624,106	+ 0	0
TOTAL COSTS												
POSITIONS	165.00	152.00	- 13.00	8	167.00	153.00	- 14.00	8	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	947,680	957,665	+ 9,985	1	416,404	88,375	- 328,029	79	624,106	624,106	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV TIME TO PROC INIT CHECK TO TERMNTG EMPlys (WKS)					3	7	+ 4	133	3	7	+ 4	133

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: EMPLOYEE FRINGE BENEFIT ADMINISTRATION

11 03 06

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: EMPLOYEES RETIREMENT SYSTEM  
 PROGRAM-ID: BUF-141  
 PROGRAM STRUCTURE NO: 11030601

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	107.00	94.00	- 13.00	12	108.00	94.00	- 14.00	13	108.00	108.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,280	16,221	- 1,059	6	4,503	3,176	- 1,327	29	13,507	13,507	+ 0	0
TOTAL COSTS												
POSITIONS	107.00	94.00	- 13.00	12	108.00	94.00	- 14.00	13	108.00	108.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,280	16,221	- 1,059	6	4,503	3,176	- 1,327	29	13,507	13,507	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV TIME TO PROC INIT CHECK TO TERMNTG EMPlys (WKS)					3	7	+ 4	133	3	7	+ 4	133
2. % INITIAL MTHLY PENSION PROC W/IN 1 MTH AFTR RETIR					100	100	+ 0	0	100	100	+ 0	0
3. ANNUALIZED RETURN ON INVESTMENTS OVER PAST 5 YEARS					8	8	+ 0	0	8	7	- 1	13
PART III: PROGRAM TARGET GROUP												
1. ACTIVE MEMBERS					66000	66271	+ 271	0	66000	66000	+ 0	0
2. RETIRED MEMBERS					49000	48714	- 286	1	50000	50000	+ 0	0
3. INACTIVE VESTED MEMBERS					8000	9249	+ 1249	16	8000	9200	+ 1200	15
PART IV: PROGRAM ACTIVITY												
1. ANNUAL NUMBER OF NEW MEMBERS					4000	5889	+ 1889	47	4000	4000	+ 0	0
2. ANNUAL NUMBER OF MEMBERS COUNSELED					45000	48342	+ 3342	7	45000	45000	+ 0	0
3. ANNUAL NUMBER OF RETIREMENT BENEFIT COMPUTATIONS					4250	3361	- 889	21	4250	4250	+ 0	0
4. ANNUAL NUMBER OF NEW RETIREES					2100	2548	+ 448	21	2100	2100	+ 0	0
5. ANNUAL RETIREMNT BENEFIT PAYMNT AMOUNTS (MILLIONS)					1300	1396	+ 96	7	1300	1491	+ 191	15
6. ANNUAL NUMBER OF DECEASED MEMBER CLAIMS					800	640	- 160	20	800	800	+ 0	0
7. ANNUAL NUMBER OF REFUND PAYMENTS					1000	791	- 209	21	1000	1000	+ 0	0
8. ASSETS (BILLIONS OF DOLLARS)					15	17	+ 2	13	15	17	+ 2	13
9. ANNUAL NET INVESTMENT INCOME (MILLIONS)					1050	1133	+ 83	8	1050	1155	+ 105	10
10. ANNUAL RETURN ON INVESTMENTS					8	8	+ 0	0	8	7	- 1	13

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 06 01  
BUF 141

PROGRAM TITLE: EMPLOYEES RETIREMENT SYSTEM

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### PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to regular staff turnover.

The variance in expenditures reflects the number of vacant positions in process of recruitment.

### PART II - MEASURES OF EFFECTIVENESS

Item 1. The standard has been changed to from 3 weeks to 8 weeks since the Employees Retirement System (ERS) counsels members submitting refund applications about the irreversible decision that, upon ERS processing the refund of contributions, the member forfeits Hybrid service and, if the individual later is employed by the State or county in a position eligible for ERS membership, the forfeited Hybrid Service cannot be reacquired. The planned figures will be updated to reflect this change.

### PART III - PROGRAM TARGET GROUPS

Item 3. The higher number of inactive vested members is due to the transfer of Hawaii Health Systems Corporation, Maui Region. Affected individuals are no longer active employees of a participating employer.

### PART IV - PROGRAM ACTIVITIES

Item 1. The higher number of new members is dependent on the turnover of employees at the State and counties. It is partially the result of an increase in the number of new retirees during the FY and the continued low unemployment rate.

Item 3. The lower number of retirement benefit computations is due to ERS focusing on maintaining operations while increasing communication efforts for early- and mid-career employees. ERS encourages members to use the ERS Retirement Benefits Calculator on its website since members may see the results of various scenarios specific to their situation. This helps ERS focus on providing retirement estimates for members that are seriously considering retiring within the next 6-12 months.

Item 4. The increase in the number of new retirees partially reflects the increasing number of baby boomers reaching retirement age which has led to an increase in the number of ERS members eligible to retire (15,000).

Item 6. The actual number of death claims is dependent on the retirement option elected by the member, whether there are any benefits payable to the estate or beneficiary, and other uncontrollable factors, making it difficult to accurately estimate. The number also does not include the work required to notify the family or beneficiary of about 900 members, retirees and beneficiaries that die each year with no death benefit payable.

Item 7. The number of refund payments reported includes only members that completed the process of withdrawing their funds, thus reflecting only a portion of the work efforts. Fewer members who terminate employment withdraw their money from the Hybrid Plan since they are not able to repurchase the service credits later if they decide to return to State or county government service.

Item 8. The FY 18 year-end net assets reflect a higher investment return than projected combined with a slight increase in employer and member contributions.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: HAWAII EMPLOYER-UNION TRUST FUND  
 PROGRAM-ID: BUF-143  
 PROGRAM STRUCTURE NO: 11030603

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	58.00	58.00	+	0.00	0	59.00	59.00	+	0.00	0	59.00	59.00	+	0.00	0
EXPENDITURES (\$1000's)	7,584	6,992	-	592	8	1,944	1,944	+	0	0	5,833	5,833	+	0	0
TOTAL COSTS															
POSITIONS	58.00	58.00	+	0.00	0	59.00	59.00	+	0.00	0	59.00	59.00	+	0.00	0
EXPENDITURES (\$1000's)	7,584	6,992	-	592	8	1,944	1,944	+	0	0	5,833	5,833	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 06 03  
BUF 143

PROGRAM TITLE: HAWAII EMPLOYER-UNION TRUST FUND

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### PART I - EXPENDITURES AND POSITIONS

The variance is due to lower than expected expenses.

Item 5. The variance is due to the Outreach and Training section increasing its staff which allowed them to offer more outreach and training sessions to pre-retirees, new hires, and personnel officers.

### PART II - MEASURES OF EFFECTIVENESS

Item 5. Current refunds are being processed on a timely basis; however, there is a backlog of approximately 13,589 employee-beneficiary refunds in the amount of \$2.03 million due to the timing of when terminations and changes were processed. Staff will focus on the backlog of refunds and expects to clear the backlog by 6/30/21. This measure was changed last fiscal year; however, the planned figures were not updated. The planned figures need to be updated for the upcoming years to better reflect the actuals.

Item 6. There are approximately 2,419 retirees with Medicare Part B overpayments totaling \$845,053. Staff is working with the Attorney General Office to collect these overpayments. This measure was changed last fiscal year; however, the planned figures were not updated. The planned figures need to be updated for the upcoming years to better reflect the actuals.

Item 8. There were 8 minor HIPAA violations during FY 18. Refresher training was conducted in FY 19.

### PART III - PROGRAM TARGET GROUPS

Item 4. The actual number of Medicare premium reimbursement recipients in the fiscal years prior to FY 18 was trending around the planned 50,000. The planned amount will be updated for the upcoming years to better reflect the actuals.

### PART IV - PROGRAM ACTIVITIES

Item 4. The variance is due to more employees, retirees and/or dependents enrolling into the Consolidated Omnibus Budget Reconciliation Act (COBRA).



STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

RETIREMENT BENEFITS PAYMENTS - STATE

12/10/18

PROGRAM-ID:

BUF-741

PROGRAM STRUCTURE NO: 11030605

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	362,458	365,997	+ 3,539	1	83,255	83,255	+ 0	0	258,637	258,637	+ 0	0
TOTAL COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	362,458	365,997	+ 3,539	1	83,255	83,255	+ 0	0	258,637	258,637	+ 0	0
PART II: MEASURES OF EFFECTIVENESS					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
					NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM												

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: RETIREMENT BENEFITS PAYMENTS - STATE

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11 03 06 05  
BUF 741

### PART I - EXPENDITURES AND POSITIONS

The variance is due to collective bargaining allocations, a transfer of \$1.4M from Retirement Benefits - University of Hawaii (BUF 748) to make an additional employer contribution for pension accumulation, and a transfer out of \$5M to provide funds for State agencies to support Kilauea lava flow disaster relief.

