



GOVERNMENT WIDE SUPPORT

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	1,927.78	1,678.78	- 249.00	13	1,947.78	1,710.28	- 237.50	12	1,947.78	1,946.78	- 1.00	0
EXPENDITURES (\$1000's)	1,768,716	1,796,991	+ 28,275	2	500,285	482,742	- 17,543	4	2,021,294	2,022,860	+ 1,566	0
TOTAL COSTS												
POSITIONS	1,927.78	1,678.78	- 249.00	13	1,947.78	1,710.28	- 237.50	12	1,947.78	1,946.78	- 1.00	0
EXPENDITURES (\$1000's)	1,768,716	1,796,991	+ 28,275	2	500,285	482,742	- 17,543	4	2,021,294	2,022,860	+ 1,566	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS		1.5	2.14	+ 0.64	43		1.5	1.65	+ 0.15	10		
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE		100	102.9	+ 2.9	3		100	100	+ 0	0		
3. % OF NETWORK INFRASTRUCTURE UPTIME		99.9	99.9	+ 0	0		99.9	99.9	+ 0	0		

PROGRAM TITLE: GOVERNMENT-WIDE SUPPORT

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.

PROGRAM TITLE:

EXEC DIRECTN, COORD, & POLICY DEVELOPMENT

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1101

	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	135.00	115.00	- 20.00	15	136.00	120.50	- 15.50	11	136.00	135.00	- 1.00	1
EXPENDITURES (\$1000's)	37,954	34,466	- 3,488	9	87,920	85,055	- 2,865	3	316,531	316,026	- 505	0
TOTAL COSTS												
POSITIONS	135.00	115.00	- 20.00	15	136.00	120.50	- 15.50	11	136.00	135.00	- 1.00	1
EXPENDITURES (\$1000's)	37,954	34,466	- 3,488	9	87,920	85,055	- 2,865	3	316,531	316,026	- 505	0

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.

PROGRAM TITLE:

OFFICE OF THE GOVERNOR

12/6/19

PROGRAM-ID:

GOV-100

PROGRAM STRUCTURE NO:

110101

	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	22.00	17.00	-	5.00	23	22.00	17.00	-	5.00	23	22.00	22.00	+	0.00	0
EXPENDITURES (\$1000's)	3,463	3,567	+	104	3	836	709	-	127	15	3,028	3,028	+	0	0
TOTAL COSTS															
POSITIONS	22.00	17.00	-	5.00	23	22.00	17.00	-	5.00	23	22.00	22.00	+	0.00	0
EXPENDITURES (\$1000's)	3,463	3,567	+	104	3	836	709	-	127	15	3,028	3,028	+	0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	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 2019 AND FY 2020

11 01 01
GOV 100

PROGRAM TITLE: OFFICE OF THE GOVERNOR

PART I - EXPENDITURES AND POSITIONS

FY 19 & 20: The variance in expenditures and positions is due to vacancies caused by resignations and transfers. These positions are currently in active recruitment and expected to be filled in the next 3 quarters of FY 20.

The increase in expenditure in FY 19 is attributed to the collective bargaining augmentations.

PART II - MEASURES OF EFFECTIVENESS

Not applicable.

PART III - PROGRAM TARGET GROUPS

Not applicable.

PART IV - PROGRAM ACTIVITIES

Not applicable.

PROGRAM TITLE:

OFFICE OF THE LIEUTENANT GOVERNOR

12/6/19

PROGRAM-ID:

LTG-100

PROGRAM STRUCTURE NO:

110102

	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	3.00	3.00	+ 0.00	0	3.00	3.00	+ 0.00	0	3.00	3.00	+ 0.00	0
EXPENDITURES (\$1000's)	941	938	- 3	0	215	214	- 1	0	763	764	+ 1	0
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)	941	938	- 3	0	215	214	- 1	0	763	764	+ 1	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	1600	1656	+ 56	4	1600	1600	+ 0	0				
2. NO. REQ FOR HRS, SESS LAWS, SUPPLEMENTS	600	2156	+ 1556	259	600	1500	+ 900	150				
3. NO. REQ. FOR APOSTILLE/CERTIFICATION	5800	5802	+ 2	0	5800	5800	+ 0	0				

PROGRAM TITLE: OFFICE OF THE LIEUTENANT GOVERNOR

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. No significant variances.

Item 2. The actual number of requests for publications may have increased over time as our accounting system changed to reflect a more accurate account of publications sold. Additionally, the request for publications may have increased as replacement volumes/sets were sold.

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	87.00	75.00	- 12.00	14	88.00	78.00	- 10.00	11	88.00	87.00	- 1.00	1
EXPENDITURES (\$1000's)	29,564	26,539	- 3,025	10	86,343	83,700	- 2,643	3	308,319	308,248	- 71	0
TOTAL COSTS												
POSITIONS	87.00	75.00	- 12.00	14	88.00	78.00	- 10.00	11	88.00	87.00	- 1.00	1
EXPENDITURES (\$1000's)	29,564	26,539	- 3,025	10	86,343	83,700	- 2,643	3	308,319	308,248	- 71	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # OF PLANS/STUDIES PREPARED IN TIMELY MANNER	4	4	+ 0	0	4	4	+ 0	0				
2. ACCURACY OF ECON FORECASTS (% ERROR)	5	3	- 2	40	5	3	- 2	40				

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)

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	19.00	15.00	- 4.00	21	20.00	15.00	- 5.00	25	20.00	19.00	- 1.00	5
EXPENDITURES (\$1000's)	6,033	3,658	- 2,375	39	2,843	283	- 2,560	90	3,529	3,529	+ 0	0
TOTAL COSTS												
POSITIONS	19.00	15.00	- 4.00	21	20.00	15.00	- 5.00	25	20.00	19.00	- 1.00	5
EXPENDITURES (\$1000's)	6,033	3,658	- 2,375	39	2,843	283	- 2,560	90	3,529	3,529	+ 0	0

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # PROJECTS REQ MULTI-AGNCY COORD LED/COCHAIR BY OP	6	6	+ 0	0	6	6	+ 0	0
2. # OF PLANS/STUDIES/RPTS PREPRD IN A TIMELY MANNER	4	4	+ 0	0	4	4	+ 0	0
3. # OF BOARDS/COMMITTEES/COUNCILS OP SERVES AS MMBER	14	14	+ 0	0	10	14	+ 4	40
4. #LUC DECISIONS UPHLDG OP POS AS % TOT LUC DECSNS	100	100	+ 0	0	100	100	+ 0	0
5. # ACRES INVOLVED IN LUC DECISIONS SPRTG OP POSTN	600	3891	+ 3291	549	600	3000	+ 2400	400
6. % FEDCON APPS CONSISTNT W CZM ENFORCEABLE POLICIES	100	97	- 3	3	100	100	+ 0	0
7. # STATE AGENCIES CONTRIB DATA TO STATE GEODATABSE	15	20	+ 5	33	15	15	+ 0	0
8. UTILIZATION OF STATE'S GEOSPATIAL DATA (MIL)	9.6	12.4	+ 2.8	29	9.6	14.6	+ 5	52
9. # OF GIS SOFTWARE LICENSES DISTRIBUTED	342	372	+ 30	9	349	400	+ 51	15

PART III: PROGRAM TARGET GROUP								
1. STATE RESIDENT POPULATION (THOUSANDS)	1428	1428	+ 0	0	1428	1428	+ 0	0
2. NO. OF FEDERAL, STATE AND COUNTY AGENCIES	30	30	+ 0	0	30	30	+ 0	0
3. NO. OF LANDOWNER/DEVELPR,ENVIRNMT, CIVIC STKHLDRS	15	15	+ 0	0	15	15	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # SPECIAL PLANS/PLNNG REPORTS DEVELOPED/REVIEWED	2	2	+ 0	0	2	2	+ 0	0
2. # OF COUNTY ZONING & PLAN AMENDMTS REVWED	25	9	- 16	64	25	10	- 15	60
3. # LU BOUNDARY AMDT PETITIONS, OTH LUC ITEMS REVW'D	7	11	+ 4	57	7	12	+ 5	71
4. # SPEC PERMITS, EAVEIS, OTHER REVIEWS	26	65	+ 39	150	26	40	+ 14	54
5. NUMBER OF FEDERAL CONSISTENCY REVIEWS	100	38	- 62	62	100	50	- 50	50
6. # PERMITS/APPROVALS MONITORED FOR CONSIST W SMA	10	5	- 5	50	10	8	- 2	20
7. # OF NEW AND UPDATED DATA LAYERS IN STATE GEODATAB	15	67	+ 52	347	15	65	+ 50	333
8. # MAPPING, DATA AND SUPPORT REQUESTS COMPLETED	50	572	+ 522	1044	50	425	+ 375	750
9. # OF TRANSIT-ORIENTED DEVELPMNT PROJECTS MONITORED	50	65	+ 15	30	50	65	+ 15	30

PROGRAM TITLE: STATEWIDE PLANNING & COORDINATION

PART I - EXPENDITURES AND POSITIONS

FY 19: Position count variances were due to delays in hiring. In addition, two of the positions are difficult to fill since the former incumbents have return rights to the positions and the positions can only be filled on a temporary basis.

FY 19: Variances between budgeted and actual expenditures were due to restrictions, delays in hiring, and decreased activity in the Brownfields Cleanup Revolving Loan Fund (BCRLF). The BCRLF has a ceiling of \$2 million.

FY 20: Operating expenses charged to prior-year federal fund account with available carryover balance plus additional grant monies with a sum that is greater than budgeted appropriation in the current year. The Q1 budget includes the full budgeted appropriation for federal funds from Act 5, SLH 2019, to correspond with Form A-19 formatting of non-reverting funds. Actual expenditures will occur throughout the fiscal year. Estimated expenditures exclude anticipated restrictions on general funds.

FY 20: The variance is also due to decreased activity in the BCRLF and restrictions/delays in hiring.

PART II - MEASURES OF EFFECTIVENESS

Item 3. It was estimated that the number of boards/committees/councils that the Office of Planning (OP) would serve on in FY 20 would decrease. However, the number remained the same.

Item 5. The number of acres involved in Land Use Commission (LUC) actions are highly variable. For FY 19, the actual number of acres is larger than the planned number due to many more submittals for LUC review, including a large master-planned community and several large-scale voluntary designations for Important Agricultural Lands.

Item 7. For FY 19, the positive variance in the number of agencies contributing data to the geodatabase is due to increased awareness by agencies of the State's geoplatform and the encouragement by the Statewide Geographic Information System (GIS) Program to make their data more widely available.

Item 8. For FY 19, the positive variance in the utilization of the State's geospatial data was measured in "total page views." In middle and late 2018, the Kilauea eruption and the approach of multiple hurricanes resulted in a spike in traffic and afterward may have contributed to a sustained increase in the use of the State's geoportal as reflected in higher weekly average page views. Accordingly, the estimated number for FY 20 has been increased.

Item 9. The number of software licenses distributed in FY 19 was above the planned goal by approximately 10%. These licenses are distributed to more advanced users of GIS analysis, so the anticipated growth is expected to be modest.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 2. The decrease in the number of actual county zoning and plan amendments reviewed in FY 19 (from 25 to 9) 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 ten per year.

Item 3. The number of Land Use Boundary Amendments and other LUC items reviewed by the staff in any given fiscal year is determined by petitioners' submittals, which are beyond the control of the LUC, and is subject to changing market conditions. Thus, the number of LUC items reviewed can vary significantly from year to year.

