



INDIVIDUAL RIGHTS

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	719.00	640.00	- 79.00	11	738.00	659.00	- 79.00	11	738.00	738.00	+ 0.00	0
EXPENDITURES (\$1000's)	111,493	90,966	- 20,527	18	30,344	18,847	- 11,497	38	82,185	93,854	+ 11,669	14
TOTAL COSTS												
POSITIONS	719.00	640.00	- 79.00	11	738.00	659.00	- 79.00	11	738.00	738.00	+ 0.00	0
EXPENDITURES (\$1000's)	111,493	90,966	- 20,527	18	30,344	18,847	- 11,497	38	82,185	93,854	+ 11,669	14
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	91	100	+ 9	10	93	93	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	22	- 78	78	100	100	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

PROGRAM TITLE: INDIVIDUAL RIGHTS

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	512.00	440.00	- 72.00	14	531.00	459.00	- 72.00	14	531.00	531.00	+ 0.00	0
EXPENDITURES (\$1000's)	91,898	71,247	- 20,651	22	25,299	14,393	- 10,906	43	66,121	77,277	+ 11,156	17
TOTAL COSTS												
POSITIONS	512.00	440.00	- 72.00	14	531.00	459.00	- 72.00	14	531.00	531.00	+ 0.00	0
EXPENDITURES (\$1000's)	91,898	71,247	- 20,651	22	25,299	14,393	- 10,906	43	66,121	77,277	+ 11,156	17
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	91	100	+ 9	10	93	93	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	22	- 78	78	100	100	+ 0	0				

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	302.00	262.00	- 40.00	13	308.00	265.00	- 43.00	14	308.00	308.00	+ 0.00	0
EXPENDITURES (\$1000's)	64,933	46,944	- 17,989	28	18,092	9,202	- 8,890	49	45,024	54,163	+ 9,139	20
TOTAL COSTS												
POSITIONS	302.00	262.00	- 40.00	13	308.00	265.00	- 43.00	14	308.00	308.00	+ 0.00	0
EXPENDITURES (\$1000's)	64,933	46,944	- 17,989	28	18,092	9,202	- 8,890	49	45,024	54,163	+ 9,139	20

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	94	+ 0	0
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	96	- 1	1	97	97	+ 0	0
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	77	- 13	14	90	90	+ 0	0
4. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0
5. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0
6. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	91	100	+ 9	10	93	93	+ 0	0

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

PROGRAM TITLE: CABLE TELEVISION

PROGRAM-ID: CCA-102

PROGRAM STRUCTURE NO: 10010301

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,529	1,923	- 8,606	82	737	552	- 185	25	1,913	2,098	+ 185	10
TOTAL COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,529	1,923	- 8,606	82	737	552	- 185	25	1,913	2,098	+ 185	10

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. HAWAII HOUSEHOLDS (000)	560	546	- 14	3	548	549	+ 1	0
2. HAWAII BUSINESSES (000)	36	36	+ 0	0	36	36	+ 0	0
3. CABLE TELEVISION SUBSCRIBERS (000)	387	377	- 10	3	375	372	- 3	1
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0
6. BROADBAND SUBSCRIBERS (000)	459	390	- 69	15	392	393	+ 1	0

PART IV: PROGRAM ACTIVITY								
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	6	6	+ 0	0	4	4	+ 0	0
2. # OF NEW CATV APPLICATIONS REVIEWED BY CATV	1	6	+ 5	500	1	6	+ 5	500
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	7	7	+ 0	0	6	6	+ 0	0
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	+ 0	0	10	10	+ 0	0
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	280	305	+ 25	9	270	295	+ 25	9
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	2	2	+ 0	0	1	0	- 1	100
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	75	55	- 20	27	65	27	- 38	58
9. # OF PEG ACCESS RELATED ACTIVITIES	325	295	- 30	9	275	255	- 20	7
10. # OF BROADBAND RELATED ACTIVITIES	150	138	- 12	8	140	130	- 10	7

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

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CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in the Division's positions and expenditures for FY 19 and FY 20 are due to the transfer of a staff member to another department in 2018, which is not yet filled (1 vacant position) and due to fewer than expected expenses incurred by the Division due to the delay in implementing certain program projects (including the Hi-WiFi Project). Variances of the same magnitude are not expected in the future.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 6: The planned broadband subscriber data for FY 19 is from the American Community Survey (ACS), which is used by the State for the "State of Hawaii Data Book". The variance for FY 19 is due to the change in the source of the data, since this source is no longer available to the ACS.

PART IV - PROGRAM ACTIVITIES

Item 2: The variances in FY 19 and FY 20 reflect the revised meaning of the activity to include all Cable Television Division (CATV) applications (new and current) being reviewed by CATV and no longer reflect only new applications submitted in the fiscal year. Currently, CATV is reviewing two cable renewal applications and four applications to be designated as public, educational, and governmental (i.e., PEG) access organizations.

Item 7: The variance in FY 20 reflects the impending decision by the Federal Communications Commission (FCC) during the fiscal year, which declares that effective competition exists in all communities due to services provided by DirecTV Now (now known as AT&T TV Now). Under federal law, local franchising authorities (LFAs) only have regulatory rate review of the basic service tier. Currently, the Division, as the LFA, only has regulatory review of basic service rates for Spectrum Oceanic LLC's cable franchise on Kauai, and this new FCC decision is expected to remove rate authority over Kauai's basic service rates from the Division. With passage of this new decision, the Division will no longer have any authority over cable service rates.

Item 8: The variance in FY 19 is based on the actual number of institutional network (INET) projects received in the fiscal year by the Division. The variance in FY 20 reflects a fewer number of INET requests expected next year due to the new FCC rules issued on August 2019, which concluded that costs associated with the construction, maintenance, and service of an INET must be included in the federal 5% cap on franchise fees.

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

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	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	18.00	- 5.00	22	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,139	2,900	- 1,239	30	1,124	361	- 763	68	3,370	4,133	+ 763	23
TOTAL COSTS												
POSITIONS	23.00	18.00	- 5.00	22	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,139	2,900	- 1,239	30	1,124	361	- 763	68	3,370	4,133	+ 763	23

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	75	76	+ 1	1	75	85	+ 10	13
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	24496	+ 9496	63	15000	16000	+ 1000	7
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	0	4441	+ 4441	0	1000	1000	+ 0	0
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	4997	+ 497	11	4500	3000	- 1500	33
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	100	88	- 12	12	85	88	+ 3	4
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	25	28	+ 3	12	30	31	+ 1	3

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000'S)	1562	1590	+ 28	2	1626	1602	- 24	1
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	444	437	- 7	2	436	437	+ 1	0
3. # OF NON-RESIDENTIAL USERS (000'S)	73	63	- 10	14	64	63	- 1	2
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+ 0	0	4	4	+ 0	0
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	48	39	- 9	19	41	44	+ 3	7
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	150	213	+ 63	42	205	213	+ 8	4
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	44	+ 1	2	43	44	+ 1	2
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	600	448	- 152	25	545	448	- 97	18
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	690	1004	+ 314	46	1045	1004	- 41	4
10. # WATER CARRIERS REGULATED BY PUC	2	2	+ 0	0	2	2	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	14	+ 7	100	7	7	+ 0	0
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	10	0	- 10	100	0	0	+ 0	0
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	120	79	- 41	34	80	79	- 1	1
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	0	- 2	100	2	0	- 2	100
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	14	+ 4	40	10	14	+ 4	40
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	6	10	+ 4	67	8	10	+ 2	25
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	6	+ 2	50	4	4	+ 0	0

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

PART I - EXPENDITURES AND POSITIONS

Position and expenditure variances are due to vacancies and decreased program expenses.