### PART II - MEASURES OF EFFECTIVENESS

No measures have been developed or are applicable for this program.

### PART III - PROGRAM TARGET GROUPS

### PART IV - PROGRAM ACTIVITIES

## VARIANCE REPORT

PROGRAM TITLE:

HEALTH PREMIUM PAYMENTS - STATE

12/10/18

PROGRAM-ID:

BUF-761

PROGRAM STRUCTURE NO: 11030607

	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	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	560,358	568,455	+	8,097	1	326,702	0	-	326,702	100	346,129	346,129	+	0	0
TOTAL COSTS															
POSITIONS	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	560,358	568,455	+	8,097	1	326,702	0	-	326,702	100	346,129	346,129	+	0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM					NO DATA NO DATA + 0 0				NO DATA NO DATA + 0 0						

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 06 07  
BUF 761

PROGRAM TITLE: HEALTH PREMIUM PAYMENTS - STATE

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### PART I - EXPENDITURES AND POSITIONS

The variance is due to collective bargaining allocations.

### PART II - MEASURES OF EFFECTIVENESS

No measures have been developed or are applicable for this program.

### PART III - PROGRAM TARGET GROUPS

### PART IV - PROGRAM ACTIVITIES

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: PROPERTY MANAGEMENT

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110307

	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	75.00	68.00	- 7.00	9	74.00	68.00	- 6.00	8	74.00	73.00	- 1.00	1
EXPENDITURES (\$1000's)	73,247	56,909	- 16,338	22	8,264	5,185	- 3,079	37	66,921	67,906	+ 985	1
TOTAL COSTS												
POSITIONS	75.00	68.00	- 7.00	9	74.00	68.00	- 6.00	8	74.00	73.00	- 1.00	1
EXPENDITURES (\$1000's)	73,247	56,909	- 16,338	22	8,264	5,185	- 3,079	37	66,921	67,906	+ 985	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ					15	16	+ 1	7	15	15	+ 0	0
2. AV NO. OF DAYS TO COMPLETE A QUIET TITLE REPORT					5	5	+ 0	0	5	5	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: PROPERTY MANAGEMENT

11 03 07

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: PUBLIC LANDS MANAGEMENT

PROGRAM-ID: LNR-101

PROGRAM STRUCTURE NO: 11030701

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	57.00	50.00	- 7.00	12	56.00	50.00	- 6.00	11	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	21,281	17,322	- 3,959	19	2,921	1,639	- 1,282	44	20,298	21,580	+ 1,282	6
TOTAL COSTS												
POSITIONS	57.00	50.00	- 7.00	12	56.00	50.00	- 6.00	11	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	21,281	17,322	- 3,959	19	2,921	1,639	- 1,282	44	20,298	21,580	+ 1,282	6
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NUMBER OF ACRES ON LEASE (THOUSANDS)		145	144	- 1	1				145	144	- 1	1
2. NUMBER OF ACRES ON REVOCABLE PERMIT (THOUSANDS)		35	32	- 3	9				35	32	- 3	9
3. NO. OF DELINQUENT ACCOUNTS AS A % OF TOTAL ACCNTS		12	11	- 1	8				12	11	- 1	8
4. \$ AMOUNT OF GEOTHERMAL REVENUES COLLECTED (000S)		1023	1987	+ 964	94				1023	0	- 1023	100
5. \$ AMT OF REVS GENERATED/DEPOSITD INTO SLDF (000'S)		13000	20637	+ 7637	59				15300	20637	+ 5337	35
6. AMOUNT OF TOTAL REVENUES GENERATED (THOUSANDS)		19900	30037	+ 10137	51				22200	30037	+ 7837	35
PART III: PROGRAM TARGET GROUP												
1. NO. ACRES SET ASIDE BY EXEC ORDERS FOR PUBLIC PURP		401	408	+ 7	2				401	408	+ 7	2
2. DOLLAR AMOUNT OF REVENUES TRANSFERRED TO OHA (000)		2116	2470	+ 354	17				2116	2470	+ 354	17
3. \$ AMNT OF REVS TRANS TO OHA M/UP SHORTAGE (1000'S)		0	0	+ 0	0				0	0	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF SALES IN FEE		7	2	- 5	71				7	2	- 5	71
2. NUMBER OF GENERAL LEASES SOLD		4	2	- 2	50				4	2	- 2	50
3. NUMBER OF REVOCABLE PERMITS ISSUED		13	9	- 4	31				13	9	- 4	31
4. NUMBER OF EXECUTIVE ORDERS ISSUED		20	28	+ 8	40				20	28	+ 8	40
5. NO. ACQUISITIONS OF NON-PUBLIC LAND FOR PUBLIC USE		2	3	+ 1	50				2	3	+ 1	50
6. NUMBER OF INSPECTIONS OF PUBLIC LANDS MADE		359	91	- 268	75				359	91	- 268	75
7. NUMBER OF EASEMENTS GRANTED		18	24	+ 6	33				18	24	+ 6	33
8. DOLLAR AMOUNT DELINQUENT RECEIVABLES (THOUSANDS)		697	781	+ 84	12				697	781	+ 84	12

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 07 01  
LNR 101

PROGRAM TITLE: PUBLIC LANDS MANAGEMENT

### PART I - EXPENDITURES AND POSITIONS

Unfilled vacancies resulted in lower than expected operating costs for FY 18 and the first three months ending September 30, 2018. The Land Division is planning to recruit and fill the vacancies before the end of FY 19, which may increase spending in the latter part of the fiscal year.

### PART II - MEASURES OF EFFECTIVENESS

Item 4: Geothermal revenues are difficult to forecast because they are tied to avoided fossil fuel costs and well productivity, among other factors beyond the Department's control. The planned figure for FY 18 was understated.

Item 5: The amount of \$20,637,000 includes \$3,000,000 (0019 Transit Accommodations), a pass-through to Office of Conservation and Coastal Lands (OCCL), Divisions of Forestry and Wildlife (DOFAW) and State Parks (PARKS) and Sand Island Revenue increase of about \$4,377,000.

Item 6: The amount of \$30,036,575 includes \$3,000,000 (0019 Transit Accommodations), a pass-through to OCCL, DOFAW and PARKS; \$1,646,000 (1997 transfers from Trust and Agency Funds-Operating) for S-317 (Land Conservation Fund); and \$4,377,316 (1216 Sand Island Revenue) increase.

### PART III - PROGRAM TARGET GROUPS

Item 2: Land Division's obligation to pay the Office of Hawaiian Affairs is limited to 20% proceeds actually received.

### PART IV - PROGRAM ACTIVITIES

Item 1: The fee sales for remnants in FY 18 were fewer than expected. The planned number of sales for F Y18 is overstated.

Item 2: The leases sold in FY 18 were fewer than expected. The planned number of leases for FY 18 is overstated.

Item 3: The issuance of revocable permits (RP) is undergoing a more strict review on the appropriateness for the issuance of RP. The planned figure for FY 18 was overstated.

Item 4: The issuance of executive orders depends on the programs of the agencies and is beyond our control.

Item 5: The acquisition of private properties for public use is subject to numerous factors before the project can become a reality.

Item 6: Conducting inspections relies heavily on staff resources, and is subject to other higher priorities assigned to the staff.

Item 7: Processing of easements involves other agencies or entities. Therefore, it is a challenge to forecast the actual number to be processed in the following year.

Item 8: Delinquencies are difficult to forecast and were understated.