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	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	655	651	- 4	1	164	138	- 26	16	535	520	- 15	3
TOTAL COSTS												
POSITIONS	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	655	651	- 4	1	164	138	- 26	16	535	520	- 15	3

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. NUMBER OF BOUNDARY AMENDMENT PETITIONS AND SPECIAL	6	7	+ 1	17	6	6	+ 0	0
2. NUMBER OF ACCEPTED BOUNDARY AMENDMENT PETITIONS AN	10	11	+ 1	10	10	10	+ 0	0
3. NUMBER OF ACRES REVIEWED FOR RECLASSIFICATION	3000	2800	- 200	7	3000	3000	+ 0	0
4. NUMBER OF ACRES REVIEWED FOR SPECIAL PERMIT	250	230	- 20	8	250	250	+ 0	0
5. NUMBER OF INDIVIDUALS, BUSINESSES OR ORGANIZATIONS	600	600	+ 0	0	600	600	+ 0	0
6. 6. NUMBER OF CONTESTED PROGRAM DECISIONS PROCESSED	2	2	+ 0	0	2	2	+ 0	0
7. NUMBER OF MOTIONS PROCESSED	20	19	- 1	5	20	20	+ 0	0
8. NUMBER OF DRAFT EIS RESPONSES ISSUED	20	20	+ 0	0	20	18	- 2	10

PART III: PROGRAM TARGET GROUP								
1. NUMBER OF APPLICANTS FOR LAND USE REVIEW	40	38	- 2	5	40	40	+ 0	0
2. INDIVIDUALS OR BUSINESSES/ORGANIZATIONS INTERESTED	1300	1300	+ 0	0	1300	1300	+ 0	0

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	145	- 5	3	150	150	+ 0	0
3. LAND USE DISTRICT BOUNDARY INTERPRETATIONS PROCESS	1400	1450	+ 50	4	1400	1400	+ 0	0

PROGRAM TITLE: STATEWIDE LAND USE MANAGEMENT

PART I - EXPENDITURES AND POSITIONS

The actual expenditures for FY 19 were lower than projected as a result of various natural disasters occurring around the State. Hurricanes, weather incidents, and volcanic eruptions resulted in numerous meetings being cancelled and a slowdown in petition filings from impacted counties. There has been a significant increase in private landowner Important Agricultural Land petitions for FYs 19 and 20 as a result of Oahu's finalization of its island-wide maps and petition. Private landowners are attempting designation in advance of the petition. The Oahu petition is scheduled to be filed this fiscal year and will result in a significant increase in Land Use Commission (LUC) hearings and workload. We are also anticipating increased hearings and workload as a result of filings associated with the Oahu dumpsite and the private construction landfill on Oahu. There has also been a significant increase in housing petitions as landowners are attempting to position themselves for an anticipated downturn in the economy. Issues associated with the Thirty Meter Telescope have also crossed into the LUC venue, resulting in an unanticipated increase in hearings. We have also seen an upswing in 201H affordable housing projects and special permit applications on all islands. The LUC has seen a significant increase in motions to amend and enforcement proceedings. We expect this trend to continue and are already processing a number of time extensions and enforcement requests. Estimated expenditures exclude anticipated restrictions on general funds. The first quarter expenditures were lower than budgeted, but we expect expenditures to increase in the last three quarters.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, 3, 4, 7 and 8. 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. The LUC is not capable of undertaking activities spontaneously. The only way the LUC can undertake an activity is in response to filings by petitioners. Due to variable market forces, the number of filings may increase or decrease above projected averages in any given period. Variances in this segment are a result of economic forces influencing the number of filings and cases presented to the LUC in the given period.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

No significant variances.

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	14.00	11.00	- 3.00	21	14.00	14.00	+ 0.00	0	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,487	1,348	- 139	9	310	253	- 57	18	1,756	1,700	- 56	3
TOTAL COSTS												
POSITIONS	14.00	11.00	- 3.00	21	14.00	14.00	+ 0.00	0	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,487	1,348	- 139	9	310	253	- 57	18	1,756	1,700	- 56	3
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	3	- 2	40				
PART III: PROGRAM TARGET GROUP												
1. VISITS TO PROGRAM WEBSITE (AVE PER MONTH, THOUS.)	15.5	15.7	+ 0.2	1	16	16	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. DATA SERIES MAINTAINED ON-LINE (X 100)	55	55	+ 0	0	57	58	+ 1	2				
2. OTHER ECONOMIC AND STATISTICAL REPORTS ISSUED (#)	44	45	+ 1	2	46	47	+ 1	2				

PROGRAM TITLE: ECONOMIC PLANNING & RESEARCH

PART I - EXPENDITURES AND POSITIONS

The FY 19 positions variance is due to difficulty in hiring qualified researchers.

The FY 19 expenditures variance is due to delays in hiring as well as holdbacks.

FY 20 Q1 actual expenditures were less than planned due to overestimating the planned amount. We plan to catch up in the last three quarters. FY 20 estimated expenditures do not include restrictions on general funds.

PART II - MEASURES OF EFFECTIVENESS

Item 2. Forecasts were closer than planned.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

No significant variances.

PROGRAM TITLE: DEPARTMENTAL ADMINISTRATION & BUDGET DIV

PROGRAM-ID: BUF-101

PROGRAM STRUCTURE NO: 11010305

	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	47.00	42.00	- 5.00	11	47.00	42.00	- 5.00	11	47.00	47.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,689	11,182	- 507	4	81,211	81,211	+ 0	0	294,614	294,614	+ 0	0
TOTAL COSTS												
POSITIONS	47.00	42.00	- 5.00	11	47.00	42.00	- 5.00	11	47.00	47.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,689	11,182	- 507	4	81,211	81,211	+ 0	0	294,614	294,614	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RECOMMENDATIONS MADE ON DEPT REQUESTS	0	0	+ 0	0	0	0	+ 0	0	0	0	+ 0	0
2. % OF VENDOR PAYMENTS MADE WITHIN 30 DAYS	95	95	+ 0	0	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	95	95	+ 0	0
4. % OF PAYROLL RELATED HRMS TRANSACTION COMPLETED	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
5. % OF USER IT TROUBLE SHOOTING REQUESTS RESONDED	100	100	+ 0	0	100	100	+ 0	0	100	100	+ 0	0
6. % OF PC AND LAN MALFUNCTIONS RESPONDED	100	100	+ 0	0	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	20	20	+ 0	0
2. # OF DEPARTMENTAL DIVISIONS AND ATTACHED AGENCY	7	7	+ 0	0	7	7	+ 0	0	7	7	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF PROGRAM BUDGET REQUESTS REVIEWED	0	NO DATA	+ 0	0	0	NO DATA	+ 0	0	0	NO DATA	+ 0	0
2. # OF REFERRALS PROCESSED	265	484	+ 219	83	265	490	+ 225	85	265	490	+ 225	85
3. # OF LEGISLATIVE PROPOSALS REVIEWED FOR THE GOV	1000	NO DATA	- 1000	100	1000	NO DATA	- 1000	100	1000	NO DATA	- 1000	100
4. # OF BILLS PASSED BY THE LEG REVIEWED FOR THE GOV	265	303	+ 38	14	265	265	+ 0	0	265	265	+ 0	0
5. AVG # OF DELEGATED CLASSIFICATION ACTIONS	56	101	+ 45	80	56	60	+ 4	7	56	60	+ 4	7
6. # OF NON-ROUTINE HR CONSULTATIVE SERVICES	400	390	- 10	3	400	400	+ 0	0	400	400	+ 0	0
7. NUMBER OF CIP ALLOTMENT REQUESTS REVIEWED	0	486	+ 486	0	0	450	+ 450	0	0	450	+ 450	0
8. # OF POSITIONS PROVIDING HR SUPPORT	4	4	+ 0	0	4	4	+ 0	0	4	4	+ 0	0

PROGRAM TITLE: DEPARTMENTAL ADMINISTRATION & BUDGET DIV

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to regular employee turnover.

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. This measure is difficult to gather data for and will be re-evaluated.

PART III - PROGRAM TARGET GROUPS

There are no significant variances for program target groups.

PART IV - PROGRAM ACTIVITIES

Item 1. No data is available. This measure will be re-evaluated.

Item 2. The number of referrals processed is difficult to predict because it is based on the changing needs of the departments.

Item 3. No data is available. This measure will be re-evaluated.

Item 4. The variance is due to higher than planned amount of bills passed by the Legislature for review by the department.

Item 5. The variance is due to the completion of the conversions from exempt to civil service positions for the Hawaii Employer-Union Health Benefits Trust Fund (EUTF); the establishment of new positions pursuant to reorganizations at EUTF, the Employees' Retirement System, and the Office of the Public Defender; and the redescrptions of vacant positions prior to filling vacancies.

Item 7. The Budget, Program Planning and Management Division received 486 Capitol Improvement Program project allotment requests in FY 19. The planned figures will be updated to reflect projected estimates.

PROGRAM TITLE:

COLLECTIVE BARGAINING STATEWIDE

12/6/19

PROGRAM-ID:

BUF-102

PROGRAM STRUCTURE NO:

11010307

	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												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
					FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± 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		

PROGRAM TITLE: COLLECTIVE BARGAINING STATEWIDE

PART I - EXPENDITURES AND POSITIONS

There were no collective bargaining appropriations made to BUF 102 for FY 19 and FY 20.

PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program in FY 19 and FY 20.

PART III - PROGRAM TARGET GROUPS

There are no significant variances to report for the program target group.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

PROGRAM TITLE:

VACATION PAYOUT - STATEWIDE

12/6/19

PROGRAM-ID:

BUF-103

PROGRAM STRUCTURE NO:

11010308

	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	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	1,815	1,815	+ 0	0	7,885	7,885	+ 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	1,815	1,815	+ 0	0	7,885	7,885	+ 0	0

PROGRAM TITLE: VACATION PAYOUT - STATEWIDE

PART I - EXPENDITURES AND POSITIONS

There are no significant variances.

PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program for FY 19 and FY 20.

PART III - PROGRAM TARGET GROUPS

No program target groups have been developed for FY 19 and FY 20.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

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	23.00	20.00	- 3.00	13	23.00	22.50	- 0.50	2	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,986	3,422	- 564	14	526	432	- 94	18	4,421	3,986	- 435	10
TOTAL COSTS												
POSITIONS	23.00	20.00	- 3.00	13	23.00	22.50	- 0.50	2	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,986	3,422	- 564	14	526	432	- 94	18	4,421	3,986	- 435	10
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF WORK PRODUCT ALIGNED W/5-YEAR STRATEGIC PLAN	95	95	+ 0	0	95	95	+ 0	0				
2. % OF COMMITTEES FILING FIN DISCLOSURE RPTS TIMELY	92	90	- 2	2	92	92	+ 0	0				
3. # ELIG PERSONS REGIS AS % TOTAL ELIG TO VOTE	72	75	+ 3	4	72	74	+ 2	3				
4. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS	60	52	- 8	13	0	0	+ 0	0				

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)

PROGRAM TITLE:

CAMPAIGN SPENDING COMMISSION

12/6/19

PROGRAM-ID:

AGS-871

PROGRAM STRUCTURE NO:

11010401

	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	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	814	627	- 187	23	154	121	- 33	21	750	783	+ 33	4
TOTAL COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	814	627	- 187	23	154	121	- 33	21	750	783	+ 33	4

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF WORK PRODUCT ALIGNED WITH STRATEGIC PLAN	95	95	+ 0	0	95	95	+ 0	0
2. % OF COMM FILING FINANCIAL DISCLOSURE RPTS TIMELY	92	90	- 2	2	92	92	+ 0	0
3. % OF ALL STAT REQ RPTS FILED BY COMM REVIEWED	100	100	+ 0	0	100	100	+ 0	0
4. NO. OF STRATEGIES/MECHANISMS TO EDUCATE COMM/RES	12	12	+ 0	0	12	12	+ 0	0
5. NO. OF ENFORCMT ACTION TAKEN TO ACHIEVE COMPLIANCE	150	202	+ 52	35	50	50	+ 0	0
6. NO. OF STRATEGIES/PRGMS EMPLOYD TO INCR TRANSPARCY	12	12	+ 0	0	12	12	+ 0	0
7. AMOUNT OF PUBLIC FINANCING PROVIDED	200000	103685	- 96315	48	20000	20000	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. CANDIDATE COMMITTEES	450	460	+ 10	2	300	300	+ 0	0
2. NON-CANDIDATE COMMITTEES	300	307	+ 7	2	300	300	+ 0	0
3. STATE OF HAWAII RESIDENTS	1460000	1420491	- 39509	3	1460000	1460000	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. NO. OF STATUTORILY REQUIRED REPORTS REVIEWED	4500	4500	+ 0	0	1500	1500	+ 0	0
2. NO. OF COMMUNICATION OUTREACH TO COMM/RESIDENS	100000	100000	+ 0	0	50000	50000	+ 0	0
3. NO. OF EDUC/TRG/ASSIST PROV TO COMM/RESIDENTS	1250000	1250000	+ 0	0	75000	75000	+ 0	0
4. NO. OF ADVISORY OPINIONS RENDERED	2	0	- 2	100	3	3	+ 0	0
5. NO. OF ENFORCEMENT ACTIONS TAKEN	160	202	+ 42	26	50	50	+ 0	0
6. NO. OF CANDIDATES WHO QUALIFD & REC PUBLIC FUNDING	30	30	+ 0	0	5	5	+ 0	0
7. NO. OF \$3 HAWAII INCOME TAX CHECK-OFFS	55000	48508	- 6492	12	65000	65000	+ 0	0
8. INDENTIF &/OR EMPLOYMT OF STRATE TO INCR TRANSPNCY	12	12	+ 0	0	12	12	+ 0	0
9. NO. OF CAMPGN SPEND RELATED BILLS INTROD & PASSED	1	2	+ 1	100	1	1	+ 0	0

PROGRAM TITLE: CAMPAIGN SPENDING COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 19: The budgeted amount of expenditures for FY 19 was \$814,000; however, the actual expenditures was \$627,000. The variance is due to an overestimation of the amount of public funding provided to candidate committees and other expenditures. The number of applicants and amount disbursed for public funding are unpredictable and can differ every year.