PART II - MEASURES OF EFFECTIVENESS

Items 2 and 3: The variances reflect forecasting uncertainties from unknown factors, such as if and when a company will file an application and when and how the Hawaii Public Utilities Commission (PUC) will rule on that application. The savings are also affected by the size of the utility companies that are seeking rate changes as well as the timing of the PUC's decisions and orders. Savings for FY 19 were higher than expected due to the number of rate cases, size of the requested increases, impacts of the 2017 Tax Act, and successful negotiations.

Item 5: The anticipated number of people to be reached through outreach events was generally exceeded in FY 19 due to more rate cases and participation in events. Due to uncertainties about future events and rate cases, the estimated number of people to be reached through outreach events in FY 20 reflects a conservative estimate.

Item 6: The variance is due to an increased number of complaints because of increasing utility rates and other issues (e.g., photovoltaic installations). Due to the increasing complaints and staff resources required for ongoing proceedings, we were not able to respond to all complaints within the 24-hour time period.

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

PART III - PROGRAM TARGET GROUPS

Item 3: The variance in the number of non-residential users may be due to a combination of factors, such as consolidation of meters and economic conditions.

Item 5: Various factors resulted in certain energy supplier projects being delayed (e.g., permitting, legal). There are, however, a few pending requests for proposals that should result in new suppliers.

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

Items 8 and 9: The number of carriers is subject to various factors. The decrease in property carriers may be due to current construction conditions, whereas the increase in passenger carriers may reflect optimism in the tourism industry.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4 and 5: The variances reflect the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets. The Division has decided not to review any of the tariffs filed by motor carriers in order to better reallocate its resources towards other matters. The Consumer Advocate has attempted to participate in fewer of the non-rate and non-policy applications in order to better allocate its available resources to assess the electric utilities' proposed plans for power generation, interconnection, and rate structures. In addition, due to the Clean Energy Initiative, proceedings have been opened to effectuate the commitments necessary to increase the amount of renewable generation and energy efficiency measures; this may have resulted in fewer applications filed by the electric utilities since their resources are being allocated toward the generic proceedings. There have also been generic proceedings (e.g., Docket Nos. 2018-0088 and 2018-0163) to address the various policy and/or legislative requirements related to various regulatory and energy issues (e.g., performance-based ratemaking, microgrids). These large generic proceedings continue to require participation (e.g., Docket Nos. 2014-0192 and 2015-0412, which have recently been consolidated into Docket No. 2019-0323) and obviate the need for "new" proceedings to be opened.

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

Items 6 and 7: The Division plans to increasingly focus on consumer outreach by attending events but also by using online communication and social media. As part of the increased outreach, six newsletters were filed instead of four, but the target will remain at four. There was also an increase in requests for the Division to speak or participate in outreach events in FY 19.

PROGRAM TITLE:

FINANCIAL SERVICES REGULATION

12/6/19

PROGRAM-ID:

CCA-104

PROGRAM STRUCTURE NO:

10010303

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	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	37.00	- 3.00	8	40.00	37.00	- 3.00	8	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,089	4,760	- 329	6	1,693	923	- 770	45	3,783	4,553	+ 770	20
TOTAL COSTS												
POSITIONS	40.00	37.00	- 3.00	8	40.00	37.00	- 3.00	8	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,089	4,760	- 329	6	1,693	923	- 770	45	3,783	4,553	+ 770	20
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	91	100	+ 9	10	93	93	+ 0	0				
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	97	+ 3	3	94	94	+ 0	0				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	55	- 5	8	60	60	+ 0	0				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	94	+ 0	0				
5. % AUDITED FINANCIAL STATEMNTS REVIEWED PRS TO STAT	93	94	+ 1	1	93	93	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1562	1590	+ 28	2	1626	1602	- 24	1				
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	4300	5320	+ 1020	24	4300	5300	+ 1000	23				
PART IV: PROGRAM ACTIVITY												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	236	205	- 31	13	241	175	- 66	27				
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	1799	+ 1079	150	720	1600	+ 880	122				
3. # OF INQUIRIES RECEIVED	9500	5484	- 4016	42	9500	5500	- 4000	42				
4. # OF LICENSES RENEWED	3067	2894	- 173	6	3367	2604	- 763	23				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	99	+ 24	32	75	90	+ 15	20				
6. # OF WRITTEN COMPLAINTS RECEIVED	75	66	- 9	12	75	70	- 5	7				
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	20	16	- 4	20	40	47	+ 7	18				
8. # OF MORG SERVICERS & MORG LOAN ORGNTR CO EXAMINED	53	39	- 14	26	53	51	- 2	4				
9. # OF INVESTIGATIONS INITIATED	60	31	- 29	48	60	30	- 30	50				

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

The FY 2018-19 and FY 2019-20 Q1 budgeted versus actual expenditure variances are primarily due to three vacancies. One was filled effective October 1, 2019, another will be filled effective October 7, 2019, and one civil service position is in the process for approval to fill. That approval memorandum will be modified to seek approval for another civil service vacancy as of September 27, 2019.

The FY 2019-20 Q2-4 budgeted versus estimated expenditure variance is due to an increase in allotment for the Mortgage Loan Recovery Fund. Also, the document management system purchased for the Department of Commerce and Consumer Affairs cannot be used cost effectively with MicroPact (the Financial Institutions Management System replacement); the MicroPact document management system is an unanticipated expenditure. Also, a ceiling increase was requested in order to ensure the Division of Financial Institutions' (DFI) laptops and computers are replaced on a four-year cycle. This is necessary for accreditation purposes. Finally and as mentioned above, there will be two civil service positions to be filled.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The FY 2018-19 variance is due to all the banks, non-depository financial services loan companies, and the one depository financial services company being examined within the required statutory time frame.

PART III - PROGRAM TARGET GROUPS

Item 2: The FY 2018-19 variance is due, in large part, to the inclusion of authorized delegates of money transmitters (MTs).

PART IV - PROGRAM ACTIVITIES

Item 1: The FY 2018-19 variance is due to bank branch closures and one bank moving to a federal statutory requirement of an 18-month exam cycle. The FY 2019-20 variance is due to bank branch closures and two

banks moving to a federal statutory requirement of an 18-month exam cycle.

Item 2: The FY 2018-19 variance is due to prior years' projections being estimates. The Nationwide Mortgage Licensing System and Registry now has data analytics, which provides the total number of advance change notices (ACNs) submitted.

Item 3: The FY 2018-19 and FY 2019-20 variances may be attributed to DFI's training efforts in the forms of materials on the web and in-person training sessions, both of which enhance the licensees' ability to find answers themselves or obtain answers during training sessions.

Item 4: The FY 2019-20 variance is due to a projected decrease in renewed licenses, primarily in the mortgage industry.