## VARIANCE REPORT

PROGRAM TITLE:

STATE RISK MANAGEMENT &amp; INSURANCE ADMIN

12/10/18

PROGRAM-ID:

AGS-203

PROGRAM STRUCTURE NO: 11030702

	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	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
EXPENDITURES (\$1000's)	35,348	24,722	- 10,626	30	3,074	1,325	- 1,749	57	32,274	32,274	+ 0	0
TOTAL COSTS												
POSITIONS	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
EXPENDITURES (\$1000's)	35,348	24,722	- 10,626	30	3,074	1,325	- 1,749	57	32,274	32,274	+ 0	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. INSUR POLICIES PROCURED BEFORE EXPIRATION DATE		4	+	0	0	4	+	0	0	4	+	0
2. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ		15	+	1	7	15	+	0	0	15	+	0
3. AV LENGTH OF TIME TO RECOVER INSURANCE PROCEEDS		60	+	5	8	60	+	0	0	60	+	0
4. AV LENGTH OF TIME TO PROCESS LIABILITY LOSS CLAIMS		90	-	5	6	90	+	0	0	90	+	0
5. AV TIME TO PROCESS LIABILITY LOSS POTHOLE CLAIMS		70	-	6	9	70	+	0	0	70	+	0
6. AV LENGTH OF TIME TO PROCESS AUTO LOSS CLAIMS		90	-	5	6	90	+	0	0	90	+	0
PART III: PROGRAM TARGET GROUP												
1. TOTAL NO. OF STATEWIDE INSURANCE POLICIES PROCURED		4	+	0	0	4	+	0	0	4	+	0
2. TOTAL NO. OF PROPERTY LOSS CLAIMS PROCESSED		100	-	8	8	100	+	0	0	100	+	0
3. TOTAL LIABILITY CLAIMS PROCESSED - EXCL. POTHOLE		500	-	76	15	500	+	0	0	500	+	0
4. TOTAL NO. OF LIABILITY POTHOLE CLAIMS PROCESSED		150	-	58	39	150	+	0	0	150	+	0
5. TOTAL NUMBER OF AUTOMOBILE LOSS CLAIMS PROCESSED		400	-	105	26	400	+	0	0	400	+	0
6. NUMBER OF STATE OFFICIALS AND EMPLOYEES		55000	-	6	0	55000	+	0	0	55000	+	0
7. FAIR MARKET VALUE OF STATE BLDGS/CONTENTS (\$ MILL)		18000	+	0	0	18000	+	0	0	18000	+	0
8. NUMBER OF STATE VEHICLES		5800	-	53	1	5800	+	0	0	5800	+	0
PART IV: PROGRAM ACTIVITY												
1. TOTAL NUMBER OF STATEWIDE INSURANCE POLICIES		4	+	0	0	4	+	0	0	4	+	0
2. TOTAL NUMBER OF PROPERTY LOSS CLAIMS RECEIVED		80	+	12	15	80	+	0	0	80	+	0
3. TOTAL NUMBER OF CRIME LOSS CLAIMS RECEIVED		1	+	0	0	1	+	0	0	1	+	0
4. TOTAL NUMBER OF LIABILITY CLAIMS RECEIVED		650	-	134	21	650	+	0	0	650	+	0
5. TOTAL NUMBER OF AUTOMOBILE CLAIMS RECEIVED		375	-	80	21	375	+	0	0	375	+	0
6. NUMBER OF RISK ASSESSMENT REPORTS ISSUED		1	-	1	100	1	+	0	0	1	+	0
7. NUMBER OF BUILDING INSPECTION REPORTS ISSUED		1	-	1	100	1	+	0	0	1	+	0
8. NO. OF TRAINING SESSIONS PROVIDED TO STATE DEPTS		2	+	0	0	2	+	0	0	2	+	0
9. NUMBER OF STATEMENTS OF SELF-INSURANCE ISSUED		500	+	11	2	500	+	0	0	500	+	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

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PROGRAM TITLE: STATE RISK MANAGEMENT & INSURANCE ADMIN

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### PART I - EXPENDITURES AND POSITIONS

The lower expenditures of FY 18 was due to lower operating expenses than budgeted and lower payments for self-insured losses/payments.

The lower expenditures of 1st Quarter FY 19 is due to the lower than expected payments for self-insured losses/payments.

### PART II - MEASURES OF EFFECTIVENESS

No significant variances to report.

### PART III - PROGRAM TARGET GROUPS

Item 3: The total liability claims processed for excluded potholes decreased because there were less liability claims filed than expected.

Item 4: The amount of pothole claims to process decreased because there were less pothole claims filed than expected.

Item 5: The total number of automobiles claims processed decreased because there were less auto claim filed than expected.

### PART IV - PROGRAM ACTIVITIES

Item 2: Total of number of property claims received increased because there were more claims filed than expected.

Item 4: The number of liability claims decreased because there were less claims submitted by departments.

Item 5: The number of auto claims decreased because there were less claims submitted by departments.

Item 6: There were no requests for risk assessments.

Item 7: There were no requests for building inspections.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: LAND SURVEY  
 PROGRAM-ID: AGS-211  
 PROGRAM STRUCTURE NO: 11030703

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	10.00	10.00	+	0.00	0	10.00	10.00	+	0.00	0	10.00	10.00	+	0.00	0
EXPENDITURES (\$1000's)	999	687	-	312	31	182	171	-	11	6	817	736	-	81	10
TOTAL COSTS															
POSITIONS	10.00	10.00	+	0.00	0	10.00	10.00	+	0.00	0	10.00	10.00	+	0.00	0
EXPENDITURES (\$1000's)	999	687	-	312	31	182	171	-	11	6	817	736	-	81	10
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. AV NO. OF DAYS TO COMPLETE A QUIET TITLE REPORT						5	5	+	0	0	5	5	+	0	0
2. COMPLETED DESCRIPTION OF LANDS AS % OF REQUESTS						60	100	+	40	67	60	60	+	0	0
3. AVE NO. OF DAYS TO PROCESS LC & FP MAPS						15	30	+	15	100	15	15	+	0	0
4. AV NO. OF DAYS TO PRODUCE A DESCRIPTION OF LANDS						20	20	+	0	0	20	20	+	0	0
5. AV NO. OF DAYS TO PROCESS SHORELINE CERTIFICATION						40	40	+	0	0	40	40	+	0	0
PART III: PROGRAM TARGET GROUP															
1. NO. REQUESTS FOR QUIET TITLE REPORTS						20	13	-	7	35	20	20	+	0	0
2. NO. REQUESTS FOR DESCRIPTIONS - STATE-OWNED LANDS						110	73	-	37	34	110	110	+	0	0
3. OWNERS OF LD CT & OTHER LANDS(TTL NO. MAPS RECD)						150	114	-	36	24	150	150	+	0	0
4. OWNERS OF BEACHFRONT PROPRTY(TTL NO CERT REQ RECD)						140	103	-	37	26	140	140	+	0	0
PART IV: PROGRAM ACTIVITY															
1. NO. OF REQUESTS FOR QUIET TITLE REPORTS COMPLETED						20	13	-	7	35	20	20	+	0	0
2. NO OF REQUESTS FOR DESCRIPTION OF LANDS COMPLETED						66	73	+	7	11	66	66	+	0	0
3. NO. OF LAND COURT AND FILE PLAN MAPS COMPLETED						150	75	-	75	50	150	150	+	0	0
4. NO. OF SHORELINE CERTIFICATIONS COMPLETED						140	103	-	37	26	140	140	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: LAND SURVEY

11 03 07 03  
AGS 211

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### PART I - EXPENDITURES AND POSITIONS

For FY 18 and FY 19, there are no position variances. The variance in expenditures is due to no contracts for licensed surveyors.

### PART II - MEASURES OF EFFECTIVENESS

Item 2: The variance is due to the Department of Land and Natural Resources providing funds for overtime to complete land survey requests.

Item 3: The variance is due to a greater percentage of complex requests.

### PART III - PROGRAM TARGET GROUPS

Items 1 and 2: The variance is the result of a decrease in requests from State agencies.

Items 3 and 4: The variance is due to a decrease in requests from private landowners.

### PART IV - PROGRAM ACTIVITIES

Item 1: The variance is due to a decrease in requests from State agencies.

Item 2: The variance is due to the Department of Land and Natural Resources providing funds for overtime to complete land survey requests.

Items 3 and 4: The variances are the result of a decrease in requests from private landowners.