FY 20, 1st Quarter: The budgeted amount of expenditures for 1st Quarter in FY 20 was \$154,000; however, the actual expenditure was \$121,000. The variance is due to the overestimation of expenditures for the 1st Quarter of FY 20.

PART II - MEASURES OF EFFECTIVENESS

Item 5 (FY 19): The number of enforcement actions taken to achieve compliance for FY 19 was estimated at 150; however, the actual number of enforcement actions taken was 202. The variance is due to the increased number of complaints, conciliation agreements, and investigations deriving from an election year.

Item 7 (FY 19): The amount of public financing provided for FY 19 was estimated at \$200,000; however, the actual amount of public financing provided was \$103,685. The variance is due to the overestimation of the amount of public funds distributed to candidate committees. The amount of public financing distributed to candidate committees are unpredictable and can differ every year.

PART III - PROGRAM TARGET GROUPS

There are no significant variances to report in the program target group.

PART IV - PROGRAM ACTIVITIES

Item 4 (FY 19): The number of advisory opinions estimated for FY 19 was two (2); however, the actual amount of advisory opinions rendered was zero (0). The variance is due to no advisory opinions being requested by the public, which we have no control over.

Item 5 (FY 19): The number of enforcement actions taken for FY 19 was estimated at 160; however, the actual number of enforcement actions taken was 202. The variance is due to the increased number of complaints, conciliation agreements, and investigations deriving from an election year.

Item 7 (FY 19): The number of \$3 Hawaii Income Tax Check-Offs for FY 19 was estimated at \$55,000; however, the actual number of \$3 Hawaii Income Tax Check-Offs was \$48,508. The variance is due to the overestimation of the number of \$3 Hawaii Income Tax Check-Offs.

Item 9 (FY 19): The number of campaign spending related bills that were introduced and passed for FY 19 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.

PROGRAM TITLE:

OFFICE OF ELECTIONS

12/6/19

PROGRAM-ID:

AGS-879

PROGRAM STRUCTURE NO:

11010402

	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	17.50	- 0.50	3	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,172	2,795	- 377	12	372	311	- 61	16	3,671	3,203	- 468	13
TOTAL COSTS												
POSITIONS	18.00	15.00	- 3.00	17	18.00	17.50	- 0.50	3	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,172	2,795	- 377	12	372	311	- 61	16	3,671	3,203	- 468	13
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # ELIG PERSONS REGIS AS % TOTAL ELIG TO VOTE	72	75	+ 3	4	72	74	+ 2	3				
2. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS	60	52	- 8	13	0	0	+ 0	0				
3. % OF MANUAL AUDIT PRECNTS MATCH COMP GEN RESULTS	100	100	+ 0	0	0	0	+ 0	0				
4. % POLL BOOK AUDIT PRECNTS MATCH COMP GEN RESULTS	100	100	+ 0	0	0	0	+ 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	1100	+ 225	26	895	895	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. PRVD VTR REGIS SVCS TO QUAL CITIZENS (000'S)	757	756	- 1	0	760	760	+ 0	0				
2. PROVIDE VOTER EDUCATION SERVICES (000'S)	760	756	- 4	1	760	760	+ 0	0				
3. PROVIDE VOTER ORIENTATION TO NTRLZD CITS (000'S)	12	12	+ 0	0	12	12	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 01 04 02
AGS 879

PROGRAM TITLE: OFFICE OF ELECTIONS

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures for FY 19 are due to less general fund expenditures.

The variance in expenditures for the first quarter of FY 20 are due to lower than projected expenditures in restrictions on general fund expenditures. The variance in the positions is due to a recent vacancy earlier in the quarter. The increase in estimated expenditures in the nine (9) months ending June 30, 2020, is due to projected expenses. The variance in positions in FY 19 is lower than projected due to vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 2. The variance of 13% in FY 18-19 is due to the number of turnouts from the 2018 General Election.

PART III - PROGRAM TARGET GROUPS

Item 1. The variance in FY 19 is due to Hawaii Census of age 18 and over in 2018.

PART IV - PROGRAM ACTIVITIES

There are no significant variances in the program activities.

PROGRAM TITLE:

FISCAL MANAGEMENT

12/6/19

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1102

	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	467.00	387.00	- 80.00	17	471.00	393.00	- 78.00	17	471.00	471.00	+ 0.00	0
EXPENDITURES (\$1000's)	413,449	402,399	- 11,050	3	82,985	79,556	- 3,429	4	367,550	367,295	- 255	0
TOTAL COSTS												
POSITIONS	467.00	387.00	- 80.00	17	471.00	393.00	- 78.00	17	471.00	471.00	+ 0.00	0
EXPENDITURES (\$1000's)	413,449	402,399	- 11,050	3	82,985	79,556	- 3,429	4	367,550	367,295	- 255	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS	1.5	2.14	+ 0.64	43	1.5	1.65	+ 0.15	10				
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				

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

	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	398.00	336.00	-	62.00	16	401.00	339.00	-	62.00	15	401.00	401.00	+	0.00	0
EXPENDITURES (\$1000's)	31,014	28,479	-	2,535	8	9,171	5,913	-	3,258	36	27,517	27,517	+	0	0
TOTAL COSTS															
POSITIONS	398.00	336.00	-	62.00	16	401.00	339.00	-	62.00	15	401.00	401.00	+	0.00	0
EXPENDITURES (\$1000's)	31,014	28,479	-	2,535	8	9,171	5,913	-	3,258	36	27,517	27,517	+	0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % OF RETURNS AUDITED RESULTING IN ADJUSTMENTS	70.83	67.85	-	2.98	4	53	74.6	+	21.6	41					

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)

PROGRAM TITLE: COMPLIANCE

12/6/19

PROGRAM-ID: TAX-100

PROGRAM STRUCTURE NO: 11020101

	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	192.00	160.00	-	32.00	17	192.00	160.00	-	32.00	17	192.00	192.00	+	0.00	0
EXPENDITURES (\$1000's)	11,153	10,572	-	581	5	2,960	2,392	-	568	19	8,880	8,880	+	0	0
TOTAL COSTS															
POSITIONS	192.00	160.00	-	32.00	17	192.00	160.00	-	32.00	17	192.00	192.00	+	0.00	0
EXPENDITURES (\$1000's)	11,153	10,572	-	581	5	2,960	2,392	-	568	19	8,880	8,880	+	0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % OF RETURNS AUDITED AS % OF RETURNS FILED	2.7	2.6	-	0.1	4	2.7	2.8	+	0.1	4					
2. % OF RETURNS AUDITED RESULTING IN ADJUSTMENTS	70.83	67.85	-	2.98	4	53	74.6	+	21.6	41					
3. % INCR/DECR IN TOTAL DELINQUENT TAXES OUTSTANDING	7.8	8.8	+	1	13	4	-2.9	-	6.9	173					
PART III: PROGRAM TARGET GROUP															
1. NO. OF ACTIVE BUSINESS LICENSES DURING FISCAL YEAR	489010	415326	-	73684	15	625000	489000	-	136000	22					
2. TOTAL DELINQUENT TAXES OUTSTANDING DURING THE FY	518	522	+	4	1	518	507	-	11	2					
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF RETURNS AUDITED	24000	32975	+	8975	37	24000	33000	+	9000	38					
2. NUMBER OF ASSESSMENTS MADE	17000	22373	+	5373	32	17000	22000	+	5000	29					
3. TOTAL AMOUNT OF COLLECTION MADE WITH ASSESSMENTS	16	40.9	+	24.9	156	16	33.9	+	17.9	112					
4. AMOUNT OF DELINQUENT TAXES COLLECTED	247	190	-	57	23	200	238	+	38	19					
5. NUMBER OF TAX LIENS FILED	400	2150	+	1750	438	3500	3200	-	300	9					
6. NUMBER OF LEVIES PROCESSED	16000	15239	-	761	5	16000	14400	-	1600	10					

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 02 01 01
TAX 100

PROGRAM TITLE: COMPLIANCE

PART I - EXPENDITURES AND POSITIONS

Positions. The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

Expenditures. The variance in FY20 expenditures were due to a budgeted large audit fee expense in the first quarter that did not occur (\$271,000). Less payroll expenses were due to vacancies and a reduction in overtime.

PART II - MEASURES OF EFFECTIVENESS

Item 2. FY 19 Actual was impacted by staff committed to the Tax System Modernization (TSM) project work.

Item 3. The variance in FY19 was due to an increase in County Surcharge for Kauai (0.50%) and Hawaii island (0.25%) from January 2019. The reduced production in total delinquent taxes outstanding in FY20 was due to collection staff levels involved in the 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 1. Concentration on audit areas which included tax returns with unreported and under-reported taxable income.

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 and 6. The TSM rollout 4 is to be based on recommended liens and recommended levies. Rollout 4 is implemented but still being refined. In FY19, the increase in tax liens filed was due to net income not being part of TSM until November 2018. Liens were being held off, so they could be e-recorded/e-filed with other tax debts such as General Excise. In FY 20, the reduction in liens and levies were due to the reduced production and collection staff levels during the TSM rollout.

PROGRAM TITLE:

TAX SERVICES AND PROCESSING

12/6/19

PROGRAM-ID:

TAX-105

PROGRAM STRUCTURE NO:

11020103

	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	132.00	121.00	- 11.00	8	128.00	121.00	- 7.00	5	128.00	128.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,774	6,412	- 362	5	1,788	1,528	- 260	15	5,366	5,366	+ 0	0
TOTAL COSTS												
POSITIONS	132.00	121.00	- 11.00	8	128.00	121.00	- 7.00	5	128.00	128.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,774	6,412	- 362	5	1,788	1,528	- 260	15	5,366	5,366	+ 0	0

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	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	75	- 15	17	90	90	+ 0	0
3. AVERAGE CALL ANSWER RATE	90	75	- 15	17	90	90	+ 0	0
4. AVE CAL DAYS TO RESPOND TO PAPR/ELEC CORRESPONDENCE	10	20	+ 10	100	10	10	+ 0	0
5. % INC/DEC ELECTRONIC FILINGS OVER PRIOR FISCAL YR	10	10	+ 0	0	10	10	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. NUMBER OF TAXPAYERS FILING SELECTED KEY RETURNS	1100000	1117263	+ 17263	2	1100000	1100000	+ 0	0
2. NUMBER OF CALLERS REQUESTING PERSONAL ASSISTANCE	120000	127092	+ 7092	6	270000	120000	- 150000	56
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED	30000	32610	+ 2610	9	28000	30000	+ 2000	7

PART IV: PROGRAM ACTIVITY								
1. NUMBER OF TAX RETURNS FILED	1100000	1117263	+ 17263	2	1100000	1100000	+ 0	0
2. NO. TELEPHONE CALLS SERVICED BY CUSTOMER SVC REP	125000	127092	+ 2092	2	125000	125000	+ 0	0
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED	30000	32610	+ 2610	9	27000	27000	+ 0	0

PROGRAM TITLE: TAX SERVICES AND PROCESSING

PART I - EXPENDITURES AND POSITIONS

Positions. The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

Expenditures. The variance in FY20 expenditures were due to vacancies, reduction in overtime and reduction in the use of temporary positions.

PART II - MEASURES OF EFFECTIVENESS

Item 2. Lower than planned due to difficulty in hiring, along with many questions during the tax season due to fraud review of refunds.

Item 3. Lower than planned due to difficulty in hiring, along with many questions during the tax season due to fraud review of refunds.

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

PART III - PROGRAM TARGET GROUPS

Item 1. The returns filed are only annual returns filed and do not include an additional 1,530,674 monthly, quarterly, and semi-annual general excise and transient accommodations returns.

Item 2. In FY 20, the number of callers has declined due to the Tax System Modernization (TSM) project completing major changes and improvements to the Hawaii Tax Online website.