Item 5: The FY 2018-19 and FY 2019-20 variances are due, in large part, to the fact that planned numbers for the number of audited financial statements received for review should have been 85 instead of 75.

Item 6: The FY 2018-19 variance is due to the difficulty in projecting the number of complaints that may come in from consumers or from competing licensees.

Item 7: The FY 2018-19 variance is due to more MTs being online companies, which require no agent visits. The FY 2019-20 variance is due to adding more MT exams to the schedule.

Item 8: The FY 2018-19 variance is due to the decrease in the number of mortgage loan originator companies year after year.

Item 9: The FY 2018-19 variance is due to the difficulty in projecting the number of investigations that may come in.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	69.00	64.00	- 5.00	7	71.00	67.00	- 4.00	6	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,857	7,654	- 2,203	22	4,697	1,703	- 2,994	64	6,000	8,994	+ 2,994	50
TOTAL COSTS												
POSITIONS	69.00	64.00	- 5.00	7	71.00	67.00	- 4.00	6	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,857	7,654	- 2,203	22	4,697	1,703	- 2,994	64	6,000	8,994	+ 2,994	50
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	75	- 20	21	95	85	- 10	11				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	96	- 1	1	97	97	+ 0	0				
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	0	- 90	100	90	90	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1562	1590	+ 28	2	1626	1602	- 24	1				
2. PERS/BUS LIC BY PVL (ALL STATUSES)	400000	459965	+ 59965	15	475000	500000	+ 25000	5				
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	145425	163484	+ 18059	12	160000	164000	+ 4000	3				
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	48	51	+ 3	6	51	52	+ 1	2				
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED	14940	19351	+ 4411	30	20000	20000	+ 0	0				
2. # OF EXAMINEES & REEXAMINEES	10690	10912	+ 222	2	10880	10880	+ 0	0				
3. # OF APPLICANTS LICENSED	10451	15524	+ 5073	49	15000	15600	+ 600	4				
4. # OF PERMITS ISSUED	1640	1809	+ 169	10	1200	1800	+ 600	50				
5. # OF LICENSES RENEWED	73352	66014	- 7338	10	74078	67000	- 7078	10				
6. # OF UPDATE TRANSACTIONS FOR LICENSES	200745	266213	+ 65468	33	230000	260000	+ 30000	13				
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	28000	36148	+ 8148	29	36000	39000	+ 3000	8				
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	105000	133681	+ 28681	27	125000	135000	+ 10000	8				
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	20	199	+ 179	895	0	100	+ 100	0				
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	0	- 3	100	3	4	+ 1	33				

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

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

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

PART III - PROGRAM TARGET GROUPS

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

Item 3: The variance is due to the higher than expected increase in current licensee population.

PART IV - PROGRAM ACTIVITIES

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

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

Item 4: The variance increase is due to the high volume of endorsement applications received. The staff is processing the applications in a timely manner. However, applicants are requesting permits, which are processed in a shorter time frame than licenses.

Item 5: The variance is due to the decrease in the number of licenses being renewed in the odd numbered fiscal year as compared to the even numbered fiscal year.

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

Item 7: The variance is due to an increase in the Condo Association's outreach with the hiring of a Condominium Specialist and an increase in requests for email bulletins.

Item 8: The variance is due to an additional Real Estate bulletin mailed out to approximately 18,000 licensees.

Item 9: The variance is due to the increased number of time share and subdivision renewals received.

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

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	95.00	80.00	-	15.00	16	95.00	81.00	-	14.00	15	95.00	95.00	+	0.00	0
EXPENDITURES (\$1000's)	19,781	14,986	-	4,795	24	5,345	3,231	-	2,114	40	16,469	18,832	+	2,363	14
TOTAL COSTS															
POSITIONS	95.00	80.00	-	15.00	16	95.00	81.00	-	14.00	15	95.00	95.00	+	0.00	0
EXPENDITURES (\$1000's)	19,781	14,986	-	4,795	24	5,345	3,231	-	2,114	40	16,469	18,832	+	2,363	14

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	77	-	13	14	90	90	+	0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+	0	0	100	100	+	0	0
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	100	50	-	50	50	75	75	+	0	0
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	90	90	+	0	0	95	93	-	2	2
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+	0	0	100	100	+	0	0
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	4.4	1.8	-	2.6	59	4.0	2.0	-	2	50
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	90	81	-	9	10	85	80	-	5	6

PART III: PROGRAM TARGET GROUP										
1. DE FACTO POPULATION IN HAWAII (000)	1562	1590	+	28	2	1626	1602	-	24	1
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1383	1356	-	27	2	1375	1366	-	9	1
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	238	232	-	6	3	245	235	-	10	4
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	69000	76315	+	7315	11	80000	83000	+	3000	4
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	980	1073	+	93	9	1050	1050	+	0	0

PART IV: PROGRAM ACTIVITY										
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	134727	184164	+	49437	37	180000	199366	+	19366	11
2. # OF COMPLAINTS	615	620	+	5	1	600	590	-	10	2
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	69	-	6	8	85	60	-	25	29
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	35	35	+	0	0	35	35	+	0	0
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2685	2411	-	274	10	2500	2444	-	56	2
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	33	36	+	3	9	40	34	-	6	15
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	44	38	-	6	14	50	48	-	2	4
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	3975	3441	-	534	13	3900	3615	-	285	7
9. # OF PREMIUM TAX STATEMENTS FILED	9500	9785	+	285	3	9500	9794	+	294	3
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	285	277	-	8	3	305	296	-	9	3

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

Item 1: The increase in complaints due to disputed lava claims, the complex nature of lava claims, and an eight-month vacancy in our Compliance and Enforcement Branch led to a variance in the number of files handled to conclusion within 90 days.

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

Item 6: A larger than anticipated number of dissolutions occurred during FY 19, resulting in a smaller increase than expected.

Item 7: The workload in this area greatly increased during FY 19, and the ability to screen applicants for the assigned claims program within our 60-day target was impacted.

PART III - PROGRAM TARGET GROUPS

Item 4: The increase in volume is attributed to more licensing activities than anticipated. Specifically, recent statutory changes for producer appointments and a new Pharmacy Benefit Manager license have contributed to the increase.

PART IV - PROGRAM ACTIVITIES

Item 1: Unexpected new license types were recently added, resulting in an increase of processing of appointments, terminations, new licenses, non-renewed licenses, renewed licenses, and address changes. Two new licenses will be added effective January 1, 2020, which is expected to increase the volume of licensing transactions.

Item 3: Fraud cases are expected to decline due to insurance companies downsizing or eliminating their investigative units, which in turn will result in fewer cases referred to the Division.

Item 5: The decrease in filings is primarily attributed to the increase in mergers and acquisitions.

Item 6: The decrease in FY 20 is because increased competition from other captive domiciles has led to a decrease in the number of applications submitted.

Item 7: The decrease in the number of exams issued is mainly due to the overhaul and implementation of Risk Focused Financial Analysis procedures. The entire team of captive examiners were required to obtain training in the new approach, which included viewing National Association of Insurance Commissioners webinars and attending classes provided by consultants visiting the Division. Roughly five months of FY 19 were dedicated to ensuring the proper and consistent application and understanding of the new financial analysis procedures and reporting.