## STATE OF HAWAII

PROGRAM TITLE:

OFFICE LEASING

PROGRAM-ID:

AGS-223

PROGRAM STRUCTURE NO:

11030704

## 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	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	3.00	- 1.00	25
EXPENDITURES (\$1000's)	15,619	14,178	- 1,441	9	2,087	2,050	- 37	2	13,532	13,316	- 216	2
TOTAL COSTS												
POSITIONS	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	3.00	- 1.00	25
EXPENDITURES (\$1000's)	15,619	14,178	- 1,441	9	2,087	2,050	- 37	2	13,532	13,316	- 216	2
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # OF LEASING SVCS REQUESTS PROC AS % REQ RECEIVED					98	98	+ 0	0	98	98	+ 0	0
2. AV NO. OF DAYS FROM REQUEST TO EXECUTED LEASE					272	200	- 72	26	300	300	+ 0	0
3. # LEASE PAYMTS TO VENDORS COMPL BY PAYMT DUE DATE					1585	1580	- 5	0	1585	1396	- 189	12
PART III: PROGRAM TARGET GROUP												
1. TOTAL NUMBER OF STATE DEPARTMENTS AND AGENCIES					14	14	+ 0	0	14	14	+ 0	0
2. NUMBER OF EMPLOYEES					4120	4105	- 15	0	3250	3045	- 205	6
PART IV: PROGRAM ACTIVITY												
1. NO. OF REQUESTS FOR OFFICE LEASING SERVICES					25	16	- 9	36	25	25	+ 0	0
2. NO. OF OFFICE LEASES CONSUMMATED					25	29	+ 4	16	25	25	+ 0	0
3. NO. OF OFFICE LEASE PAYMENTS COMPLETED					1585	1580	- 5	0	1585	1396	- 189	12

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 07 04  
AGS 223

PROGRAM TITLE: OFFICE LEASING

### PART I - EXPENDITURES AND POSITIONS

Actual expenditures in FY 18 were \$1,441,175 less than budgeted. This was due to revenue reductions in the interdepartmental transfer account, resulting from limitations in collecting federal funds from departments who occupy the Kapolei State Office Building.

Actual expenses were \$37,301 less than budgeted in the 1st quarter of FY 19 and is not significant.

The position count for the last three quarters of FY 19 is anticipated to be one less than budgeted due to an anticipated retirement.

For the last three quarters of FY 19, estimated expenses were \$215,384 less than budgeted, primarily due to the net effect of a 5% administrative restriction of \$268,968, the \$37,301 that was not expended in the 1st quarter, and collective bargaining allocation of \$16,284 that was expended but not budgeted.

### PART II - MEASURES OF EFFECTIVENESS

Item 2: In FY 18, the actual number of days from approval of lease request to lease execution was 72 days less than planned. This resulted primarily from increased productivity by the new Leasing Specialist, resulting from training and increased familiarity in the position. The estimate for FY 19 is anticipated to rise to 300 days due to the potential retirement of one staff.

Item 3: The planned number of lease payments to vendors by the due date was overstated for FY 19, and will decrease by approximately 189 due to agencies who have relocated from lease space to State-owned office facilities, which include the Lihue Courthouse and the Princess Victoria Kamamalu Building.

### PART III - PROGRAM TARGET GROUPS

Item 2: The projected employee count for FY 19 was reduced by 205 due to the completion of municipal lease payments for the Kapolei State Office Building in FY 18. The building will cease to be considered as a leased facility, and will now become a Department of Accounting and General Services-controlled State Office Building.

### PART IV - PROGRAM ACTIVITIES

Item 1: The actual number of lease requests for FY 18 was nine less than planned, as the planned figure was overstated. For FY 19, the estimated number of requests will remain at 25, since we anticipate multiple requests for downsizing by the Department of Labor and Industrial Relations' Unemployment Division, for the relocation of various offices to be in closer proximity to the new Kona Judiciary, along with our normal requests for office lease renewals.

Item 2: In FY 18, the actual number of leases completed was four more than planned. This was due mainly to increased productivity and efficiency by the new Leasing Specialist position following training and experience on the job.

Item 3: There is no significant difference in the actual number of lease payments completed in FY 18. However, the estimated number of lease payments to be made in FY 19 was reduced by 189 due to the relocation of agencies from lease space to state office facilities.

## VARIANCE REPORT

PROGRAM TITLE:

FACILITIES CONSTRUCTION AND MAINTENANCE

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110308

	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	199.00	183.00	- 16.00	8	277.00	249.00	- 28.00	10	277.00	277.00	+ 0.00	0
EXPENDITURES (\$1000's)	31,729	26,910	- 4,819	15	8,722	7,245	- 1,477	17	29,162	29,033	- 129	0
TOTAL COSTS												
POSITIONS	199.00	183.00	- 16.00	8	277.00	249.00	- 28.00	10	277.00	277.00	+ 0.00	0
EXPENDITURES (\$1000's)	31,729	26,910	- 4,819	15	8,722	7,245	- 1,477	17	29,162	29,033	- 129	0
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE		100	103	+	3	3			100	100	+	0
2. AV VAR BTW EST CMPL DATE & ACTUAL CONST CMPL DATE		3	6.7	+	3.7	123			3	3	+	0
3. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST		3	16	+	13	433			3	3	+	0
4. BLDG OCCUPANT'S EVALUATION OF CUSTODIAL SERVICES		75	80	+	5	7			75	80	+	5
5. % PROGRAM PROJS COMPELETD W/IN SCHEDULED TIMETABLE		100	100	+	0	0			100	100	+	0
6. % EMERG REPRS & ALTRTNS REQST RESP TO W/IN 48 HRS		100	100	+	0	0			100	100	+	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: FACILITIES CONSTRUCTION AND MAINTENANCE

11 03 08

### 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)



	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	16.00	13.00	- 3.00	19	91.00	73.00	- 18.00	20	91.00	91.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,395	1,605	- 3,790	70	2,085	1,365	- 720	35	9,079	8,792	- 287	3
TOTAL COSTS												
POSITIONS	16.00	13.00	- 3.00	19	91.00	73.00	- 18.00	20	91.00	91.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,395	1,605	- 3,790	70	2,085	1,365	- 720	35	9,079	8,792	- 287	3
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV VARIANCE BETWEEN EST & ACTUAL BID OPENING DATES		3	0.6	- 2.4	80				3	3	+ 0	0
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE		100	103	+ 3	3				100	100	+ 0	0
3. AV VAR BTWN EST & ACTUAL CONSTR COMPLETION DATES		3	6.7	+ 3.7	123				3	3	+ 0	0
4. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST		3	16	+ 13	433				3	3	+ 0	0
5. FOR TTL CIP REQUIRED, % OF FUNDS ACTUALLY APPROP		100	98	- 2	2				100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. CAPITAL IMPROV APPROPRIATIONS (IN \$100,000)		745	472	- 273	37				298	191	- 107	36
2. PUBLIC BUILDINGS, REPAIRS & ALTERATIONS (\$100,000)		45	128	+ 83	184				76	50	- 26	34
PART IV: PROGRAM ACTIVITY												
1. TOTAL COSTS OF FAC OR PROJECT UNDER DESIGN (\$MILL)		400	370	- 30	8				400	400	+ 0	0
2. PROJ UNDER CONSTRUCTION DURING FY (EST COST \$MILL)		500	466	- 34	7				500	500	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 08 01  
AGS 221

PROGRAM TITLE: PUBLIC WORKS-PLANNING, DESIGN & CONSTRUCTION

### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures for FY 18 is due to total actual revolving fund expenditures being significantly lower than the budgeted ceiling and position vacancies.

The actual 1st quarter of FY 19 and projected last three quarters of FY 19 revolving fund expenditures are anticipated to be lower due to the actual revolving fund balances being lower than the appropriation amounts.

The variance reflects position vacancies in a number of high-level positions. There are also vacancies in non-supervisory positions. These position vacancies are expected to be filled within the next three quarters.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in variance for FY 18 from FY 17 between the estimated and actual bid opening dates was due to the staff's efforts to ensure projects were bid out as scheduled. Out of the 66 projects to bid, 11% were sent to bid before scheduled date, 56% were on time, 8% were sent to bid a week late, 4% were two weeks late, 6% were three weeks late, 6% were three weeks late, and 9% went to bid a month or longer late.

Item 2: The variance for FY 18 reflects a slowing in the rate of growth in the construction industry resulting in the State receiving more favorable bids for construction projects.

Item 3: The variance for FY 18 between the estimated and actual construction completion dates was due to a high number of change orders that needed to be executed resulting from unforeseen conditions discovered during the course of construction, and user requests for additional work outside of the initial project scope.

Item 4: The variance for FY 18 is due to unforeseen conditions discovered over the course of construction, and user requests to perform work outside of the original scope. Six of the 32 projects completed were

high dollar or repairs and alterations (R&A) projects that comprised 87.7% of the total change order costs based on unforeseen conditions or complex design issues. In addition, the variance for FY 18 was influenced by two delayed Notice-to-Proceed (NTP) and one Department of Planning and Permitting building permit process delay of more than a year.