PART IV - PROGRAM ACTIVITIES

Item 1. The planned number of tax returns filed for FY 19 was estimated as 1,100,000 but actual number of returns received was 1,117,263. The returns filed are only annual returns filed and do not include an additional 1,530,674 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. An increase in communications from taxpayers was due to the TSM project. Taxpayers needed assistance with filing both paper and online returns, as well as monthly letters being sent to taxpayers with liabilities.

PROGRAM TITLE: SUPPORTING SERVICES - REVENUE COLLECTION

PROGRAM-ID: TAX-107

PROGRAM STRUCTURE NO: 11020104

	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	74.00	55.00	- 19.00	26	81.00	58.00	- 23.00	28	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,087	11,495	- 1,592	12	4,423	1,993	- 2,430	55	13,271	13,271	+ 0	0
TOTAL COSTS												
POSITIONS	74.00	55.00	- 19.00	26	81.00	58.00	- 23.00	28	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,087	11,495	- 1,592	12	4,423	1,993	- 2,430	55	13,271	13,271	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. MEDIAN # OF DAYS FROM DATE OF VACANCY TO FILL DATE	141	141	+ 0	0	141	141	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. # OF TAX PROGRAMS	3	3	+ 0	0	3	3	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF TAX LAW CHANGES	15	14	- 1	7	12	14	+ 2	17				

PROGRAM TITLE: SUPPORTING SERVICES - REVENUE COLLECTION

PART I - EXPENDITURES AND POSITIONS

Positions: The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. Most of the vacant positions are either on the recruiting list or pending interviews and selections among qualified candidates.

Expenditures: The variance of FY 19 expenditures was due to an annual budget increase of \$1.8 million in special funds (Special Enforcement Section/SES) for six additional positions and operational support. Not all of these positions were filled at the end of FY19. The variance in expenditures in the first quarter of FY 20 was due to an annual budget increase of \$3.6 million for the Tax System Modernization (TSM) Project. A large amount of TSM expenses were not made in the first quarter of FY 20 but are expected to be made later in the fiscal year.

PART II - MEASURES OF EFFECTIVENESS

No significant variances to report.

PART III - PROGRAM TARGET GROUPS

No significant variances to report.

PART IV - PROGRAM ACTIVITIES

Item 1. There was only one less tax law change than estimated; thus, the department's estimate was accurate.

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	45.00	31.00	- 14.00	31	46.00	30.00	- 16.00	35	46.00	46.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,184	3,710	- 474	11	793	622	- 171	22	3,615	3,360	- 255	7
TOTAL COSTS												
POSITIONS	45.00	31.00	- 14.00	31	46.00	30.00	- 16.00	35	46.00	46.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,184	3,710	- 474	11	793	622	- 171	22	3,615	3,360	- 255	7
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	5	5	+ 0	0
2. AV LENGTH OF TIME BETWEEN AUDITS	6	6	+ 0	0	6	6	+ 0	0	6	6	+ 0	0

PROGRAM TITLE: FISCAL PROCEDURES AND CONTROL

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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)

PROGRAM TITLE: ACCOUNTING SYSTEM DEVELOPMENT & MAINTENANCE

PROGRAM-ID: AGS-101

PROGRAM STRUCTURE NO: 11020201

	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	9.00	4.00	-	5.00	56	9.00	4.00	-	5.00	56	9.00	9.00	+	0.00	0
EXPENDITURES (\$1000's)	1,048	947	-	101	10	129	83	-	46	36	946	884	-	62	7
TOTAL COSTS															
POSITIONS	9.00	4.00	-	5.00	56	9.00	4.00	-	5.00	56	9.00	9.00	+	0.00	0
EXPENDITURES (\$1000's)	1,048	947	-	101	10	129	83	-	46	36	946	884	-	62	7
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % PROJECTS COMPL FOR NEW SYSTEMS/ENHANCE-GOAL 75%	75	75	+	0	0	75	75	+	0	0					
2. % PROJECTS COMPL FOR ACCTG MANUALS/FORMS-GOAL 80%	80	75	-	5	6	80	75	-	5	6					
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	5743	-	5857	50	11600	9950	-	1650	14					
2. NO. OF HOURS - MAINT/MGMT ACCOUNTING MANUALS/FORMS	400	327	-	73	18	400	345	-	55	14					

PROGRAM TITLE: ACCOUNTING SYSTEM DEVELOPMENT & MAINTENANCE

PART I - EXPENDITURES AND POSITIONS

The position variances for FY 19 and the first quarter of FY 20 are due to five (5) vacant positions. Program is actively recruiting to fill the vacant positions.

The FY 19 variance in total expenditures is primarily due to the vacant positions.

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

Items 1 and 2: The variances in FY 19 and the first quarter of FY 20 are due to the five vacant positions.

For FY 20, one of the vacancies will be converted to a position that will not contribute to Program Activities, reducing planned hours.

PROGRAM TITLE: EXPENDITURE EXAMINATION

12/6/19

PROGRAM-ID: AGS-102

PROGRAM STRUCTURE NO: 11020202

	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	16.00	10.00	- 6.00	38	17.00	9.00	- 8.00	47	17.00	17.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,333	1,320	- 13	1	202	195	- 7	3	1,209	1,209	+ 0	0
TOTAL COSTS												
POSITIONS	16.00	10.00	- 6.00	38	17.00	9.00	- 8.00	47	17.00	17.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,333	1,320	- 13	1	202	195	- 7	3	1,209	1,209	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	5	5	+ 0	0
2. % OF LATE PAYMENTS-GOAL 5% STATEWIDE	7	9	+ 2	29	8	8	+ 0	0	8	8	+ 0	0
3. % OF PAYMT VOUCHER PROCESSED W/ NO ERRORS-GOAL 90%	98	99	+ 1	1	99	99	+ 0	0	99	99	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. NO. OF PAYMENT VOUCHERS PROCESSED (IN THOUSANDS)	75	77	+ 2	3	77	77	+ 0	0	77	77	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NO. OF CONTRACTS EXAMINED	1100	1100	+ 0	0	1300	1300	+ 0	0	1300	1300	+ 0	0
2. NO. OF PAYCHECKS ISSUED (IN THOUSANDS)	215	173	- 42	20	205	205	+ 0	0	205	205	+ 0	0
3. NO. OF CHECKS (NON-PAYROLL) ISSUED (IN THOUSANDS)	575	523	- 52	9	540	540	+ 0	0	540	540	+ 0	0
4. NO. OF PAYMENTS MADE ELECTRONICALLY (IN THOUSANDS)	500	1932	+ 1432	286	590	590	+ 0	0	590	590	+ 0	0

PROGRAM TITLE: EXPENDITURE EXAMINATION

PART I - EXPENDITURES AND POSITIONS

For FY 19, the variance in position counts was the result of six vacancies. 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 a decrease in mailing and other expenditures due to the shift to payments being made electronically.

For FY 20, the variance in position counts resulted from open vacancies that are still in the recruitment process.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The variance is due to late processing by departments.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 2: The number of paychecks issued decreased due to a shift to direct deposit.

Item 3: The number of checks decreased due to a shift of payments being made electronically.

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

PROGRAM TITLE:

RECORDING AND REPORTING

12/6/19

PROGRAM-ID:

AGS-103

PROGRAM STRUCTURE NO:

11020203

	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	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	886	- 29	3	230	229	- 1	0	763	663	- 100	13
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	886	- 29	3	230	229	- 1	0	763	663	- 100	13
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	4227	- 773	15	5000	5000	+ 0	0				

PROGRAM TITLE: RECORDING AND REPORTING

PART I - EXPENDITURES AND POSITIONS

The position variances for FY 19 and first quarter of FY 20 are due to one vacant position open since May 2019.

The FY 19 variance in total expenditures is due primarily to the vacant position.

The variance in expenditures for the nine months ending June 30, 2020, is primarily due to restrictions.

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 19 is due to fewer number of allotment documents processed than what was projected.

PROGRAM TITLE: INTERNAL POST AUDIT

PROGRAM-ID: AGS-104

PROGRAM STRUCTURE NO: 11020204

	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	7.00	5.00	- 2.00	29	7.00	5.00	- 2.00	29	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	888	557	- 331	37	232	115	- 117	50	697	604	- 93	13
TOTAL COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	5.00	- 2.00	29	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	888	557	- 331	37	232	115	- 117	50	697	604	- 93	13
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF STATUTORY AUDITS COMP AS % OF TOTAL PLANNED	100	161	+ 61	61	100	100	+ 0	0				
2. NO. FIN AUDIT RPTS REV AS % TOTAL BY OFFICE OF AUD	100	100	+ 0	0	100	100	+ 0	0				
3. 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	280	280	+ 0	0	280	280	+ 0	0				
2. NO. OF EXEC DEPTS SUB TO COMPTROLLER ACCT POLICIES	18	18	+ 0	0	18	18	+ 0	0				
3. NO. OF FINANCIAL AUDITS PLANNED BY OFF OF AUDITOR	11	11	+ 0	0	11	11	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. MONITOR IC & ACCTG SYS THROUGH STATUTORY REQ AUDIT	18	18	+ 0	0	18	18	+ 0	0				
2. MONITOR IC BY REV OFFICE OF AUDITOR FIN AUDIT RPTS	11	11	+ 0	0	11	11	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 02 02 04
AGS 104

PROGRAM TITLE: INTERNAL POST AUDIT

PART I - EXPENDITURES AND POSITIONS

The variances in expenditures and positions for the 1st quarter of fiscal year 2019-2020 is primarily due to two (2) vacant permanent positions, including one (1) supervisory audit position in the 4th quarter of fiscal year 2018-2019 and one (1) vacant temporary position. All permanent and temporary positions are expected to be filled by the end of fiscal year 2019-2020.

The variance in expenditures for the nine months ending June 30, 2020, is primarily due to restrictions.

PART II - MEASURES OF EFFECTIVENESS

Item 1: Variance in number of statutory audits completed compared to planned audits is primarily due to the number of audits completed versus planned for the audit of the non-appropriated funds of Department of Education schools. Planned statutory audits for the fiscal year 2019-2020 have been reduced to account for one (1) vacant supervisory position, which is expected to be filled by fiscal year end.

PART III - PROGRAM TARGET GROUPS

No variances to report.

PART IV - PROGRAM ACTIVITIES

No variances to report.

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	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	378,251	370,210	- 8,041	2	73,021	73,021	+ 0	0	336,418	336,418	+ 0	0
TOTAL COSTS												
POSITIONS	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	378,251	370,210	- 8,041	2	73,021	73,021	+ 0	0	336,418	336,418	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS	1.5	2.14	+ 0.64	43	1.5	1.65	+ 0.15	10				
2. % TREASURY TRANSACTNS UNRECONCILED AFTER 30 DAYS	10	51	+ 41	410	10	11	+ 1	10				

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)

PROGRAM TITLE:

FINANCIAL ADMINISTRATION

12/6/19

PROGRAM-ID:

BUF-115

PROGRAM STRUCTURE NO:

11020301

	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	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,814	12,429	- 1,385	10	3,516	3,516	+ 0	0	10,384	10,384	+ 0	0
TOTAL COSTS												
POSITIONS	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,814	12,429	- 1,385	10	3,516	3,516	+ 0	0	10,384	10,384	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS	1.5	2.14	+ 0.64	43	1.5	1.65	+ 0.15	10				
2. % TREASURY TRANSACTNS UNRECONCILED AFTER 30 DAYS	10	51	+ 41	410	10	11	+ 1	10				
3. % INCR IN NEW UNCLAIMED PROP HOLDER REPTS FILED	10	-8	- 18	180	10	5	- 5	50				
4. % INCR IN UNCLAIMED PROPERTY AMOUNTS REPORTED	1	-4	- 5	500	1	1	+ 0	0				
5. % INC IN RETURNS OF UNCLMD PROP TO RIGHTFUL OWNERS	5	-21	- 26	520	5	1	- 4	80				
PART III: PROGRAM TARGET GROUP												
1. STATE DEPARTMENTS	20	20	+ 0	0	20	20	+ 0	0				
2. STATE INVESTMENT ACCOUNTS	8	8	+ 0	0	8	9	+ 1	13				
3. STATE FUND INVESTMENTS (\$ MILLIONS)	6800	6839	+ 39	1	6800	7000	+ 200	3				
4. LOCAL AND MAINLAND FINANCIAL INSTITUTIONS	14	12	- 2	14	14	15	+ 1	7				
5. UNCLAIMED PROPERTY HOLDERS	19000	19445	+ 445	2	19000	20000	+ 1000	5				
6. OWNERS OF UNCLAIMED PROPERTY	1600000	1671260	+ 71260	4	1600000	1750000	+ 150000	9				
PART IV: PROGRAM ACTIVITY												
1. NO. OF STATE BOND ISSUES UNDERTAKEN	10	10	+ 0	0	10	10	+ 0	0				
2. AMOUNT OF STATE FUNDS MANAGED (IN MILLIONS)	7800	7944	+ 144	2	7800	8100	+ 300	4				
3. NO. OF STATE AGENCY ACCOUNTS SERVICED	365	377	+ 12	3	365	365	+ 0	0				
4. NO. OF UNCLAIMED PROPERTY CLAIMS PAID	15000	11164	- 3836	26	15000	12000	- 3000	20				
5. AMOUNT OF UNCLAIMED PROPERTY CLAIMS PAID (000'S)	11000	10245	- 755	7	11000	10500	- 500	5				

PROGRAM TITLE: FINANCIAL ADMINISTRATION

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to regular employee turnover.