Item 8: The change in the total number of filings analyzed continued to decrease during FY 19 but will likely stabilize going forward. Factors, such as state and federal legislation, an increase/decrease in market competition, and first year product introductions, will impact the number of filings submitted for our review.

PROGRAM TITLE:

POST-SECONDARY EDUCATION AUTHORIZATION

12/6/19

PROGRAM-ID:

CCA-107

PROGRAM STRUCTURE NO:

10010307

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0
EXPENDITURES (\$1000's)	289	198	- 91	31	74	36	- 38	51	224	262	+ 38	17
TOTAL COSTS												
POSITIONS	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0	2.00	2.00	+ 0.00	0
EXPENDITURES (\$1000's)	289	198	- 91	31	74	36	- 38	51	224	262	+ 38	17
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS	85	100	+ 15	18	85	85	+ 0	0				
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS	80	100	+ 20	25	80	80	+ 0	0				
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS	75	100	+ 25	33	75	75	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD	26	26	+ 0	0	26	26	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN	120	90	- 30	25	120	120	+ 0	0				
2. # OF APPLICATIONS RECEIVED AND REVIEWED	5	7	+ 2	40	21	19	- 2	10				
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS	5	7	+ 2	40	21	19	- 2	10				
4. NUMBER OF COMPLAINTS RECEIVED	6	3	- 3	50	3	3	+ 0	0				

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

Items 1-3: HPEAP was able to meet all measures within the stated time frames.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of inquiries has decreased because schools are now more familiar with Hawaii's requirements.

Items 2 and 3: Regarding the variances in the number of planned and actual applications and number of authorizations or reauthorizations, it is difficult for HPEAP to predict when schools will close or when new schools interested in operating in Hawaii will apply for authorization.

Item 4: It is difficult for HPEAP to predict the number of official complaints that may be filed.

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

12/6/19

PROGRAM-ID:

CCA-901

PROGRAM STRUCTURE NO:

10010308

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	65.00	54.00	-	11.00	17	67.00	54.00	-	13.00	19	67.00	67.00	+	0.00	0
EXPENDITURES (\$1000's)	15,249	14,523	-	726	5	4,422	2,396	-	2,026	46	13,265	15,291	+	2,026	15
TOTAL COSTS															
POSITIONS	65.00	54.00	-	11.00	17	67.00	54.00	-	13.00	19	67.00	67.00	+	0.00	0
EXPENDITURES (\$1000's)	15,249	14,523	-	726	5	4,422	2,396	-	2,026	46	13,265	15,291	+	2,026	15
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+	0	0	100	100	+	0	0	100	100	+	0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+	0	0	100	100	+	0	0	100	100	+	0	0
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME	90	90	+	0	0	85	90	+	5	6	85	90	+	5	6
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	85	74	-	11	13	90	80	-	10	11	90	80	-	10	11
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD	2	2	+	0	0	2	2	+	0	0	2	2	+	0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	3	+	1	50	2	3	+	1	50	2	3	+	1	50
PART III: PROGRAM TARGET GROUP															
1. ELECTRIC AND GAS COMPANIES	5	5	+	0	0	5	5	+	0	0	5	5	+	0	0
2. PROPERTY CARRIERS	552	541	-	11	2	526	540	+	14	3	526	540	+	14	3
3. PASSENGER CARRIERS	830	1032	+	202	24	943	1030	+	87	9	943	1030	+	87	9
4. WATER COMMON CARRIERS	4	2	-	2	50	2	2	+	0	0	2	2	+	0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	38	39	+	1	3	39	39	+	0	0	39	39	+	0	0
6. TELECOMMUNICATIONS COMPANIES	185	171	-	14	8	185	170	-	15	8	185	170	-	15	8
7. OPERATORS OF SUBSURFACE INSTALLATIONS	47	51	+	4	9	47	51	+	4	9	47	51	+	4	9
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF APPLICATIONS FILED	400	392	-	8	2	435	400	-	35	8	435	400	-	35	8
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	800	792	-	8	1	870	800	-	70	8	870	800	-	70	8
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	10	12	+	2	20	20	10	-	10	50	20	10	-	10	50
4. NUMBER OF CITATIONS ISSUED	15	55	+	40	267	30	60	+	30	100	30	60	+	30	100
5. NUMBER OF INFORMAL COMPLAINTS FILED	120	71	-	49	41	90	75	-	15	17	90	75	-	15	17

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 19: The variances in positions and expenditures are primarily due to staff turnover.

FY 20: The variances in positions and expenditures are attributed to staff turnover and payroll expenditures.

PART II - MEASURES OF EFFECTIVENESS

Item 4: The decrease reflects a positive trend and reflects the actual number of reportable accidents involving utility workers being less than planned.

Item 6: The increase is the result of the utility reporting one more disruption than planned.

PART III - PROGRAM TARGET GROUPS

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

Item 4: The decrease is due to the surrender of a Certificate of Public Convenience and Necessity of Permit by a water common carrier and a water common carrier no longer doing business in Hawaii.

PART IV - PROGRAM ACTIVITIES

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

Item 4: The increase is due to proactive enforcement activities and increased staffing.

Item 5: The decrease is due to increased efforts in outreach and education activities.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	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	135.00	- 30.00	18	173.00	145.00	- 28.00	16	173.00	173.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,769	15,928	- 2,841	15	5,078	3,323	- 1,755	35	14,701	16,456	+ 1,755	12
TOTAL COSTS												
POSITIONS	165.00	135.00	- 30.00	18	173.00	145.00	- 28.00	16	173.00	173.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,769	15,928	- 2,841	15	5,078	3,323	- 1,755	35	14,701	16,456	+ 1,755	12
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	22	- 78	78	100	100	+ 0	0				
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	3149	+ 2149	215	1000	1000	+ 0	0				
3. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	100	+ 5	5	95	95	+ 0	0				
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0				

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

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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 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	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	18.00	15.00	- 3.00	17	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,706	2,245	- 461	17	920	435	- 485	53	1,826	2,311	+ 485	27
TOTAL COSTS												
POSITIONS	18.00	15.00	- 3.00	17	18.00	15.00	- 3.00	17	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,706	2,245	- 461	17	920	435	- 485	53	1,826	2,311	+ 485	27
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	50	668	+ 618	1236	50	50	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	900	747	- 153	17	900	900	+ 0	0				
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	1145	+ 845	282	300	300	+ 0	0				
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	3149	+ 2149	215	1000	1000	+ 0	0				
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	22	- 78	78	100	100	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1400	1420	+ 20	1	1400	1400	+ 0	0				
2. VISITORS TO HAWAII (000)	8000	10025	+ 2025	25	8000	8000	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1000	658	- 342	34	1000	1000	+ 0	0				
2. # OF COMPLAINTS INITIATED BY OCP	75	69	- 6	8	75	75	+ 0	0				
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	9717	- 283	3	10000	10000	+ 0	0				
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	327	- 373	53	700	700	+ 0	0				
5. # OF MULTISTATE CASES	8	3	- 5	63	8	8	+ 0	0				
6. # OF LEGAL ACTIONS	15	8	- 7	47	15	15	+ 0	0				
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	10000	7675	- 2325	23	10000	10000	+ 0	0				
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	65000	+ 55000	550	10000	10000	+ 0	0				
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	26	+ 6	30	20	20	+ 0	0				

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position variances are due to unexpected departures of staff.