Item 5: The variance for FY 18 is based on the decrease in the percentage of funds actually appropriated, compared to the total Capital Improvements Program (CIP) funding requested. The variance for FY 18 was due to a decrease in CIP funding. There was an increase in R&A appropriations above and beyond the Governor's Executive Budget Request.

### PART III - PROGRAM TARGET GROUPS

Item 1: The variance for FY 18 CIP appropriations is based on the actual amount appropriated in Act 49, SLH 2017, for critical program services. Likewise, for FY 18, the Legislature appropriated additional project funds for Grant-In-Aid projects.

Item 2: The variance for FY 18 CIP Public Buildings and R&A is based on the actual amount appropriated in Act 49, SLH 2017, for critical public building repairs.

### PART IV - PROGRAM ACTIVITIES

Item 1: The variance for FY 18 is due to the movement of large value projects from the planning phase to design phase to back-fill those projects completing design work and awarded in construction.

Item 2: The variance for FY 18 is due to the program and State agencies encountering challenges in obtaining sufficient construction funding and allocation of lump sum funding. The program anticipates the construction amounts to increase once the designs for projects of large construction values noted in Item 1, currently in the pipeline, are completed and the projects are awarded for the construction phase.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: CENTRAL SERVICES - CUSTODIAL SERVICES

12/10/18

PROGRAM-ID: AGS-231

PROGRAM STRUCTURE NO: 11030802

	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	123.00	114.00	-	9.00	7	123.00	117.00	-	6.00	5	123.00	123.00	+	0.00	0
EXPENDITURES (\$1000's)	21,212	20,305	-	907	4	5,416	4,797	-	619	11	16,019	16,128	+	109	1
TOTAL COSTS															
POSITIONS	123.00	114.00	-	9.00	7	123.00	117.00	-	6.00	5	123.00	123.00	+	0.00	0
EXPENDITURES (\$1000's)	21,212	20,305	-	907	4	5,416	4,797	-	619	11	16,019	16,128	+	109	1
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. 4 INTERNAL SVC INSPECTIONS/QTR & ACCEPTBLE SCORES						80	80	+	0	0	80	80	+	0	0
2. BLDG OCCUPANT'S EVALUATION OF CUSTODIAL SERVICES						75	80	+	5	7	75	80	+	5	7
PART III: PROGRAM TARGET GROUP															
1. TOTAL ASSIGNED BUILDINGS						78	78	+	0	0	78	78	+	0	0
PART IV: PROGRAM ACTIVITY															
1. TOTAL NUMBER OF WORK STATIONS (JANITOR II)						77	77	+	0	0	77	77	+	0	0
2. NUMBER OF SQUARE FEET SERVICED						2.7	2.7	+	0	0	2.7	2.7	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 08 02  
AGS 231

PROGRAM TITLE: CENTRAL SERVICES - CUSTODIAL SERVICES

### PART I - EXPENDITURES AND POSITIONS

The expenditure variance of \$907,248 for FY 18 was primarily due to the program restrictions of \$541,258, leaving a variance of \$365,990; of which, \$297,897 is due to vacancy savings, offset with collective bargaining augmentation funds of \$131,100, leaving a variance of \$199,195, which was due to lower electricity costs than the previous year and is less than 1%.

The variance in the 1st quarter of FY 19 of \$618,534 is primarily due to \$123,488 in vacancy savings, and program reimbursement of \$135,709 allotted but not yet received and will be realized in future quarters. In addition, lower than expected contract costs for the 1st quarter were offset by higher than expected electricity costs that contributed to a variance of \$329,908. For the remaining nine months of FY 19, a variance of \$108,893 is primarily due to program restrictions of \$873,507, offset by by collective bargaining augmentation funds of \$363,866 and \$518,795 in contract costs budgeted in the 1st quarter but executed in the later quarters, and 1st quarter program reimbursements of \$135,709 received in later quarters.

For FY 18, there were nine vacant positions. Selections have been made for three Janitor II positions: Pos. Nos. 11881, 1337 and 22557. While two other Janitor II positions, Pos. Nos. 1259 and 27135, are pending possible reorganization action. Two half-time (50%) Janitor II positions, Pos. No. 17436 and Pos. No. 35254, is awaiting approval to fill. One Janitor II, Pos. No. 7317, is awaiting an interview, while one Janitor II, Pos. No. 18987, is awaiting the Department of Human Resources Development's (DHRD) list of eligibles and one Janitor II, Pos. No. 22559, is going thru Internal Vacancy Announcement (IVA) recruitment process.

For the 1st quarter of FY 19, a total of six positions are vacant. Interviews are pending for two vacant Janitor IIs: Pos. No. 7317 and 8067. While two other Janitor II positions, Pos. No. 22559 and half-time (50%) Janitor II, Pos. No. 35254, selections have been made. One-half time (50%) Janitor II, Pos. No. 17436 is awaiting approval to fill, while two other Janitor II positions, Pos. No. 1259 and Pos. No. 27135, are pending

possible reorganization action. For the remaining nine months of FY 19, all positions are expected to be filled.

### PART II - MEASURES OF EFFECTIVENESS

There are no significant variances in the measures of effectiveness.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

There are no significant variances in the program activities.

## VARIANCE REPORT

PROGRAM TITLE: CENTRAL SERVICES - GROUNDS MAINTENANCE

12/10/18

PROGRAM-ID: AGS-232

PROGRAM STRUCTURE NO: 11030803

	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	27.00	24.00	- 3.00	11	30.00	27.00	- 3.00	10	30.00	30.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,824	1,814	- 10	1	389	350	- 39	10	1,598	1,615	+ 17	1
TOTAL COSTS												
POSITIONS	27.00	24.00	- 3.00	11	30.00	27.00	- 3.00	10	30.00	30.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,824	1,814	- 10	1	389	350	- 39	10	1,598	1,615	+ 17	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EVALUATIONS FROM GROUNDS SURVEY FROM BLDG OCCUPNTS					70	70	+ 0	0	70	70	+ 0	0
2. ANNUAL FACILITY ASSESSMENT SCORES					85	80	- 5	6	85	80	- 5	6
PART III: PROGRAM TARGET GROUP												
1. TOTAL NUMBER OF FACILITIES					119	119	+ 0	0	119	119	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF GROUNDSKEEPING POSITIONS					27	27	+ 0	0	27	30	+ 3	11
2. TOTAL ACREAGE SERVICED					106.3	106.3	+ 0	0	106.3	106.3	+ 0	0
3. NUMBER OF REFUSE COLLECTION SITES					28	28	+ 0	0	28	28	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: CENTRAL SERVICES - GROUNDS MAINTENANCE

11 03 08 03  
AGS 232

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### PART I - EXPENDITURES AND POSITIONS

The variance in expenditures of \$9,933 in FY 18 is primarily due to the program restrictions of \$6,422 and vacancy savings of \$29,090, offset with \$28,604 in collective bargaining augmentation funds, leaving a variance of \$6,908, which is less than 1% and is insignificant.

For FY 19, the 1st Quarter variance of \$39,597 is due to payroll savings of \$36,464 attributable to vacancies. For the remaining nine months of FY 19, the expected variance of \$17,766 is primarily due to the program restriction of \$99,362, offset with the collective bargaining augmentation funds of \$77,531.

For FY 18, there were three vacant positions. A Department of Human Resources Development (DHRD) list has been received and interviews are scheduled for Pos. No. 21598, Groundskeeper I. While a selection has been made for Pos. No. 118108, Groundskeeper I, and a DHRD list of eligibles has been requested and is awaiting for Pos. No. 2706, Grounds Maintenance Supervisor II. For the 1st Quarter of FY 19, there are three vacant positions. Two positions, Pos. No. 2706, Grounds Maintenance Supervisor II, and Pos. No. 48156, Groundskeeper I, are both pending interviews, while Pos. No. 28055, Groundskeeper I, is awaiting a new DHRD list. For the remaining nine months of FY 19, all positions are expected to be filled.

### PART II - MEASURES OF EFFECTIVENESS

There are no significant variances in the measures of effectiveness.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

For FY 19, three groundskeeping positions were provided by Act 49, SLH 2017, as amended by Act 53 SLH 2018, to address servicing assigned Oahu cemeteries, which accounted for the variance.