The variance in expenditures is largely due to personnel turnover. Also, Unclaimed Property (UP) experienced a decrease in claims filed by owners and the total dollar amount of claims paid.

PART II - MEASURES OF EFFECTIVENESS

Item 1. The higher investment yields result from current market conditions; the planned figure was an estimate from a year ago.

Item 2. The increase in Treasury transactions unreconciled after 30 days is primarily due to certain Electronic Benefit Transfer transactions that are not being recorded in the Financial Accounting and Management Information System. The agencies involved are working to resolve this issue.

Items 3 and 4. The variance is the result of increased public awareness in maintaining contact with holders.

Item 5. The variance is due to the decrease in claims filed by owners. UP has no direct control over the number of claims submitted on an annual basis.

PART III - PROGRAM TARGET GROUPS

Item 4. The variance is due to a delay in adding new investment dealers. The Financial Administration Division anticipates adding two brokers and one bank in FY 20.

PART IV - PROGRAM ACTIVITIES

Item 4. The variance is due to the decrease in claims filed by owners. UP has no direct control over the number of claims submitted on an annual basis.

PROGRAM TITLE:

DEBT SERVICE PAYMENTS - STATE

12/6/19

PROGRAM-ID:

BUF-721

PROGRAM STRUCTURE NO:

11020303

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	364,437	357,781	- 6,656	2	69,505	69,505	+ 0	0	326,034	326,034	+ 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)	364,437	357,781	- 6,656	2	69,505	69,505	+ 0	0	326,034	326,034	+ 0	0

PROGRAM TITLE: DEBT SERVICE PAYMENTS - STATE

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to the State only having one General Obligation bond transaction in FY 19, which occurred in the second half of the fiscal year, so debt service payments for bonds issued in FY 19 were not required until FY 20.

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

No program target groups have been developed for FY 19 and FY 20.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

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	1,325.78	1,176.78	- 149.00	11	1,340.78	1,196.78	- 144.00	11	1,340.78	1,340.78	+ 0.00	0
EXPENDITURES (\$1000's)	1,317,313	1,360,126	+ 42,813	3	329,380	318,131	- 11,249	3	1,337,213	1,339,539	+ 2,326	0
TOTAL COSTS												
POSITIONS	1,325.78	1,176.78	- 149.00	11	1,340.78	1,196.78	- 144.00	11	1,340.78	1,340.78	+ 0.00	0
EXPENDITURES (\$1000's)	1,317,313	1,360,126	+ 42,813	3	329,380	318,131	- 11,249	3	1,337,213	1,339,539	+ 2,326	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES	5385	5361	- 24	0	5400	5400	+ 0	0				
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE	100	102.9	+ 2.9	3	100	100	+ 0	0				
3. PERCENTAGE UTILIZATION OF PARKING SPACES	105	105	+ 0	0	105	105	+ 0	0				
4. COST SAVINGS OF HI ELECT PROC AWARDS (1000)	50000	52216	+ 2216	4	50000	50000	+ 0	0				
5. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ	15	14	- 1	7	15	15	+ 0	0				

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)

PROGRAM TITLE:

LEGAL SERVICES

12/6/19

PROGRAM-ID:

ATG-100

PROGRAM STRUCTURE NO:

110301

	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	416.78	383.28	- 33.50	8	420.78	371.28	- 49.50	12	420.78	420.78	+ 0.00	0
EXPENDITURES (\$1000's)	71,555	65,775	- 5,780	8	18,331	16,985	- 1,346	7	54,991	56,337	+ 1,346	2
TOTAL COSTS												
POSITIONS	416.78	383.28	- 33.50	8	420.78	371.28	- 49.50	12	420.78	420.78	+ 0.00	0
EXPENDITURES (\$1000's)	71,555	65,775	- 5,780	8	18,331	16,985	- 1,346	7	54,991	56,337	+ 1,346	2
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # OF CASES SETTLED, TRIED OR DECIDED	15000	15875	+ 875	6	15000	16000	+ 1000	7				
2. # OF INVESTIGATIONS COMPLETED	5000	5447	+ 447	9	5000	5400	+ 400	8				
3. # LEGAL OPINIONS & ADVICE ISSUED	2200	29319	+ 27119	1233	2200	30000	+ 27800	1264				
4. #CONTRACTS, RULES REVIEWED AND/OR APPROVED	4617	6867	+ 2250	49	4617	7300	+ 2683	58				
5. # OF LEGISLATIVE BILLS REVIEWED	8000	6597	- 1403	18	8000	8000	+ 0	0				
6. \$ AMOUNT OF JUDGMENTS COLLECTED FOR THE STATE	31000	21823	- 9177	30	31000	22400	- 8600	28				
7. CIV RECOVERIES DIV EFF RATNG:COLL OVER EXPENSE (%)	12	10	- 2	17	12	10	- 2	17				
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	1.3	+ 0	0	1.3	1.3	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # HOURS-PREP/APPR FOR ADMIN HRG, PUB MTG, CT APP	78000	72432	- 5568	7	78000	78000	+ 0	0				
2. # HOURS - LEGAL RESEARCH, FACT GATHERING/DISCOVERY	82000	78114	- 3886	5	82000	82000	+ 0	0				
3. # HOURS-LEGAL OPINIONS, ADVICE ISSUED	31000	30077	- 923	3	31000	31000	+ 0	0				
4. # HOURS-REVIEW, APPROVAL OF RULES	30000	28455	- 1545	5	30000	30000	+ 0	0				
5. # HOURS-MATTERS RELATING TO CONTRACTS	12000	13124	+ 1124	9	12000	13000	+ 1000	8				
6. # HOURS-MATTERS RELATING TO LEGISLATION	10000	9139	- 861	9	12000	12000	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 03 01
ATG 100

PROGRAM TITLE: LEGAL SERVICES

PART I - EXPENDITURES AND POSITIONS

FY 2019 vacancies were due to a combination of positions filled by 89-day hires and positions that are in recruitment.

FY 2020 first quarter the total position variance is due to a combination of vacant positions (twenty) filled by Temporary Appointments and/or 89-day hires (which are considered vacant for reporting purposes), and Legal Assistants and Legal Clerks positions, for which the applicant pool is sparse. We are working with the Department of Human Resources Development(DHRD) to update the minimum qualifications.

PART II - MEASURES OF EFFECTIVENESS

Item 3: FY 2019 # of Legal opinions and advice issued increased dramatically due to the inclusion of verbal and email opinions issued. The planned amount only included written opinions issued which grossly understates our activities.

Item 4: FY 2019 # of contracts and rules reviewed and approved we saw significant increase in activity from the Department of Labor and Industrial Relations (DLIR) due to Grants in Aid assigned to them and increases in activity from the Department of Land and Natural Resources (DLNR), Public Safety, and Housing.

Item 5: # of Legislative bills reviewed was below plan due to less bills introduced than anticipated.

Item 6: \$ amount of judgements collected for the state is below planned attributable to the sell off of the Maui hospitals.

Item 7: FY 2019 and FY 2020 costs to collect funds continue to run 17% below the actual funds collected.

For FY 2020, the variances for items 3, 4 and 6 are attributable to the same issues mentioned above.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

No significant variance.

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	167.00	144.00	- 23.00	14	167.00	140.00	- 27.00	16	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	41,731	37,811	- 3,920	9	12,833	11,487	- 1,346	10	30,788	31,516	+ 728	2
TOTAL COSTS												
POSITIONS	167.00	144.00	- 23.00	14	167.00	140.00	- 27.00	16	167.00	167.00	+ 0.00	0
EXPENDITURES (\$1000's)	41,731	37,811	- 3,920	9	12,833	11,487	- 1,346	10	30,788	31,516	+ 728	2
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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				

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

12/6/19

PROGRAM-ID:

AGS-130

PROGRAM STRUCTURE NO:

11030201

	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	42.00	35.00	- 7.00	17	42.00	31.00	- 11.00	26	42.00	42.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,745	20,064	- 3,681	16	8,182	7,906	- 276	3	16,902	17,178	+ 276	2
TOTAL COSTS												
POSITIONS	42.00	35.00	- 7.00	17	42.00	31.00	- 11.00	26	42.00	42.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,745	20,064	- 3,681	16	8,182	7,906	- 276	3	16,902	17,178	+ 276	2
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # OF PAGE VIEWS ON THE STATE'S WEBSITES (MILLIONS)	60.3	43.2	- 17.1	28	50.9	44.1	- 6.8	13				
2. # OF PAGE VIEWS ON THE OPEN DATA PORTAL(THOUSANDS)	650	189	- 461	71	299	170	- 129	43				
3. # OF DOCUMENTS ELECTRONICALLY SIGNED (THOUSANDS)	129	322	+ 193	150	300	355	+ 55	18				
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)	10	11	+ 1	10	12	12	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. TOTAL NO. OF ENTERPRISE APPLICATIONS SUPPORTED	205	205	+ 0	0	205	205	+ 0	0				
2. TOTAL # OF WEBSITES SUPPORTED	505	506	+ 1	0	499	511	+ 12	2				
3. TOTAL # DATASETS PUBLISHED TO THE OPEN DATA PORTAL	791	765	- 26	3	784	803	+ 19	2				

PROGRAM TITLE: ENT TECH SVCS - GOVERNANCE & INNOVATION

PART I - EXPENDITURES AND POSITIONS

The variance in FY 19 expenditures is due to no collections in the U fund. The program is currently working on establishing rates for U fund collection in future years. The variance in FY 19 position counts was largely due to three new positions approved by the Legislature and the process of being established. In FY 20, the increase in position vacancies were due to several promotional opportunities and a retirement in September. The program is actively recruiting; it is anticipated the remaining positions will be filled by the end of FY 20.

PART II - MEASURES OF EFFECTIVENESS

Item 1 - Many factors can contribute to the decrease in page views on the State's website for the last fiscal year, such as a change in generational culture or perhaps information that once was provided on government websites can now be accessed via other sources and media channels. In addition, we slightly over projected growth. We calculated an average percent change over the years, starting from 2009-2019. Beginning in 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; this has been reflected in future estimates.

Item 2 - Many factors can contribute to the decrease in page views on the open data portal for the last fiscal year, such as a change in generational culture or perhaps information that once was provided on government websites can now be accessed via other sources and media channels. We will reanalyze and adjust future projections for this measure.

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

PART III - PROGRAM TARGET GROUPS

Item 3 - Many factors can contribute to the increase of unique visitors to State websites, such as the increase in government services available online.

PART IV - PROGRAM ACTIVITIES

There are no significant variances in the program activities.