Expenditure variances are due to unexpected departures of staff.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The number of consumers directly affected by office action increased in FY 19. This increase is attributable to the increase in Landlord-Tenant Hotline use and consumers' searches on the Office of Consumer Protection's (OCP) webpage.

Item 2: In FY 19, there was a decrease in the amount of businesses directly affected by office action. Current economic conditions account for less financially stable businesses being replaced by more financially stable and responsible businesses. The current economic climate and heightened compliance with consumer protection laws by businesses resulted in a drop in consumer complaints against businesses.

Item 3: There was an increase in fines assessed or costs imposed in non-multistate judgments realized in FY 19. It is difficult to accurately predict from year to year the amounts of fines or costs recovered in non-multistate cases.

Item 4: There was an increase in multistate recoveries in FY 19. It is difficult to accurately predict from year to year the amounts of fines or costs recovered in multistate cases because of the complexity and scope of these national investigations.

Item 5: The decrease in actions is attributable to unforeseen delays in resolving more complex cases and to position vacancies in the investigation section.

PART III - PROGRAM TARGET GROUPS

Item 2: The variance is due to a tourism boom.

PART IV - PROGRAM ACTIVITIES

Item 1: The decrease in the actual number of consumer complaints received in FY 19 can be attributed to Hawaii's current economy and to improved compliance by businesses with consumer protection laws.

Item 4: The number of complaints resolved at the investigative level did not reach anticipated levels in FY 19. OCP investigators do try to ascertain whether the parties can arrive at a satisfactory resolution to each complaint and help facilitate such a result if both parties are willing.

Item 5: The decreased number of multistate cases opened in FY 19 is attributable to focusing on more complex matters demanding increased office resources.

Item 6: The decrease in the number of legal actions in FY 19 is attributable to the filing of more complex cases requiring the commitment of greater office resources.

Item 7: The number of inquiries received on business complaints history declined significantly over planned numbers. This is partly accounted for by better compliance with consumer protection laws by businesses.

Item 8: The substantial increase in persons reached through educational efforts is attributable to a more pronounced focus on education as a tool to alleviate consumer fraud and an increased emphasis on web-based educational resources.

Item 9: The number of bills that OCP provided testimony for during the 2019 legislative session was correlated to those consumer protection related bills introduced by the Legislature. OCP endeavors to provide testimony for any bill that impacts consumer protection in Hawaii.

PROGRAM TITLE:

MEASUREMENT STANDARDS

12/6/19

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO:

10010402

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	10.00	+	0.00	0
EXPENDITURES (\$1000's)	829	411	-	418	50	190	190	+	0	0	572	572	+	0	0
TOTAL COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	10.00	+	0.00	0
EXPENDITURES (\$1000's)	829	411	-	418	50	190	190	+	0	0	572	572	+	0	0

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	84	-	6	7	90	90	+	0	0
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	15	-	35	70	50	15	-	35	70
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	58	-	42	42	100	60	-	40	40
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	90	98	+	8	9	90	95	+	5	6
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	70	74	+	4	6	75	75	+	0	0
6. COMPLIANCE RATE FOR PRICING	25	0	-	25	100	25	0	-	25	100
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	0	-	25	100	25	0	-	25	100
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	0	-	50	100	50	0	-	50	100
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	0	-	50	100	50	0	-	50	100

PART III: PROGRAM TARGET GROUP												
1. BUSINESSES USING WEIGHING DEVICES	2050	1942	-	108	5	2050	1950	-	100	5		
2. BUSINESSES USING VOLUMETRIC DEVICES	420	435	+	15	4	420	420	+	0	0		
3. BUSINESSES USING LINEAR DEVICES	2500	1856	-	644	26	2500	1860	-	640	26		
4. SERVICE AGENCIES FOR MEASURING DEVICES	55	58	+	3	5	55	55	+	0	0		
5. STORES USING PRICE SCANNERS	1200	NO DATA	-	1200	100	1200	NO DATA	-	1200	100		
6. MEASUREMASTER	81	80	-	1	1	81	80	-	1	1		
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1590	1590	+	0	0	1590	1590	+	0	0		

PART IV: PROGRAM ACTIVITY												
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	300	34	-	266	89	300	50	-	250	83		
2. # OF MEASURING DEVICES INSPECTED - VOLUME	50	0	-	50	100	50	50	+	0	0		
3. # OF MEASURING DEVICES INSPECTED - LINEAR	2000	1722	-	278	14	2000	1800	-	200	10		
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	50	2075	+	2025	4050	50	50	+	0	0		
5. # OF MEASUREMENT STANDARDS CALIBRATED	1700	1838	+	138	8	1700	1800	+	100	6		
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	45	43	-	2	4	50	50	+	0	0		
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	50	0	-	50	100	50	50	+	0	0		
8. # OF CONSUMER PACKAGE LABELS INSPECTED	50	0	-	50	100	50	50	+	0	0		
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	50	0	-	50	100	50	50	+	0	0		
10. NUMBER OF MEASURING DEVICES LICENSED	10875	21084	+	10209	94	10875	10900	+	25	0		

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

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

Items 7, 8, and 9: The variance is due to staff shortages to perform related services.

Item 10. The variance is due to an increase in measuring devices licensed and renewed.

PART II - MEASURES OF EFFECTIVENESS

Item 2. The variance is due to staff shortages to perform related services.

Item 3. The variance is due to a decrease in repairs performed on devices initially repaired by service agencies.

Item 4. The variance is due to fuel companies' improved compliance in meeting stated octane ratings.

Items 6, 7, 8, and 9: The variance is due to staff shortages to perform related services.

PART III - PROGRAM TARGET GROUPS

Items 3 and 5. Accurate data not available due to staff shortages to perform related services.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance is due to increased emphasis placed on mass device inspections; emphasis will continue in FY 20.

Item 2. The variance is due to staff shortages to perform related services.

Item 3. The variances are due to a decrease in the number of businesses utilizing taximeters and the utilization of other transportation agencies such as Uber.

Item 4. The variance is due to more repair services performed by service agencies.

PROGRAM TITLE:

BUSINESS REGISTRATION & SECURITIES REGULATN

PROGRAM-ID:

CCA-111

PROGRAM STRUCTURE NO:

10010403

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	71.00	57.00	- 14.00	20	79.00	67.00	- 12.00	15	79.00	79.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,067	6,831	- 1,236	15	2,118	1,399	- 719	34	6,353	7,072	+ 719	11
TOTAL COSTS												
POSITIONS	71.00	57.00	- 14.00	20	79.00	67.00	- 12.00	15	79.00	79.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,067	6,831	- 1,236	15	2,118	1,399	- 719	34	6,353	7,072	+ 719	11
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0				
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	4	3	- 1	25	3	3	+ 0	0				
3. AV DAYS PROC APPS FOR BROKER-DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0				
4. AV DAYS TO PROCESS APPS FOR SALES AGENTS	15	15	+ 0	0	15	15	+ 0	0				
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISER REPS	15	15	+ 0	0	15	15	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC	180000	206796	+ 26796	15	200000	208000	+ 8000	4				
2. BRKR, SALES, SECURITIES OFF, FRANCH, INV ADV & REP	110000	117818	+ 7818	7	120000	123000	+ 3000	3				
PART IV: PROGRAM ACTIVITY												
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	142000	161537	+ 19537	14	147000	165000	+ 18000	12				
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	42000	42870	+ 870	2	43000	44000	+ 1000	2				
3. # OF ENFORCEMENT CASES OPENED	45	183	+ 138	307	60	120	+ 60	100				
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1500	1629	+ 129	9	1500	1500	+ 0	0				
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	35	- 15	30	50	40	- 10	20				
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	55	99	+ 44	80	60	70	+ 10	17				
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	15	9	- 6	40	12	12	+ 0	0				
8. # OF SUSPENSIONS OR BARS IMPOSED	15	8	- 7	47	12	8	- 4	33				
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	28000	15945	- 12055	43	25000	22000	- 3000	12				

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variances were due in large part to staff attrition. The division expects to fill its vacancies.