## VARIANCE REPORT

PROGRAM TITLE: CENTRAL SERVICES - BUILDING REPAIRS & ALT  
 PROGRAM-ID: AGS-233  
 PROGRAM STRUCTURE NO: 11030804

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	33.00	32.00	- 1.00	3	33.00	32.00	- 1.00	3	33.00	33.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,298	3,186	- 112	3	832	733	- 99	12	2,466	2,498	+ 32	1
TOTAL COSTS												
POSITIONS	33.00	32.00	- 1.00	3	33.00	32.00	- 1.00	3	33.00	33.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,298	3,186	- 112	3	832	733	- 99	12	2,466	2,498	+ 32	1
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF PROGRAM PROJECTS COMPLETED WITHIN TIMETABLE					100	100	+ 0	0	100	100	+ 0	0
2. % EMERGENCY REP & ALTERATNS RESPDNED TO IN 48 HRS					100	100	+ 0	0	100	100	+ 0	0
3. % OF SATISFACTORY SURVEY EVALUATIONS OF R&A SVCS					90	90	+ 0	0	90	90	+ 0	0
4. % OF SATISFACTORY SURVEY EVAL OF SPECIAL PROJECTS					90	90	+ 0	0	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. TOTAL NUMBER OF ASSIGNED STATE BUILDINGS					164	164	+ 0	0	164	164	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. TTL NO. OF NORMAL REPAIRS & ALTERATIONS PROJECTS					3600	3541	- 59	2	3600	3555	- 45	1
2. TOTAL NUMBER OF EMERGENCY PROJECTS					1000	985	- 15	2	1000	990	- 10	1

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: CENTRAL SERVICES - BUILDING REPAIRS & ALT

11 03 08 04  
AGS 233

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### PART I - EXPENDITURES AND POSITIONS

For FY 18, the expenditure variance of \$111,913 was due to: \$100,000 of Army and Air Force Exchange Service (AAFES) Building "U" fund reimbursements not collected due to the Memorandum of Agreement (MOA) with Office of Hawaiian Affairs (OHA) ending and not renegotiated; and program restrictions of \$9,325 and \$37,756 in payroll vacancy savings, offset by \$42,761 in collective bargaining augmentation funds, resulting in a variance of \$7,593 that is less than 1% which is insignificant.

The expenditure variance of \$99,229 in the 1st quarter of FY 19 is primarily due to payroll savings of \$14,008, and \$71,000 in building maintenance material funds budgeted in anticipation of possible hurricane-related damages to public buildings in the 1st quarter of FY 19. The expected expenditure variance for the remaining nine months of FY 19 of \$32,190 is due primarily to the program restrictions of \$159,887, offset with collective bargaining augmentation funds of \$92,848 and the \$100,000 of AAFES Building reimbursement "U" funds not being collected due to the end of the MOA with OHA.

For FY 18, there was one vacant position: Pos. No. 2650, Carpenter I, in which an interview was held and a selection was made. For the first quarter of FY 19, there was one vacant position: Pos. No. 15619, Electrician I, which a selection has been made. For the remaining nine months of FY 19, all positions are expected to be filled.

### PART II - MEASURES OF EFFECTIVENESS

There are no significant variances in the measures of effectiveness.

### PART III - PROGRAM TARGET GROUPS

There is no significant variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

There are no significant variances in the program activities.



## VARIANCE REPORT

PROGRAM TITLE:

PROCUREMENT, INVENTORY &amp; SURPLUS PROP MGT

12/10/18

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110309

	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	27.00	21.00	- 6.00	22	29.00	19.00	- 10.00	34	29.00	29.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,243	1,571	- 1,672	52	911	331	- 580	64	3,061	3,684	+ 623	20
TOTAL COSTS												
POSITIONS	27.00	21.00	- 6.00	22	29.00	19.00	- 10.00	34	29.00	29.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,243	1,571	- 1,672	52	911	331	- 580	64	3,061	3,684	+ 623	20
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EST COST SAVINGS BY JURISIC UTLIZ SPO PL/VL(\$1000)					40000	25469	- 14531	36	40000	25000	- 15000	38
2. COST SAVINGS OF HI ELECT PROC AWARDS (1000)					41000	51000	+ 10000	24	41000	50000	+ 9000	22
3. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)					3000	2431	- 569	19	3000	3000	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: PROCUREMENT, INVENTORY & SURPLUS PROP MGT

11 03 09

### 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  
12/10/18

PROGRAM TITLE: STATE PROCUREMENT  
 PROGRAM-ID: AGS-240  
 PROGRAM STRUCTURE NO: 11030901

	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	22.00	19.00	- 3.00	14	24.00	17.00	- 7.00	29	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,395	1,379	- 16	1	347	277	- 70	20	1,777	1,872	+ 95	5
TOTAL COSTS												
POSITIONS	22.00	19.00	- 3.00	14	24.00	17.00	- 7.00	29	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,395	1,379	- 16	1	347	277	- 70	20	1,777	1,872	+ 95	5
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EST COST SAVINGS BY JURISIC UTILIZ SPO PL/VL(\$1000)		40000	25469	- 14531	36	40000	25000	- 15000	38			
2. PROPERTY TRANSFERRED BETWEEN AGENCIES (\$1000)		4550	6633	+ 2083	46	4550	4800	+ 250	5			
3. MOVING 3-YEAR AV OF ERRORS IN INVENTORY REPORTING		0	0	+ 0	0	0	0	+ 0	0			
4. COST SAVINGS OF HI ELECT PROC AWARDS (1000)		41000	51000	+ 10000	24	41000	50000	+ 9000	22			
5. % OF SPO WS EVAL W/ MEANINGFUL/PRACTICAL RATINGS		60	49	- 11	18	60	54	- 6	10			
6. REBATES REC FR PCARD FOR PARTICIPATNG (THOU DOLLR)		1600	1630	+ 30	2	1600	1630	+ 30	2			
PART III: PROGRAM TARGET GROUP												
1. NO. OF JURISDTNS UTILIZING COOP PURCHASING AGREEMT		20	20	+ 0	0	20	20	+ 0	0			
2. NO. OF ORG CODES LISTED IN THE FIXED ASSET INV SYS		1080	1005	- 75	7	1080	1010	- 70	6			
3. NO. AGENCIES ISSUING HLTH & HUMN SVS SOLICITATIONS		22	10	- 12	55	22	10	- 12	55			
4. NO. OF PCARD HOLDERS FOR ALL PARTICIPATING JURISDI		3600	3645	+ 45	1	3600	3650	+ 50	1			
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF AWARDS FOR PRICE & VENDOR LIST CONTRACTS		119	90	- 29	24	119	100	- 19	16			
2. NO. OF STATE OF HAWAII ELEC PROCURMT SYS SOLICITNS		1300	1429	+ 129	10	1300	1425	+ 125	10			
3. NO. OF PROCURMT TRAINING WORKSHOP ATTENDEES		9000	10605	+ 1605	18	9000	9500	+ 500	6			
4. RATIO PCARD TRANS/PO TRANS OBJ CODE EX DOE,UH,HHSC		12	14	+ 2	17	12	14	+ 2	17			
5. NUMBER OF ITEMS TRANSFERRED BETWEEN AGENCIES		1830	2338	+ 508	28	1830	2000	+ 170	9			
6. NO. OF INVENTORY TRANSACTIONS AUDITED & PROCESSED		36500	22663	- 13837	38	36500	33500	- 3000	8			
7. TOTAL VALUE OF PROP ADDED TO INVENTORY (\$1000)		545000	433489	- 111511	20	545000	555000	+ 10000	2			
8. NO. OF COMP/RESTRICT HLTH & HMN SVC SOLICITATIONS		62	71	+ 9	15	62	75	+ 13	21			

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

11 03 09 01  
AGS 240

PROGRAM TITLE: STATE PROCUREMENT

### PART I - EXPENDITURES AND POSITIONS

Retirements, transfers, and delays in hiring prevented the State Procurement Office (SPO) from maintaining full staffing levels in FY 18. In FY 19, the SPO plans to maximize its position count and expend its entire allocated budget.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The largest difference in spend, which affects cost savings was for Wireless Communication and Equipment contracts. The spend for FY 17 was \$110,322,100 and the spend for FY 18 was \$91,951,998. The other contract, which had a big impact due to spend, was the software VAR contract. FY 17 spend was \$44,543,313 and FY 18 was 18,229,260. The energy savings contract expired and no spend data was available for FY 18 (FY 17 spend was \$2,594,781). Lastly, there was a 54% difference in spend for Security Protection Services (FY 17 \$2,299,684; FY 18 \$1,327,300).

Item 2: FY 18 actual was 46% higher due to an increased number of transfers between agencies.

Item 4: Increase is due to a surge in the number of Hawaii State eProcurement System (HlePRO) solicitations.