PROGRAM TITLE: ENT TECH SVCS - OPER & INFRASTRUCTURE MNTNCE

PROGRAM-ID: AGS-131

PROGRAM STRUCTURE NO: 11030202

	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	125.00	109.00	- 16.00	13	125.00	109.00	- 16.00	13	125.00	125.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,986	17,747	- 239	1	4,651	3,581	- 1,070	23	13,886	14,338	+ 452	3
TOTAL COSTS												
POSITIONS	125.00	109.00	- 16.00	13	125.00	109.00	- 16.00	13	125.00	125.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,986	17,747	- 239	1	4,651	3,581	- 1,070	23	13,886	14,338	+ 452	3
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. REQ FOR IP SVCS CMP WITHIN TIMEFRAME AS %TTL CMP	83	90	+ 7	8	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	.16	- 0.02	11	.18	.18	+ 0	0				
4. MAINFRAME DOWNTIME AS % OF TOTAL OPERATIONAL TIME	.12	.11	- 0.01	8	.12	.12	+ 0	0				
5. # TROUBLE CALLS RESOLVED AS % CALLS RECD BY NCU	98	100	+ 2	2	98	100	+ 2	2				
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)	280	18000	+ 17720	6329	285	18000	+ 17715	6216				
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	650	+ 0	0	650	650	+ 0	0				
2. TOTAL # OF APPLICATIONS MAINTAINED	72	59	- 13	18	72	60	- 12	17				
3. AVERAGE MO CALL VOLUME REC'D BY ASSISTANCE CNTR	600	425	- 175	29	600	425	- 175	29				
4. TOTAL NO. OF VIDEO CONF HOURS SCHEDULED	2000	1300	- 700	35	2000	1400	- 600	30				
5. # MICROWAVE RADIO LINKS & SITES ADDED OR UPGRADED	97	48	- 49	51	50	58	+ 8	16				
6. AV MO VOL OF DATA BACKED UP FOR OFFSITE STORAGE	77	84	+ 7	9	140	132	- 8	6				
7. TOTAL NUMBER OF EXEC BR E-MAIL ACCOUNTS ADMINISTRD	13500	12213	- 1287	10	12464	12458	- 6	0				
8. TOTAL NUMBER OF CYBER SECURITY ALERTS BROADCAST	100	154	+ 54	54	100	150	+ 50	50				
9. TOTAL NO. OF CYBER SECURITY INCIDENT NOTICES	800	955	+ 155	19	800	900	+ 100	13				
10. TOTAL # OF USER TRAINING SESSIONS HELD	150	150	+ 0	0	150	150	+ 0	0				

PROGRAM TITLE: ENT TECH SVCS - OPER & INFRASTRUCTURE MNTNCE

PART I - EXPENDITURES AND POSITIONS

The variance in FY 20 first quarter expenditures is due to a delay in encumbering several large contracts. Procurement is currently in process and will be encumbered in the second quarter. The variance in FY 19 position counts is largely due to promotional opportunities of five incumbents in the 4th quarter. This variance has carried over into the first quarter of FY 20. The program is actively pursuing filling positions.

PART II - MEASURES OF EFFECTIVENESS

Item 3 - The causes that impact this variance would be JCL (job control language) errors, not enough resources (i.e., space), and incorrect data. These errors may be due to departmental/agency IT staff changes, incorrect data inputted, larger than expected volume of transactions, and wrong control statements.

Item 7 - The number of threats the State faces continues to increase. With new technologies and more applications becoming Internet accessible, the State must continuously adapt to meet new threats. The Office of Enterprise Technology Services (ETS) has implemented new security protections and increased the capability to track attacks happening to State assets. The variance is due to the combination of increased attacks and the enhanced ability to track them. We will reanalyze and adjust future projections for this measure.

PART III - PROGRAM TARGET GROUPS

There are no significant variances in the program target groups.

PART IV - PROGRAM ACTIVITIES

Item 2 - Applications were decommissioned because they were either no longer needed or the technology is no longer supported. We will reanalyze and adjust future projections for this measure.

Item 3 - Call volume dropped for network, telephone/voice, VCC (Video Conference Center), and microwave problems. Fluctuations maybe due

to network being more redundant, less problems with equipment, or lower usage of the VCC resulting in less problems.

Item 4 - The Kalanimoku VCC was closed for several months due to renovations, which is partially responsible for the reduced usage hours. In addition, more users are using alternative methods of holding meetings (i.e., Skype).

Item 5 - The FY 19 planned amount was incorrectly reported as total sites and links, not total upgraded or added sites. The current actual planned amount is correctly reported as upgraded or added sites, which has caused a variance. This has been corrected in future estimates. The variance expected in FY 20 is due to a change order to the contract adding sites to Oahu that were not previously available or forecasted.

Item 7 - Growth was slightly over projected in FY 19; numbers have been updated for future years.

Item 8 - ETS provided more broadcast notices due to an increase in available important information made aware to ETS Security Staff.

Item 9 - The number of cyber security incident notices has risen due to an increased number of attacks on the State's networks. ETS has thoroughly addressed cyber security incidents as they arise.

PROGRAM TITLE:

ARCHIVES - RECORDS MANAGEMENT

12/6/19

PROGRAM-ID:

AGS-111

PROGRAM STRUCTURE NO:

110303

	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	19.00	15.00	- 4.00	21	19.00	17.00	- 2.00	11	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,724	1,688	- 36	2	342	224	- 118	35	1,481	1,481	+ 0	0
TOTAL COSTS												
POSITIONS	19.00	15.00	- 4.00	21	19.00	17.00	- 2.00	11	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,724	1,688	- 36	2	342	224	- 118	35	1,481	1,481	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES	5385	5361	- 24	0	5400	5400	+ 0	0				
2. % OF STORAGE CAPACITY FILLED AT RECORDS CENTER	80	59	- 21	26	80	60	- 20	25				
3. % REC DESTROYED AT REC CTR % TOT REC ELIG FOR DEST	80	0	- 80	100	80	80	+ 0	0				
4. NO. OF RECORDS IN ARCHIVES (CUBIC FEET)	11390	11560	+ 170	1	11430	11800	+ 370	3				
5. NO. OF RECORDS AVAILABLE ONLINE FOR RESEARCH	455000	350764	- 104236	23	555000	500000	- 55000	10				
PART III: PROGRAM TARGET GROUP												
1. STATE USER AGENCIES	125	100	- 25	20	125	100	- 25	20				
2. # OF CUSTOMERS SERVICED AT HISTORICAL REC BR	8000	8639	+ 639	8	7800	8750	+ 950	12				
3. # OF REC AT STATE REC CTR ELIG FOR DISPOS DUR FY	3000	5253	+ 2253	75	3000	7200	+ 4200	140				
4. # ONLINE USERS ACCESSING ARCHIVES CATALOG/WEBSITE	420000	30408	- 389592	93	440000	50000	- 390000	89				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF CUBIC FEET OF RECORDS STORED	46000	32766	- 13234	29	46000	33000	- 13000	28				
2. NUMBER OF RECORDS SERIES SCHEDULED/REVISED	15	39	+ 24	160	15	15	+ 0	0				
3. NUMBER OF RECORDS REQ RETRIEVED BY RECORDS CENTER	1100	7197	+ 6097	554	1100	1100	+ 0	0				
4. NUMBER OF CU FT OF RECORDS DISPOSED BY REC CENTER	2400	0	- 2400	100	2400	5000	+ 2600	108				
5. SVC CUSTOMERS AT HIST REC BR (# OF RETRIEVALS)	19000	25650	+ 6650	35	18000	26000	+ 8000	44				
6. PROVIDE ACCESS TO HOLD INFO THRU ONLINE CATALOG	25	0	- 25	100	25	50	+ 25	100				
7. PROVIDE ACCESS TO REC THRU DESC FINDING AIDS	52	0	- 52	100	55	50	- 5	9				
8. COLLECT/PRES PERM/HIST REC OF STATE GOV	40	209	+ 169	423	40	300	+ 260	650				
9. # RECORDS SCANNED FOR ONLINE ACCESS DURING THE YR	25000	178668	+ 153668	615	30000	200000	+ 170000	567				
10. NUMBER OF REC UPLOADED TO INTERNET FOR ONLINE ACC	50000	20	- 49980	100	100000	40000	- 60000	60				

PROGRAM TITLE: ARCHIVES - RECORDS MANAGEMENT

PART I - EXPENDITURES AND POSITIONS

The variance in position counts and expenditures for FY 2019-20 are 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: Tours and advertisement needed to let agencies know that State Records Center has room to store paper records due to catchup destruction completed in FYs 2017 and 2018. Digitization of records has impacted retention of records in paper format.

Item 3: Additional funding for destruction was not added until fiscal year 2020.

Item 5: Multiple ongoing digitization projects that will allow the State Archives to upload more online content for researchers.

PART III - PROGRAM TARGET GROUPS

Item 1: There was a decrease in State users due to less number of agencies storing at the State Records Center.

Item 2: Outreach programs and efforts to bring awareness of the Archives have increased traffic to the State Archives steadily.

Item 3: Additional funding for records eligible for disposal that are stored at the State Records Center was not available until FY 20.

Item 4: As per digitization efforts, upload of digitized records and information about outreach programs and efforts has driven more traffic to our website. Website Traffic metrics are now utilizing a different tool to gather the data and are in a transition state. But single point in time data that we have been able to gather does support the increase in traffic.

PART IV - PROGRAM ACTIVITIES

Item 1: Tours and advertisement needed to let agencies know that State Records Center has room to store paper records due to catchup destruction completed in FY 2017 and 2018. Digitization of records has impacted retention of records in paper format.

Item 2: This number includes abolishment of 17 schedules.

Item 3: Records retrieval total is elevated because it includes retrieval of 5,444 reels of microfilm as part of the Judiciary's permanent removal of all of their microfilms stored in the microfilm vault.

Item 4: Disposal of FY 2019 records will be combined with FY 2020's disposal; funding for disposal was not available until FY 20.

Item 5: Increased visitation from researchers also increases the amount of records retrieved.

Item 6: Expectation of the launch of the Digital Archives.

Item 7: Expectation of unprocessed materials being processed in the coming year due to staff positions being filled.

Item 8: Increased transfer of permanent records from other State agencies due to Records Management Branch's outreach and training efforts.

Item 9: Partnerships and grant-funded projects have allowed our office to scan records to be uploaded online later for research access; digitization efforts are still currently ongoing.

Item 10: Expectation of the launch of the Digital Archives will allow for records to be uploaded to a central site for research access.

PROGRAM TITLE: ENHANCED 911 BOARD

12/6/19

PROGRAM-ID: AGS-891

PROGRAM STRUCTURE NO: 110304

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,000	7,971	- 1,029	11	2,251	1,687	- 564	25	6,752	6,350	- 402	6
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)	9,000	7,971	- 1,029	11	2,251	1,687	- 564	25	6,752	6,350	- 402	6
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF WIRLES/VOIP/WIRELINE 911 CALLS COUNTY PSAP	1250000	1456000	+ 206000	16	1250000	1485000	+ 235000	19				
2. NO. OF EDUCATIONAL OUTREACH PROGRAMS DURING THE FY	1	0	- 1	100	0	0	+ 0	0				
3. % OF E911 FUNDS DISBURSED FOR NEW TECHLGY FOR PSAP	51	20	- 31	61	52	40	- 12	23				
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	55	66	+ 11	20	55	65	+ 10	18				
PART IV: PROGRAM ACTIVITY												
1. TTL \$ AMT OF SURCHGE COLLECTED FISC YR (IN THOUS)	11400	10965	- 435	4	11400	11050	- 350	3				
2. TTL \$ AMT DISBURSED TO PSAPS IN FISC YR (IN THOUS)	7500	7767	+ 267	4	7500	7800	+ 300	4				
3. TTL \$ AMT DISBUR TO WSAPS IN THE FISC YR (IN THOUS)	65	56	- 9	14	65	60	- 5	8				
4. TTL \$ AMT DISB TO BD ADMIN MATTERS IN FY (IN THOU)	1330	1027	- 303	23	1330	1200	- 130	10				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 03 04
AGS 891

PROGRAM TITLE: ENHANCED 911 BOARD

PART I - EXPENDITURES AND POSITIONS

FY 19: Variance was due to the delays of the transition to NG911 (Next Generation 911) and request for proposals (RFP) for the consultant to the develop the NG911 State Plan. The RFP was released on October 11, 2019.

FY 20: Variance is the result of the slower 1st quarter expenditure rate that will be caught up in the next three (3) quarters.

PART II - MEASURES OF EFFECTIVENESS

Item 1. The increase in the number of calls for FYs 19 and 20 are due mainly to the increase in tourism for the State of Hawaii.

Item 2. In FY 19, Educational outreach programs were re-prioritized due to the transition to NG911 planning; we could not accommodate both.

Item 3. In FY 19, the RFP for the transition to NG911 was delayed; however, the RFP was released on October 11, 2019.

PART III - PROGRAM TARGET GROUPS

Item 2. FY 19 and FY 20: This has been the fastest growing segment of the telecommunications services and is projected to continue its growth. The reason is that the cost of entry into business segment is very low.

PART IV - PROGRAM ACTIVITIES

Item 3. In FY 19, the decrease is due to a decrease in administrative costs for cell phone towers.

Item 4. In FY 19, the decrease is due to a decrease in administrative assessments than anticipated.