Expenditures: The variance is due in part to position vacancies, staff attrition, and the timing of expenditure payments.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The actual number of days to process business registrations was lower than estimated and can be attributed to enhanced online services offered by the Business Registration Division. Online filing increases efficiency and reduces processing times.

PART III - PROGRAM TARGET GROUPS

Item 1: The actual number of business registrations was higher than estimated for FY 19; these numbers fluctuate and are difficult to predict.

PART IV - PROGRAM ACTIVITIES

Item 1: The actual number of annual business reports received was higher than estimated for FY 19. This number can be difficult to predict, and the division projects slightly higher numbers for FY 20.

Item 3: The number of enforcement cases opened was significantly higher than estimated for FY 19. This number is difficult to predict and is dependent on a number of factors, including the number of complaints filed with the office and the nature of the complaints. In FY 19, there were several cases that included multiple complainants with multiple cases opened. The estimate for FY 20 is also higher than the planned number based on the extrapolation of current actuals since the start of the fiscal year.

Item 5: The number of complaints resolved at the investigative level was lower than projected for FY 19. The variance can be attributed to the

unpredictability of complex factors for each case. 50% of opened cases are issuer cases and most, if not all, get referred to legal. This number represents cases that do not get referred to legal, as they are resolved in investigation due to factors, such as insufficient evidence, no violations, no jurisdiction, etc., all of which are difficult to predict.

Item 6: The number of enforcement cases closed was significantly higher than projected for FY 19. Because of the complex nature of the cases, it is difficult to predict the timing of resolving cases. In FY 19, there was an unusually high number of issuer cases, over half of which were closed in legal. The branch filled several of its vacant positions and projects higher than the planned number for FY 20.

Item 7: The number of orders, consent agreements, and settlements completed was lower than projected for FY 19. Factors, such as the type of case, number of respondents, and cooperativeness of respondents, are highly unpredictable.

Item 8: The number of suspensions or bars imposed was lower than projected for FY 19. Because of the complex nature of the cases, it is difficult to predict the final disposition of a case.

Item 9: The number of persons reached through investor education program activity was lower than projected for FY 19. It is difficult to predict the number of people who will attend public events. Also, the program constantly strives to reach new audiences; this sometimes includes smaller, more targeted groups.

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	57.00	- 9.00	14	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,167	6,441	- 726	10	1,850	1,299	- 551	30	5,950	6,501	+ 551	9
TOTAL COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	57.00	- 9.00	14	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,167	6,441	- 726	10	1,850	1,299	- 551	30	5,950	6,501	+ 551	9

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	100	+ 5	5	95	95	+ 0	0
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0
3. % OF FINAL ORDERS SUSTAINED ON APPEAL	95	100	+ 5	5	95	95	+ 0	0
4. NUMBER OF LEGAL ACTIONS	350	351	+ 1	0	350	350	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1562	1590	+ 28	2	1626	1602	- 24	1
2. LICENSEES (000)	400	460	+ 60	15	475	500	+ 25	5
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	49	51	+ 2	4	51	52	+ 1	2

PART IV: PROGRAM ACTIVITY								
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	10000	10608	+ 608	6	15000	10000	- 5000	33
2. # COMPLAINT HISTORY INQUIRIES	25000	36403	+ 11403	46	25000	25000	+ 0	0
3. # OF COMPLAINTS RECEIVED	3500	2764	- 736	21	3000	3000	+ 0	0
4. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS	55000	68350	+ 13350	24	55000	55000	+ 0	0
5. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	5000	2198	- 2802	56	2500	2500	+ 0	0
6. # OF ORDERS & JUDGMENTS	350	351	+ 1	0	350	350	+ 0	0

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Position variances are due to several vacancies that are currently being filled in FY 20.

Expenditure variances are due to vacancies.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 2: FY 19 actual and FY 20 estimated numbers reflect the number of licensees as reported by the Professional and Vocational Licensing Division.

PART IV - PROGRAM ACTIVITIES

Items 1 and 2: Licensing and complaint information as well as educational information are also available online through the Program and Department's websites. The Program believes the number of inquiries and the length of each inquiry will continue to fluctuate significantly as users become more accustomed to accessing online resources, which are maintained regularly by Program staff.

Item 3: Online educational tools that are maintained by Program staff as well as increased time spent on in-person and telephone contact with the public, referrals, and variations in the number of complaints filed explain fluctuations in this number. Past information indicates that this number may not yet include reports of unlicensed activity, which are not captured on typical complaint forms, and complaints that were initiated by the Program.

Item 4: The number of people reached through consumer education efforts will fluctuate regularly because it is directly related to the Program's participation at certain public and community events and directly related to how widely-attended the events are, which vary

annually.

Item 5: The number of consumers and licensees seeking assistance in the neighbor island offices of the Regulated Industries Complaints Office (RICO) on non-RICO matters vary.

PROGRAM TITLE: GENERAL SUPPORT

PROGRAM-ID: CCA-191

PROGRAM STRUCTURE NO: 100105

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	45.00	43.00	- 2.00	4	50.00	49.00	- 1.00	2	50.00	50.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,196	8,375	+ 179	2	2,129	1,868	- 261	12	6,396	6,658	+ 262	4
TOTAL COSTS												
POSITIONS	45.00	43.00	- 2.00	4	50.00	49.00	- 1.00	2	50.00	50.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,196	8,375	+ 179	2	2,129	1,868	- 261	12	6,396	6,658	+ 262	4
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	90	+ 5	6	85	90	+ 5	6				
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH	90	90	+ 0	0	90	90	+ 0	0				
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	90	+ 0	0	90	90	+ 0	0				
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	+ 0	0	99	99	+ 0	0				
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	100	+ 5	5	95	95	+ 0	0				
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	99	+ 4	4	95	95	+ 0	0				
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	47	- 3	6	50	50	+ 0	0				
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	90	+ 5	6	85	85	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1562	1590	+ 28	2	1626	1602	- 24	1				
2. LICENSEES (000)	460	460	+ 0	0	475	475	+ 0	0				
3. DCCA DIVISIONS	13	13	+ 0	0	13	13	+ 0	0				
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+ 0	0	53	53	+ 0	0				
5. DCCA EMPLOYEES	539	539	+ 0	0	551	546	- 5	1				
PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	444	- 6	1	450	450	+ 0	0				
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	200	230	+ 30	15	200	200	+ 0	0				
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	150	139	- 11	7	150	150	+ 0	0				
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	155	- 45	23	200	190	- 10	5				
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	26	+ 2	8	24	24	+ 0	0				
6. # SYSTEMS ADDED OR ENHANCED	145	139	- 6	4	145	135	- 10	7				
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4300	4175	- 125	3	4300	4200	- 100	2				
8. # OF INVOICES PROCESSED	8000	8000	+ 0	0	8000	8000	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

The FY 19 expenditure variance is due to collective bargaining increases in personal services costs.