Item 5: 206 people selected Practical/Meaningful, 208 people selected Adequate/Good, and 8 people selected Overly Technical/Too Detailed. Significant variance may be due to different expectation from attendees, due to age, etc.

### PART III - PROGRAM TARGET GROUPS

Item 3: Health and Human Services (HANDS) data, which includes HlePRO data, indicates that ten (10) agencies issued health and human services solicitations, a decrease from the projected amount.

### PART IV - PROGRAM ACTIVITIES

Item 1: Decrease is due to contracts extended for two or more 12-month terms.

Item 2: Increase is due to a surge in the number of people using the HlePRO system.

Item 3: More people are taking the training courses, possibly due to new hires or agencies encouraging employees to retake the courses.

Item 4: The ratio is higher due to agencies using pCard (purchasing card) more frequently than purchase orders.

Item 5: FY 18 actual was 28% higher due to an increased number of transfers between agencies.

Item 6: FY 18 actual was 38% lower due to a decrease in the number of property added to the inventory.

Item 7: FY 18 actual was 20% lower due to a decrease in the number of additions to the inventory.

Item 8: HANDS data which, includes HlePRO data, indicates an increase of 60 Solicitations and 11 Restrictive Purchase-of-Service requests.

## STATE OF HAWAII

## VARIANCE REPORT

REPORT V61

PROGRAM TITLE: SURPLUS PROPERTY MANAGEMENT  
 PROGRAM-ID: AGS-244  
 PROGRAM STRUCTURE NO: 11030902

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	5.00	2.00	-	3.00	60	5.00	2.00	-	3.00	60	5.00	5.00	+	0.00	0
EXPENDITURES (\$1000's)	1,848	192	-	1,656	90	564	54	-	510	90	1,284	1,812	+	528	41
TOTAL COSTS															
POSITIONS	5.00	2.00	-	3.00	60	5.00	2.00	-	3.00	60	5.00	5.00	+	0.00	0
EXPENDITURES (\$1000's)	1,848	192	-	1,656	90	564	54	-	510	90	1,284	1,812	+	528	41
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)					3000	2431	-	569	19	3000	3000	+	0	0	
2. RATIO SVS FEE OVER PROPERTY TRANSFER VALUE (%)					4	.094	-	3.906	98	4	2	-	2	50	
3. ACTUAL DONEES AS % OF ELIGIBLE DONEES					84	64	-	20	24	84	84	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. NON-PROFIT TAX-EXMPT EDUC & PUBLIC HTH INSTUTNS					80	37	-	43	54	80	70	-	10	13	
2. PUBLIC AGENCY THAT SERVES OR PROMOTES PUB PURPOSE					24	98	+	74	308	24	60	+	36	150	
3. 8(A) BUSINESS DEV/SMALL DISADVANTAGED BUSINESSES					50	26	-	24	48	50	40	-	10	20	
PART IV: PROGRAM ACTIVITY															
1. FED PERSONAL PROP RECEIVED (LINE ITEMS)					300	262	-	38	13	300	300	+	0	0	
2. FED PROP DONATED (LINE ITEMS)					700	256	-	444	63	700	500	-	200	29	
3. ACQ OF STATE PROP FOR UTIL/SALE (LINE ITEMS)					100	243	+	143	143	100	235	+	135	135	
4. DIST OF STATE PROP FOR REUTIL (LINE ITEMS)					75	243	+	168	224	75	235	+	160	213	
5. STATE PROP DISP OF BY PUBLIC SALE (LINE ITEMS)					80	101	+	21	26	80	80	+	0	0	

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: SURPLUS PROPERTY MANAGEMENT

11 03 09 02  
AGS 244

### PART I - EXPENDITURES AND POSITIONS

The position variances in FY 18 and the first quarter of FY 19 are attributed to delays in hiring and two vacant positions not being filled because the current amount of property transferred cannot support a staff of five.

The expenditure variances for FY 18 and the first quarter of FY 19 can be attributed to lower than anticipated vehicle purchases. More expenditures are projected for the remaining three quarters of FY 19.

Surplus Property Services is working to strengthen its financial viability by leveraging the internet and technology-based applications to enhance sales, promotion and marketing of the surplus property program. This will enable more donees to benefit from the varied surplus property available to them at significantly reduced prices.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease is due to less desirable federal property being available for sale.

Item 2: The decrease in ratio is due to the poor condition of the federal property, which caused the service and handling charges to decrease.

Item 3: The number of nonprofit organizations and small businesses decreased due to the restricted screening location at Pearl Harbor.

### PART III - PROGRAM TARGET GROUPS

Item 1: The number of nonprofit organizations are decreasing due to the restricted screening location at Pearl Harbor.

Item 2: The increase is because all public agencies have access to screen at military bases like Pearl Harbor.

Item 3: The number of small businesses are decreasing due to the restricted screening location at Pearl Harbor.

### PART IV - PROGRAM ACTIVITIES

Items 1 and 2: The number of available Federal surplus property is decreasing, which causes the number of items received and donated to decrease.

Item 3: The increase is to the fact that all State agencies were recommended to offer excess/surplus property to the Surplus Property Office prior to disposal.

Item 4: The increase is due to the Surplus Property Office emailing out all available State property to qualify donees.

Item 5: The increase is due to the effectiveness of the State Procurement Office's public auction.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61  
12/10/18

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110310

	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	40.00	38.00	-	2.00	5	40.00	35.00	-	5.00	13	40.00	40.00	+	0.00	0
EXPENDITURES (\$1000's)	6,707	6,173	-	534	8	1,870	1,423	-	447	24	4,837	5,401	+	564	12
TOTAL COSTS															
POSITIONS	40.00	38.00	-	2.00	5	40.00	35.00	-	5.00	13	40.00	40.00	+	0.00	0
EXPENDITURES (\$1000's)	6,707	6,173	-	534	8	1,870	1,423	-	447	24	4,837	5,401	+	564	12
						FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE						90	4823	+	4733	5259	3870	4823	+	953	25
2. PERCENTAGE UTILIZATION OF PARKING SPACES						105	90	-	15	14	105	90	-	15	14

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT

11 03 10

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

No Measures Have Been Developed for this Program.



PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - MOTOR POOL

PROGRAM-ID: AGS-251

12/10/18

PROGRAM STRUCTURE NO: 11031001

	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	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	2,962	2,406	-	556	19	982	589	-	393	40	1,980	2,416	+	436	22
TOTAL COSTS															
POSITIONS	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	2,962	2,406	-	556	19	982	589	-	393	40	1,980	2,416	+	436	22
						FISCAL YEAR 2017-18				FISCAL YEAR 2018-19					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE						90	4823	+	4733	5259	3870	4823	+	953	25
2. PERCENTAGE OF REVENUES OVER EXPENDITURES						96	103	+	7	7	96	103	+	7	7
PART III: PROGRAM TARGET GROUP															
1. STATE AGENCIES UTILIZING MOTOR POOL & NON-MP VEH						21	21	+	0	0	21	21	+	0	0
PART IV: PROGRAM ACTIVITY															
1. MOTOR POOL FLEET RENTAL REVENUES						1980	2122	+	142	7	1980	2122	+	142	7
2. OTHER NON-MOTOR POOL VEHICLE SERVICE REVENUES						185	299	+	114	62	185	299	+	114	62

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - MOTOR POOL

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11 03 10 01  
AGS 251

### PART I - EXPENDITURES AND POSITIONS

In FY 18, DAG-Motor Pool purchased less fleet cars.

The variance in expenditures will be spent during the remaining three quarters of the year.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: For both fiscal years, the variance is due to changing the measure to Average Operating Cost Per Vehicle Per Year instead of Average Operating Cost Per Mile. The planned amount will be changed during the budget process when updates can be made to the measures of effectiveness.

Item 2: For both fiscal years, the variances are due to underestimating the planned percentage of revenues over expenditures.

### PART III - PROGRAM TARGET GROUPS

For both fiscal years, there are no variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

Item 1: For both fiscal years, the variances are due to underestimating the planned motor pool fleet rental revenues.

Item 2: For both fiscal years, the variances are due to underestimating the planned other non-motor pool vehicle service revenues.