	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	98.00	85.00	- 13.00	13	105.00	87.00	- 18.00	17	105.00	105.00	+ 0.00	0
EXPENDITURES (\$1000's)	25,540	18,676	- 6,864	27	4,151	4,151	+ 0	0	22,536	22,002	- 534	2
TOTAL COSTS												
POSITIONS	98.00	85.00	- 13.00	13	105.00	87.00	- 18.00	17	105.00	105.00	+ 0.00	0
EXPENDITURES (\$1000's)	25,540	18,676	- 6,864	27	4,151	4,151	+ 0	0	22,536	22,002	- 534	2
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # GRIEV PER 1,000 EMPLOYEES IN BU'S UNDR DHRD JURIS	19	21	+ 2	11	19	21	+ 2	11				
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST	70	74	+ 4	6	70	72	+ 2	3				

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)

PROGRAM TITLE: WORKFORCE ATTR, SELECT, CLASS & EFFECTIVENES

PROGRAM-ID: HRD-102

PROGRAM STRUCTURE NO: 11030501

	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	89.00	76.00	- 13.00	15	96.00	78.00	- 18.00	19	96.00	96.00	+ 0.00	0
EXPENDITURES (\$1000's)	24,108	17,285	- 6,823	28	3,569	3,569	+ 0	0	21,669	21,153	- 516	2
TOTAL COSTS												
POSITIONS	89.00	76.00	- 13.00	15	96.00	78.00	- 18.00	19	96.00	96.00	+ 0.00	0
EXPENDITURES (\$1000's)	24,108	17,285	- 6,823	28	3,569	3,569	+ 0	0	21,669	21,153	- 516	2

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % CERTIF ISSUD W/IN 5 CALNDR DAYS WHERE LIST EXIST	94	89	- 5	5	94	90	- 4	4
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST	70	74	+ 4	6	70	72	+ 2	3
3. % OF SELECTION ACTIONS TAKEN CHANGED BY APPEAL	1	0	- 1	100	1	1	+ 0	0
4. % OF CLASSIF ACTNS FOR FILLED PSNS COMPLTD IN 6 MO	90	97	+ 7	8	90	90	+ 0	0
5. % OF CLASSF ACTNS FOR NEW & VAC PSNS COMPL IN 3 MO	90	89	- 1	1	90	90	+ 0	0
6. % CLASSIFICATION ACTIONS TAKEN CHANGED BY APPEAL	0	0	+ 0	0	0	0	+ 0	0
7. EMPLOYEES TRAINED AS A % OF TOTAL WORKFORCE	80	68	- 12	15	70	80	+ 10	14
8. % CONTRACT GRIEVANCES SETTLED W/O 3RD PARTY ASSTNC	94	84	- 10	11	94	91	- 3	3
9. # GRIEV PER 1,000 EMPLYEES IN BU'S UNDR DHRD JURIS	19	21	+ 2	11	19	21	+ 2	11
10. RATIO OF WRKRS COMP OPEN VS CLOSED CLAIMS DURNG FY	1	1	+ 0	0	1	1	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. VACANCIES TO BE FILLED BY ELIGIBLES	1400	1443	+ 43	3	1200	1400	+ 200	17
2. NUMBER OF CIVIL SERVICE POSITIONS	16500	17262	+ 762	5	16500	17300	+ 800	5
3. NUMBER OF NEW CIVIL SERVICE POSITIONS	100	275	+ 175	175	100	275	+ 175	175
4. EMPLOYEES IN THE CENTRALIZED MANAGEMENT GROUP	18450	18299	- 151	1	18450	18450	+ 0	0
5. NUMBER OF CIVIL SERVICE CLASSES	1500	1442	- 58	4	1500	1450	- 50	3
6. CIVIL SERVICE EMPLOYEES	14200	14124	- 76	1	14200	14200	+ 0	0
7. EXEMPT SERVICE EMPLOYEES	2150	2068	- 82	4	2150	2150	+ 0	0
8. MIDDLE MANAGEMENT EMPLOYEES	370	365	- 5	1	370	370	+ 0	0
9. FIRST-LINE SUPERVISORY EMPLOYEES	1350	1322	- 28	2	1350	1350	+ 0	0
10. NON-MANAGEMENT EMPLOYEES	14630	14505	- 125	1	14630	14630	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. NUMBER OF APPLICATIONS RECEIVED	32000	37309	+ 5309	17	30000	35000	+ 5000	17
2. NUMBER OF APPLICATIONS EXAMINED	25000	33500	+ 8500	34	21000	30000	+ 9000	43
3. # QUAL APPS REFRRD FOR PLACEMENT(ELIGBLS REFERRED)	30000	45033	+ 15033	50	28000	40000	+ 12000	43
4. NUMBER OF POSITION CLASSIFICATION ACTIONS TAKEN	1950	2380	+ 430	22	2000	2300	+ 300	15
5. NUMBER OF CLASSIFICATION SPECIFICATIONS COMPLETED	120	92	- 28	23	120	90	- 30	25
6. NO. OF EXEMPT POSITION REQUESTS ANALYZED/REVIEWED	1350	1282	- 68	5	1350	1350	+ 0	0
7. PRICE/REPRICE DETERMINATIONS (NO. CLASSES REVIEWD)	50	41	- 9	18	50	45	- 5	10
8. NUMBER OF PERSONNEL ACTIONS PROCESSED	106000	95498	- 10502	10	106000	106000	+ 0	0
9. NUMBER OF TRAINING PROGRAMS CONDUCTED/COORDINATED	800	818	+ 18	2	800	800	+ 0	0
10. NUMBER OF FORMAL GRIEVANCES REVIEWED	262	297	+ 35	13	262	270	+ 8	3

PROGRAM TITLE: WORKFORCE ATTR, SELECT, CLASS & EFFECTIVENES

PART I - EXPENDITURES AND POSITIONS

The variances in FY 2019 are due to staff turnover, restrictions, and lower workers' compensation and unemployment benefits expenditures for employees in non-general fund positions.

The variance in FY 2020 is due to staff turnover 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 lower than planned. The variance is due to a delay in the enterprise-wide roll-out of a mandatory Equal Employment Opportunity/Sexual Harassment training until FY 2020.

Item 8. The variance could be attributed to the unions seeking third party assistance in resolving grievances rather than seeking an informal resolution of complaints.

Item 9. The increase in the number of grievances per 1,000 employees in bargaining units under the Department of Human Resources Development's jurisdiction could be attributed to the unions electing to file grievances, rather than filing an internal complaint, prohibited practice complaints with the Hawaii Labor Relations Board, or challenging the Employer's actions in court.

PART III - PROGRAM TARGET GROUPS

Item 3. The variance in the number of new civil service positions is due to the establishment of new positions by operating departments at a higher rate than anticipated when estimates were prepared.

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) a large number of recruitment requests from departments; and b) continuing 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 in the number of position classification actions taken is due to operating departments taking more classification actions than anticipated when estimates were prepared.

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

Item 7. The variance is due to the difficulty in projecting the number of new classes that will be established by other jurisdictions.

Item 8. The number of personnel actions processed was less than planned. The planned number of personnel actions was based on new contracts being executed for all bargaining units, which did not occur.

Item 10. The increase in the number of formal grievances reviewed could be attributed to the unions electing to file grievances, rather than filing an internal complaint, prohibited practice complaints with the Hawaii Labor Relations Board, or challenging the employer's actions in court.

PROGRAM TITLE: SUPPORTING SERVICES - HUMAN RESOURCES DEV

PROGRAM-ID: HRD-191

PROGRAM STRUCTURE NO: 11030502

	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	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,432	1,391	- 41	3	582	582	+ 0	0	867	849	- 18	2
TOTAL COSTS												
POSITIONS	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,432	1,391	- 41	3	582	582	+ 0	0	867	849	- 18	2
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	16350	16192	- 158	1	16350	16350	+ 0	0				
2. NUMBER OF ELECTED & APPOINTED OFFICIALS	95	95	+ 0	0	95	95	+ 0	0				
3. EMPLOYEES OF DHRD	98	98	+ 0	0	104	105	+ 1	1				
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	NO DATA	- 100	100				
2. ADMINISTER PERSONNEL MANAG SYS OF STATE (WKHR)	1200	NO DATA	- 1200	100	1200	NO DATA	- 1200	100				
3. DIRECT AND COORDINATE DHRD PROG (WKHR)	2000	NO DATA	- 2000	100	2000	NO DATA	- 2000	100				
4. PARTICIPATE IN COLL BARGAINING PROCESS (WKHR)	875	NO DATA	- 875	100	875	NO DATA	- 875	100				

PROGRAM TITLE: SUPPORTING SERVICES - HUMAN RESOURCES DEV

PART I - EXPENDITURES AND POSITIONS

There were no significant variances in FY 2019.

The variance in FY 2020 is due to 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.

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	167.00	153.00	- 14.00	8	171.00	171.00	+ 0.00	0	171.00	171.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,040,510	1,128,346	+ 87,836	8	269,877	268,547	- 1,330	0	1,111,285	1,112,615	+ 1,330	0
TOTAL COSTS												
POSITIONS	167.00	153.00	- 14.00	8	171.00	171.00	+ 0.00	0	171.00	171.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,040,510	1,128,346	+ 87,836	8	269,877	268,547	- 1,330	0	1,111,285	1,112,615	+ 1,330	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV TIME TO PROC INIT CHECK TO TERMNTG EMPLYS (WKS)	7	8	+ 1	14	7	8	+ 1	14				
2. AV NO. DAYS REQUIRED TO PROCESS ENROLLMNT TRNSCTNS	15	15	+ 0	0	15	15	+ 0	0				

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)

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												
EXPENDITURES (\$1000's)												
	108.00	100.00	- 8.00	7	111.00	111.00	+ 0.00	0	111.00	111.00	+ 0.00	0
	18,010	17,622	- 388	2	4,576	3,246	- 1,330	29	15,851	17,181	+ 1,330	8
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	108.00	100.00	- 8.00	7	111.00	111.00	+ 0.00	0	111.00	111.00	+ 0.00	0
	18,010	17,622	- 388	2	4,576	3,246	- 1,330	29	15,851	17,181	+ 1,330	8
					FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV TIME TO PROC INIT CHECK TO TERMNTG EMPlys (WKS)					7	8	+ 1	14	7	8	+ 1	14
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					7	6	- 1	14	7	7	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. ACTIVE MEMBERS					66000	66383	+ 383	1	66000	66000	+ 0	0
2. RETIRED MEMBERS					50000	49885	- 115	0	50000	51500	+ 1500	3
3. INACTIVE VESTED MEMBERS					9200	9321	+ 121	1	9200	9200	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. ANNUAL NUMBER OF NEW MEMBERS					4000	5664	+ 1664	42	4000	4000	+ 0	0
2. ANNUAL NUMBER OF MEMBERS COUNSELED					45000	62482	+ 17482	39	45000	45000	+ 0	0
3. ANNUAL NUMBER OF RETIREMENT BENEFIT COMPUTATIONS					4250	3325	- 925	22	4250	4250	+ 0	0
4. ANNUAL NUMBER OF NEW RETIREES					2100	2398	+ 298	14	2100	2100	+ 0	0
5. ANNUAL RETIREMNT BENEFIT PAYMNT AMOUNTS (MILLIONS)					1491	1470	- 21	1	1491	1540	+ 49	3
6. ANNUAL NUMBER OF DECEASED MEMBER CLAIMS					800	612	- 188	24	800	800	+ 0	0
7. ANNUAL NUMBER OF REFUND PAYMENTS					1000	941	- 59	6	1000	1000	+ 0	0
8. ASSETS (BILLIONS OF DOLLARS)					17	17	+ 0	0	17	18	+ 1	6
9. ANNUAL NET INVESTMENT INCOME (MILLIONS)					1155	887	- 268	23	1155	1200	+ 45	4
10. ANNUAL RETURN ON INVESTMENTS					7	6	- 1	14	7	7	+ 0	0

PROGRAM TITLE: EMPLOYEES RETIREMENT SYSTEM

PART I - EXPENDITURES AND POSITIONS

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 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.

Item 3. The decrease in investment returns reflects the volatility in the global markets over the recent five-year period.

PART III - PROGRAM TARGET GROUPS

There are no significant variances for the program target group.

PART IV - PROGRAM ACTIVITIES

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

Item 2. The higher number of members counseled is primarily a result of ERS' efforts to educate the membership about their retirement, disability, and death benefits. ERS counsels individual members that file for retirement, conducts pre-retirement sessions for members close to retirement age, informational workshops for mid-career members, and new employee orientation for recent hires.

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.

Item 6. The actual number of death claims is dependent on the retirement option elected by the member and whether there are any benefits payable to the estate or beneficiary, which make it difficult to accurately estimate. The number 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.