The FY 20 position and expenditure variances are based on vacancies and decreased program expenses.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

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

Item 4: The number of recommended and final decisions and orders was slightly lower as compared to the planned number of decisions and orders issued due to aggressive settlement efforts and consolidation of cases.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	677	693	+ 16	2	195	184	- 11	6	575	525	- 50	9
TOTAL COSTS												
POSITIONS	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	677	693	+ 16	2	195	184	- 11	6	575	525	- 50	9

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # OF INFORMAL REQUESTS (AOD) RECEIVED IN FY	1000	963	- 37	4	1000	1000	+ 0	0
2. % OF INFORMAL REQUESTS RESOLVED IN THE SAME FY	100	100	+ 0	0	100	100	+ 0	0
3. # OF FORMAL CASES OPENED IN FY (COR, RFA, ETC)	200	164	- 36	18	200	200	+ 0	0
4. % OF FORMAL CASES CLOSED IN THE SAME FY	75	73	- 2	3	75	75	+ 0	0
5. % OF TOTAL FORMAL/INFORMAL CASES CLOSED IN SAME FY	90	96	+ 6	7	90	90	+ 0	0
6. # OF FORMAL CASES PENDING AT END OF FY IN PRIOR FY	50	37	- 13	26	50	50	+ 0	0
7. # OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP	100000	87928	- 12072	12	100000	93000	- 7000	7

PART IV: PROGRAM ACTIVITY								
1. # OF FORMAL/INFORMAL OPINIONS ISSUED	20	25	+ 5	25	20	20	+ 0	0
2. # OF TRAINING MATERIALS ADDED/REVISED	10	12	+ 2	20	10	10	+ 0	0
3. # OF LIVE TRAININGS OR MEDIA/PUBLIC PRESENTATIONS	10	11	+ 1	10	10	10	+ 0	0
4. # OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS	30	25	- 5	17	30	30	+ 0	0
5. # OF LEGISLATIVE PROPOSALS MONITORED	90	185	+ 95	106	90	90	+ 0	0
6. # OF LAWSUITS MONITORED	35	41	+ 6	17	35	35	+ 0	0
7. # OF AGENCIES SUBMITTING UIPA LOGS	265	231	- 34	13	265	265	+ 0	0
8. # OF MONTHS ENGAGED IN RULEMAKING	0	12	+ 12	0	0	12	+ 12	0
9. # OF PUBLIC COMMUNICATIONS	30	21	- 9	30	30	30	+ 0	0

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

FY 2019 Significant Variances:

Item 3: The variance in the number of formal cases opened in FY 2019 reflects 36 fewer cases filed by public and government agencies than anticipated.

Item 6: The variance in the number of formal cases pending at the end of FY 2019 reflects the resolution of 13 more cases than anticipated.

Item 7: The variance in the number of website page hits, excluding home page and the Office of Information Practices (OIP) hits, is beyond OIP's control, as those are inquiries by third parties.

PART III - PROGRAM TARGET GROUPS

No program target group measures have been developed.

PART IV - PROGRAM ACTIVITIES

FY 2019 Significant Variances:

Item 1: The variance in the number of formal and informal opinions issued reflects five (5) additional opinions written by OIP in FY 2019.

Item 2: The variance in the number of training materials added or revised reflects the increased number of training materials that were revised as a result of the changes in the law effective July 1, 2018.

Item 3: The variance in the number of live training sessions and public presentations reflects one (1) additional training than was anticipated.

Items 4 and 9: The variances in the number of public communications reflects the fewer number of What's New email sent during the year.

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

Item 6: The variance in the number of lawsuits monitored is beyond OIP's control as the suits are initiated by third parties.

Item 7: The variance in the number of agencies submitting Uniform Information Practices Act (UIPA) logs is due to agency delays in submission.

Item 8: The variance in the number of months engaged in rule making is due to the review of draft rules by the Department of the Attorney General and subsequent revisions by OIP.

VARIANCE REPORT

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	198.50	191.50	- 7.00	4	198.50	191.50	- 7.00	4	198.50	198.50	+ 0.00	0
EXPENDITURES (\$1000's)	18,918	19,026	+ 108	1	4,850	4,270	- 580	12	15,489	16,052	+ 563	4
TOTAL COSTS												
POSITIONS	198.50	191.50	- 7.00	4	198.50	191.50	- 7.00	4	198.50	198.50	+ 0.00	0
EXPENDITURES (\$1000's)	18,918	19,026	+ 108	1	4,850	4,270	- 580	12	15,489	16,052	+ 563	4
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	0	+ 0	0	0	0	+ 0	0	0	0	+ 0	0

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances).

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances).

PROGRAM TITLE:

OFFICE OF THE PUBLIC DEFENDER

12/6/19

PROGRAM-ID:

BUF-151

PROGRAM STRUCTURE NO:

100301

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	139.50	137.50	- 2.00	1	139.50	139.50	+ 0.00	0	139.50	139.50	+ 0.00	0
EXPENDITURES (\$1000's)	11,902	11,810	- 92	1	2,922	2,922	+ 0	0	9,688	9,688	+ 0	0
TOTAL COSTS												
POSITIONS	139.50	137.50	- 2.00	1	139.50	139.50	+ 0.00	0	139.50	139.50	+ 0.00	0
EXPENDITURES (\$1000's)	11,902	11,810	- 92	1	2,922	2,922	+ 0	0	9,688	9,688	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	0	+ 0	0	0	0	+ 0	0	0	0	+ 0	0
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	481	+ 0	0	481	481	+ 0	0	481	481	+ 0	0
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT	197	197	+ 0	0	197	197	+ 0	0	197	197	+ 0	0
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	5	+ 0	0	5	5	+ 0	0	5	5	+ 0	0
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	90	+ 0	0	90	90	+ 0	0	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	6134	8959	+ 2825	46	6134	8959	+ 2825	46	6134	8959	+ 2825	46
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	41855	29848	- 12007	29	41855	29848	- 12007	29	41855	29848	- 12007	29
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	157	113	- 44	28	157	113	- 44	28	157	113	- 44	28
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	265	242	- 23	9	265	242	- 23	9	265	242	- 23	9
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES	8698	8222	- 476	5	8698	8222	- 476	5	8698	8222	- 476	5
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2469	2334	- 135	5	2469	2334	- 135	5	2469	2334	- 135	5
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY	5495	5379	- 116	2	5495	5379	- 116	2	5495	5379	- 116	2
2. CASES ACCEPTED - MISDEMEANOR	40449	29785	- 10664	26	40449	29785	- 10664	26	40449	29785	- 10664	26
3. CASES ACCEPTED - FAMILY COURT	7214	8201	+ 987	14	7214	8201	+ 987	14	7214	8201	+ 987	14
4. CASES ACCEPTED - APPEAL	157	113	- 44	28	157	113	- 44	28	157	113	- 44	28
5. CASES ACCEPTED - MENTAL COMMITMENT	265	242	- 23	9	265	242	- 23	9	265	242	- 23	9

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to vacancies.