STATE OF HAWAII

## VARIANCE REPORT

REPORT V61  
12/10/18

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - PARKING CONTROL  
 PROGRAM-ID: AGS-252  
 PROGRAM STRUCTURE NO: 11031002

	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	27.00	25.00	- 2.00	7	27.00	22.00	- 5.00	19	27.00	27.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,745	3,767	+ 22	1	888	834	- 54	6	2,857	2,985	+ 128	4
TOTAL COSTS												
POSITIONS	27.00	25.00	- 2.00	7	27.00	22.00	- 5.00	19	27.00	27.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,745	3,767	+ 22	1	888	834	- 54	6	2,857	2,985	+ 128	4
					FISCAL YEAR 2017-18				FISCAL YEAR 2018-19			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. PERCENTAGE UTILIZATION OF PARKING SPACES					105	90	- 15	14	105	90	- 15	14
2. PERCENTAGE OF REVENUES OVER EXPENDITURES					121	132	+ 11	9	121	132	+ 11	9
PART III: PROGRAM TARGET GROUP												
1. STATE OFFICIALS-EMPLOYEE & PUB CONDUCTG BUS W/STATE					8400	8550	+ 150	2	8400	8550	+ 150	2
PART IV: PROGRAM ACTIVITY												
1. NO. OF SPACES FOR EMPLOYEES & PUBLIC					6175	7400	+ 1225	20	7369	7400	+ 31	0
2. NO. OF PARKING CITATIONS ISSUED (MONTHLY AVERAGE)					965	775	- 190	20	965	852	- 113	12
3. EMPLOYEE PARKING & PUBLIC PARKING REVENUES					3000	3000	+ 0	0	3000	3000	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - PARKING CONTROL

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### PART I - EXPENDITURES AND POSITIONS

For FY 18, the position variances are due to one (1) vacant Parking and Security Officer and one (1) Administrative Services Assistant position.

For FY 19, the position variances are due to two (2) vacant Parking and Security Officers, one (1) Office Assistant III, one (1) Office Assistant IV, and one (1) Administrative Services Assistant position.

The variance in expenditures will be spent during the remaining three quarters of the year.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: For both fiscal years, the variances are due to the assignments of Lot A, Makai Garage; Lot N, Alii Place Garage; and Lot R, South Street Garage for State agencies that was assigned to the Kamamalu Building.

Item 2: For both fiscal years, the variances are due to overestimating the planned percentage of revenues over expenditures.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target group.

### PART IV - PROGRAM ACTIVITIES

Item 1: For both fiscal years, the planned amount will be changed to the current number of spaces to 7,400.

Item 2: For both fiscal years, the variances are due to parking citations being down due to shortage of Parking and Security Officers, less monitoring of various lots and patrols.

Item 3: No Variance.

PROGRAM TITLE: GENERAL ADMINISTRATIVE SERVICES  
 PROGRAM-ID: AGS-901  
 PROGRAM STRUCTURE NO: 110313

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)	36.00	31.00	-	5.00	14	38.00	35.00	-	3.00	8	38.00	37.00	-	1.00	3
	3,279	2,707	-	572	17	801	616	-	185	23	2,704	2,970	+	266	10
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	36.00	31.00	-	5.00	14	38.00	35.00	-	3.00	8	38.00	37.00	-	1.00	3
	3,279	2,707	-	572	17	801	616	-	185	23	2,704	2,970	+	266	10

PART II: MEASURES OF EFFECTIVENESS	FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
1. % OF LATE (INTEREST) PAYMENTS TO TOTAL PAYMENTS	.13	.16	+	0.03	23	.13	.2	+	0.07	54
2. % OF INVOICE PAYMNTS PROCESSED W/IN 7 WORKING DAYS	95	98	+	3	3	95	95	+	0	0
3. AV TIME FOR NON-COMPETITIVE RECRUITMENT ACTION	30	33	+	3	10	30	30	+	0	0
4. AV TIME FOR DELEGATED CLASSIFICATION ACTION	5	12	+	7	140	5	10	+	5	100
5. NO. OF NON-ROUTINE PERSONNEL CONSULTATIVE SVCS	240	254	+	14	6	240	38	-	202	84
6. PERCENTAGE OF DATA PROCESSING REQUESTS COMPLETED	75	80	+	5	7	75	80	+	5	7
7. % OF DP REQUESTS COMPLTD WHICH IMPROVED EFFICIENCY	65	70	+	5	8	65	70	+	5	8
8. PERCENTAGE OF B&F REQUESTS SUBMITTED BY DUE DATE	100	100	+	0	0	100	100	+	0	0
9. % OF LEGISLATIVE REQUESTS SUBMITTED BY DATE	100	100	+	0	0	100	100	+	0	0

PART III: PROGRAM TARGET GROUP	FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
1. NO. OF DIVISIONS, DISTRICT OFFICES & ATTACHED AGEN	23	23	+	0	0	23	23	+	0	0
2. TOTAL NUMBER OF EMPLOYEES (PERMANENT/TEMPORARY)	837	854	+	17	2	837	853	+	16	2
3. TOTAL NO. OF PAYMENT TRANSACTIONS PROCESSED (000)	29	28	-	1	3	29	29	+	0	0
4. NO. OF DEPARTMENTAL VACANCIES DURING THE YEAR	180	217	+	37	21	180	200	+	20	11
5. TOTAL NO. OF DATA PROCESSING REQUESTS PROCESSED	375	400	+	25	7	375	400	+	25	7
6. NO. OF COMPUTER APPLICATION PROGRAMS ADMINSTERED	3200	3400	+	200	6	3200	3400	+	200	6
7. NO. OF REQUESTS FROM DEPT. OF BUDGET AND FINANCE	15	20	+	5	33	15	15	+	0	0
8. TOTAL NUMBER OF LEGISLATIVE REQUESTS	40	3	-	37	93	40	40	+	0	0

PART IV: PROGRAM ACTIVITY	FISCAL YEAR 2017-18					FISCAL YEAR 2018-19				
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
1. NO. OF EMPLOYEES PROVIDING ADMIN/TECH/CLERICAL SUP	32	32	+	0	0	32	35	+	3	9
2. NUMBER OF PURCHASING CARDS OUTSTANDING	168	160	-	8	5	168	160	-	8	5
3. NUMBER OF PAYROLL REGISTERS HANDLED	8	8	+	0	0	8	8	+	0	0
4. NUMBER OF EPARS PROCESSED	1800	2688	+	888	49	1800	2500	+	700	39
5. NUMBER OF NON-EPAR ACTIONS PROCESSED	4000	4276	+	276	7	4000	4000	+	0	0
6. NO. OF REQUESTS FOR NON-COMPETITIVE RECRUITMENTS	80	112	+	32	40	80	100	+	20	25
7. NO. OF REQUESTS FOR DELEGATED CLASSIFICATN ACTIONS	120	216	+	96	80	120	140	+	20	17
8. NO. OF NEW COMPUTER APPLICATION SYSTEMS INSTALLED	1	1	+	0	0	1	1	+	0	0
9. NO. OF ADMIN RULES & REORG REQUESTS REVIEWED	4	2	-	2	50	4	4	+	0	0

## VARIANCE REPORT NARRATIVE FY 2018 AND FY 2019

PROGRAM TITLE: GENERAL ADMINISTRATIVE SERVICES

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### PART I - EXPENDITURES AND POSITIONS

The variance in the number of filled positions for at June 30, 2018 is due to the positions being in the recruitment process. Three of the positions were filled by the end of the first quarter of FY 19. The variance in filled positions for the three months ending September 30, 2018, and nine months ending June 30, 2019, are not significant.

The decrease in the expenditure for FY 18 is primarily due to funding restrictions and vacancy savings. The variance in expenditures for the three months ended September 30, 2018, is primarily due to vacancy savings, and the variance for the remaining nine months ending June 30, 2019, is due to delayed expenditures from the first quarter.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The variances in FY 18 and FY 19 percentage of late (interest) payments to total payments is due to delays in receipt of invoices from the programs.

Item 3: The variance in FY 18 is due to the increased workload in other program activity areas.

Item 4: The variances in FY 18 and FY 19 are due to the increase of classification action requests submitted. Also, from February 2018 to June 2018, the Classification Human Resources Specialist position was vacant.

### PART III - PROGRAM TARGET GROUPS

Item 4: The variance is primarily due to the change in count methodology.

Item 7: The variance in FY 18 is due to an increase in the number of requests from the Department of Budget and Finance.

Item 8: The variance in FY 18 is due to a decrease in the number of requests received from the Legislature.

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### PART IV - PROGRAM ACTIVITIES

Item 4: The variance in the number of ePars (Employee Performance Appraisal) processed is due to unusually high number of mass updates and we may have projected incorrectly.

Item 6: The number increased due to the increase in position vacancies.

Item 7: The number increased because of an increase in position vacancies and change in funding actions for the Public Works Division.

Item 9: There was a decrease in the number of reorganization requests reviewed.