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances for measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

Items 1-3. The variances in the number of indigents requiring services for felony, misdemeanor, appeals, mental commitment, family court, and prison cases reflect the unpredictability of the variables that determine the program target groups.

PART IV - PROGRAM ACTIVITIES

Items 2-4. The variances in the number of cases accepted for services in felony, misdemeanor, family court, appeal, and mental commitment reflect the unpredictability of variables that determine the program activities.

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

12/6/19

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO:

100303

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	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	53.00	- 5.00	9	58.00	51.00	- 7.00	12	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,848	7,053	+ 205	3	1,889	1,315	- 574	30	5,666	6,240	+ 574	10
TOTAL COSTS												
POSITIONS	58.00	53.00	- 5.00	9	58.00	51.00	- 7.00	12	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,848	7,053	+ 205	3	1,889	1,315	- 574	30	5,666	6,240	+ 574	10
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT	10	10	+ 0	0	11	11	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	1	1	+ 0	0	3	3	+ 0	0				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	7	7	+ 0	0	7	7	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	3	3	+ 0	0	3	3	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	240000	232001	- 7999	3	225000	225000	+ 0	0				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	80000	68253	- 11747	15	75000	75000	+ 0	0				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	17000	19135	+ 2135	13	18000	18000	+ 0	0				
4. LAND COURT ORDERS RECORDED	4200	4205	+ 5	0	4000	4000	+ 0	0				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	150	225	+ 75	50	150	150	+ 0	0				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	160000	181254	+ 21254	13	170000	170000	+ 0	0				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	150	125	- 25	17	120	120	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	240000	232001	- 7999	3	225000	225000	+ 0	0				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	80000	68253	- 11747	15	75000	75000	+ 0	0				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	17000	19135	+ 2135	13	18000	18000	+ 0	0				
4. LAND COURT ORDERS PROCESSED	4200	4205	+ 5	0	4000	4000	+ 0	0				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	150	225	+ 75	50	150	150	+ 0	0				
6. CERTIFIED COPIES PROCESSED	160000	181254	+ 21254	13	170000	170000	+ 0	0				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	150	125	- 25	17	120	120	+ 0	0				

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 19: The expenditures were above budget due to the replacement land records management system contract encumbrance.

FY 20: Positions are below budget due to the delay in hiring and the lack of qualified candidates by virtue of the specialized skills required for the Bureau of Conveyances operations. The specialized skills requirements also drive internal promotions, which does not decrease the number of total vacancies. Positions will hopefully be filled in FY 20, third and fourth quarters. This should result in a less than 10% variance. The expenditures are below budget due to the vacancies in permanent positions.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Items 2, 3, 6, and 7: Variances in FY 19 are due to unforeseen changes in the market/consumer/business conditions and activity.

Item 5: Variance in FY 19 could be due to the recent increase in project developments in the State of Hawaii.

PART IV - PROGRAM ACTIVITIES

Items 2, 3, 6, and 7: Variances in FY 19 are due to unforeseen changes in the market/consumer/business conditions and activity.

Item 5: Variance in FY 19 could be due to the recent increase in project developments in the State of Hawaii.

	FISCAL YEAR 2018-19				THREE MONTHS ENDED 09-30-19				NINE MONTHS ENDING 06-30-20			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	168	163	- 5	3	39	33	- 6	15	135	124	- 11	8
TOTAL COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	168	163	- 5	3	39	33	- 6	15	135	124	- 11	8

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	22	32	+ 10	45	30	30	+ 0	0
2. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	NO DATA	- 54	100	54	NO DATA	- 54	100
3. # CONSTITUENT CASES REFERRED TO & TRACKED BY COMM	100	50	- 50	50	100	100	+ 0	0
4. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	30	2	- 28	93	30	5	- 25	83
5. # MEDIA ADVISORIES ISSUED TO LOCAL & NATIONAL PRES	25	25	+ 0	0	25	25	+ 0	0
6. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	4000	100	- 3900	98	4000	500	- 3500	88

PART III: PROGRAM TARGET GROUP								
1. TOTAL STATE POPULATION (THOUSANDS)	1420	1420	+ 0	0	1420	1420	+ 0	0
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	719	+ 0	0	719	719	+ 0	0
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	375	375	+ 0	0	380	380	+ 0	0
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	453	+ 0	0	453	453	+ 0	0
5. FEMALES OVER 65 (THOUSANDS)	109	109	+ 0	0	109	109	+ 0	0
6. NATIVE HAWAIIAN WOMEN IN THE STATE OF HAWAII	679058	679058	+ 0	0	679058	679058	+ 0	0
7. FOREIGN BORN WOMEN IN HAWAII	139093	139093	+ 0	0	139093	139093	+ 0	0
8. COMPACT OF FREE ASSOCIATION (COFA) WOMEN	6000	6000	+ 0	0	6000	6000	+ 0	0
9. TRANSGENDER WOMEN	4208	4208	+ 0	0	4208	5000	+ 792	19

PART IV: PROGRAM ACTIVITY								
1. # INTER-ORGANIZATION/AGENCY MEETINGS	450	50	- 400	89	450	450	+ 0	0
2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	30000	100	- 29900	100	30000	5000	- 25000	83
3. # PROJ/EVENTS INITIATED, CO-SPONSOR OR SUPPORTD	200	100	- 100	50	200	200	+ 0	0
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	100	- 100	50	200	200	+ 0	0
5. # SEXUAL HARASSMENT AND GENDER BIAS TRAININGS	10	5	- 5	50	10	10	+ 0	0
6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	65	30	- 35	54	65	65	+ 0	0
7. # BILLS RESEARCHED, INITIATED, SUPPORTED	75	100	+ 25	33	75	100	+ 25	33
8. # TRAINEES THROUGH YOUNG FEMINIST LEADERS PROGRAM	40	40	+ 0	0	40	20	- 20	50
9. # COMMUNITY COLLABORATION EVENTS	50	25	- 25	50	50	50	+ 0	0
10. # INTERNS, EXTERNS, AND FELLOWS	10	5	- 5	50	10	10	+ 0	0

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures in FY 20 is due to conference and travel reimbursement delays and the postponement of payment on expenditures for which the Commission on the Status of Women (CSW) was overcharged.

9 and 10. The variances are due to CSW being understaffed for a significant portion of the fiscal year.

PART II - MEASURES OF EFFECTIVENESS

1. The variance may be due to previously held "Ready to Run" trainings hosted by CSW for women interested in becoming politicians.

2. No data is available because the Office of Elections no longer tracks the gender of voters; therefore, this measure of effectiveness will be removed for FB 2021-23.

3. The variance is due to CSW being understaffed for a significant portion of the fiscal year.

4. The planned figures were ambitious; however, it is difficult in general to get bills enacted or amended. Projections will be adjusted for future variance reports.

6. Planned figures will be adjusted for future variance reports since the figure is not realistic with only two employees.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

1, 2, 3, 4, 5 and 6. The variances are due to CSW being understaffed for a significant portion of the fiscal year.

7. The variance is due to the Executive Director being able to support more bills than planned.