Items 9 and 10. The decrease in investment income and returns reflect the volatility in the global markets and, to a lesser extent, the effects of the ongoing rebalancing of ERS' investment portfolio during the year.

PROGRAM TITLE:

HAWAII EMPLOYER-UNION TRUST FUND

12/6/19

PROGRAM-ID:

BUF-143

PROGRAM STRUCTURE NO:

11030603

	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	59.00	53.00	- 6.00	10	60.00	60.00	+ 0.00	0	60.00	60.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,777	7,476	- 301	4	4,633	4,633	+ 0	0	13,899	13,899	+ 0	0
TOTAL COSTS												
POSITIONS	59.00	53.00	- 6.00	10	60.00	60.00	+ 0.00	0	60.00	60.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,777	7,476	- 301	4	4,633	4,633	+ 0	0	13,899	13,899	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. PERCENTAGE OF DOCUMENTS PROCESSED WITHIN 60 DAYS	90	94	+ 4	4	90	95	+ 5	6				
2. AV NO. DAYS REQUIRED TO PROCESS ENROLLMNT TRNSCTNS	15	15	+ 0	0	15	15	+ 0	0				
3. PERCENTAGE OF ABANDONED CALLS	5	8	+ 3	60	5	5	+ 0	0				
4. PERCENTAGE OF CALLS ANSWERED WITH 30 SECONDS	65	82	+ 17	26	65	85	+ 20	31				
5. AMOUNT OF REFUNDS OUTSTANDING GREATER THAN 60 DAYS	13500	11910	- 1590	12	13500	12000	- 1500	11				
6. AMT OF MEDICARE PART B PREMIUM OVERPAYMENTS OS YE	180	2311	+ 2131	1184	180	2300	+ 2120	1178				
7. % OF TIME COMPUTER SYSTEM IS AVAILABLE DURING 1 YR	98	98	+ 0	0	98	98	+ 0	0				
8. NO. OF MINOR & MAJOR HIPAA VIOLATIONS PER YEAR	3	4	+ 1	33	3	3	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. TOTAL EMPLOYEES - (ACTIVES) FULL-TIME (STATE/CNTY)	68600	66288	- 2312	3	68600	67000	- 1600	2				
2. TOTAL EMPLOYEES - RETIRED	46800	49407	+ 2607	6	46800	50000	+ 3200	7				
3. TOTAL DEPENDENT BENEFICIARIES	83500	82496	- 1004	1	83500	83000	- 500	1				
4. MEDICARE PREMIUM REIMBURSEMENT RECIPIENTS	50000	53597	+ 3597	7	50000	54000	+ 4000	8				
5. PERSONNEL AND FINANCE OFFICERS	500	500	+ 0	0	500	500	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NEW ENROLLMENTS (ADDITIONS)	9300	24441	+ 15141	163	9300	24500	+ 15200	163				
2. TERMINATIONS (DELETIONS, CANCELLATIONS)	11000	20690	+ 9690	88	11000	21000	+ 10000	91				
3. ENROLLMNT DATA CHGS (INS PLAN, NAME, ADDRESS, ETC.)	30000	176577	+ 146577	489	30000	177000	+ 147000	490				
4. COBRA ENROLLMENTS	1450	1247	- 203	14	1450	1228	- 222	15				
5. OUTREACH/EDUC BENEFIT BRIEFING SESSIONS CONDUCTED	137	227	+ 90	66	137	221	+ 84	61				

PROGRAM TITLE: HAWAII EMPLOYER-UNION TRUST FUND

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to regular employee turnover.

The variance in expenditures is due to position vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 3. The planned percentage for abandoned calls needs to be updated for the upcoming years to better reflect actuals.

Item 4. The percentage of calls answered within 30 seconds increased. The planned percentage needs to be updated for the upcoming years to better reflect the actuals.

Item 5. Current refunds are being processed on a timely basis; however, there is a backlog of approximately 11,910 employee-beneficiary refunds in the amount of \$1.8 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 June 30, 2021. This measure was changed last fiscal year; however, the planned figures were not updated. The planned figures will be updated to reflect projected estimates.

Item 6. There are approximately 2,311 retirees with Medicare Part B overpayments totaling \$853,661. Staff is working with the Department of the Attorney General to collect these overpayments. This measure was changed last fiscal year; however, the planned figures were not updated. The planned figures will be updated to reflect projected estimates.

Item 8. There were four (4) minor Health Insurance Portability and Accountability Act (HIPAA) violations during FY 19. HIPAA Refresher training was conducted in FY 19.

PART III - PROGRAM TARGET GROUPS

There are no significant variances for the program target group.

PART IV - PROGRAM ACTIVITIES

Items 1-3. The planned figures need to be updated for the upcoming years to better reflect the actuals.

Item 4. The variance is due to fewer employees, retirees, and/or dependents enrolling into the Consolidated Omnibus Budget Reconciliation Act continuation health coverage.

Item 5. The variance is due to planned figures not being updated to account for the Outreach and Training Section's increase in staff, which increased its ability to offer outreach and training sessions to pre-retirees, new hires, and personnel officers.

PROGRAM TITLE:

RETIREMENT BENEFITS PAYMENTS - STATE

12/6/19

PROGRAM-ID:

BUF-741

PROGRAM STRUCTURE NO:

11030605

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	341,892	375,241	+ 33,349	10	94,823	94,823	+ 0	0	313,040	313,040	+ 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)	341,892	375,241	+ 33,349	10	94,823	94,823	+ 0	0	313,040	313,040	+ 0	0

PROGRAM TITLE: RETIREMENT BENEFITS PAYMENTS - STATE

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to negotiated collective bargaining cost item increases being funded through specific acts outside of the Budget Act and transferred in and other transfers in of savings from other fixed cost accounts to make an additional advance payment for pension accumulation.

PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program for FY 19 and FY 20.

PART III - PROGRAM TARGET GROUPS

No program target groups have been developed for FY 19 and FY 20.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

PROGRAM TITLE:

HEALTH PREMIUM PAYMENTS - STATE

12/6/19

PROGRAM-ID:

BUF-761

PROGRAM STRUCTURE NO:

11030607

	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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	672,831	728,007	+ 55,176	8	30,069	30,069	+ 0	0	89,612	89,612	+ 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)	672,831	728,007	+ 55,176	8	30,069	30,069	+ 0	0	89,612	89,612	+ 0	0

PROGRAM TITLE: HEALTH PREMIUM PAYMENTS - STATE

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to negotiated collective bargaining cost item increases being funded through specific acts outside of the Budget Act and transferred in and other transfers in of savings from other fixed cost accounts to cover an accelerated Annual Required Contribution payment for Other Post-Employment Benefits for the month of June 2019.

PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program for FY 19 and FY 20.

PART III - PROGRAM TARGET GROUPS

No program target groups have been developed for FY 19 and FY 20.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

PROGRAM TITLE:

HEALTH PREMIUM PAYMENTS - ARC

12/6/19

PROGRAM-ID:

BUF-762

PROGRAM STRUCTURE NO:

11030609

	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					0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)					135,776	135,776	+ 0	0	678,883	678,883	+ 0	0
TOTAL COSTS												
POSITIONS					0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)					135,776	135,776	+ 0	0	678,883	678,883	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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				

PROGRAM TITLE: HEALTH PREMIUM PAYMENTS - ARC

PART I - EXPENDITURES AND POSITIONS

BUF 762 is a new Program ID implemented in FY 20 to facilitate Annual Required Contribution payments for Other Post-Employment Benefits; therefore, there were no appropriations and no expenditures to report for FY 19.

PART II - MEASURES OF EFFECTIVENESS

No measures have been developed for this program for FY 19 and FY 20.

PART III - PROGRAM TARGET GROUPS

No program target groups have been developed for FY 19 and FY 20.

PART IV - PROGRAM ACTIVITIES

No program activities have been developed for FY 19 and FY 20.

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	74.00	68.00	- 6.00	8	74.00	69.00	- 5.00	7	74.00	74.00	+ 0.00	0
EXPENDITURES (\$1000's)	75,185	58,432	- 16,753	22	6,348	4,436	- 1,912	30	67,564	67,791	+ 227	0
TOTAL COSTS												
POSITIONS	74.00	68.00	- 6.00	8	74.00	69.00	- 5.00	7	74.00	74.00	+ 0.00	0
EXPENDITURES (\$1000's)	75,185	58,432	- 16,753	22	6,348	4,436	- 1,912	30	67,564	67,791	+ 227	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ	15	14	- 1	7	15	15	+ 0	0	15	15	+ 0	0
2. AV NO. OF DAYS TO COMPLETE A QUIET TITLE REPORT	5	5	+ 0	0	5	5	+ 0	0	5	5	+ 0	0

PROGRAM TITLE: PROPERTY MANAGEMENT

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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)

PROGRAM TITLE:

PUBLIC LANDS MANAGEMENT

12/6/19

PROGRAM-ID:

LNR-101

PROGRAM STRUCTURE NO:

11030701

	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	56.00	50.00	- 6.00	11	56.00	51.00	- 5.00	9	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,219	18,617	- 4,602	20	3,128	2,130	- 998	32	18,717	19,715	+ 998	5
TOTAL COSTS												
POSITIONS	56.00	50.00	- 6.00	11	56.00	51.00	- 5.00	9	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	23,219	18,617	- 4,602	20	3,128	2,130	- 998	32	18,717	19,715	+ 998	5
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NUMBER OF ACRES ON LEASE OR EASEMENT (THOUSANDS)	144	135	- 9	6	144	135	- 9	6				
2. NUMBER OF ACRES ON REVOCABLE PERMIT (THOUSANDS)	32	32	+ 0	0	32	32	+ 0	0				
3. NO. OF DELINQUENT ACCOUNTS AS A % OF TOTAL ACCNTS	11	11	+ 0	0	11	11	+ 0	0				
4. \$ AMOUNT OF GEOTHERMAL REVENUES COLLECTED (000S)	0	7	+ 7	0	0	20	+ 20	0				
5. \$ AMT OF REVS GENERATED/DEPOSITD INTO SLDF (000'S)	20637	20577	- 60	0	20637	20577	- 60	0				
6. AMOUNT OF TOTAL REVENUES GENERATED (THOUSANDS)	30037	31815	+ 1778	6	30037	31815	+ 1778	6				
PART III: PROGRAM TARGET GROUP												
1. NO. ACRES SET ASIDE BY EXEC ORDERS FOR GOV'T PURP	408	415	+ 7	2	408	415	+ 7	2				
2. DOLLAR AMOUNT OF REVENUES TRANSFERRED TO OHA (000)	2470	1976	- 494	20	2470	2470	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF SALES IN FEE	2	4	+ 2	100	2	4	+ 2	100				
2. NUMBER OF GENERAL LEASES ISSUED	2	0	- 2	100	2	2	+ 0	0				
3. NUMBER OF REVOCABLE PERMITS ISSUED	9	3	- 6	67	9	3	- 6	67				
4. NUMBER OF EXECUTIVE ORDERS ISSUED	28	26	- 2	7	28	26	- 2	7				
5. NO. ACQUISTNS PRIVTE LND PUBLIC OR CONSERVTVN PURPS	3	4	+ 1	33	3	4	+ 1	33				
6. NUMBER OF INSPECTIONS OF PUBLIC LANDS MADE	91	109	+ 18	20	91	109	+ 18	20				
7. NUMBER OF EASEMENTS GRANTED	24	12	- 12	50	24	12	- 12	50				
8. DOLLAR AMOUNT DELINQUENT RECEIVABLES (THOUSANDS)	781	837	+ 56	7	781	837	+ 56	7				

PROGRAM TITLE: PUBLIC LANDS MANAGEMENT

PART I - EXPENDITURES AND POSITIONS

The Land Division's (LD) unfilled vacancies resulted in lower than expected operating costs for FY 19 and for the first three months ended September 30, 2019, for FY 20. LD is planning to recruit and fill the vacancies before the end of FY 20, which may increase spending in the latter part of the fiscal year.

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

Item 7: The processing of easements involves other agencies or entities; therefore, it is a challenge to forecast the actual number to be processed in the upcoming 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 plant was closed on May 3, 2018, due to the volcanic eruption and, in FY 19, royalties were paid for the power generation only for the period of May 1-3, 2018.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 1: The fee sales for remnants in FY 19 were fewer than expected. The planned number of sales for FY 20 was understated.

Item 2: No leases were issued in FY 19; the planned figure for FY 19 was overstated. Issuance of new leases depends on multiple variables, including the availability of lands and market demand, among other factors.

Item 3: The requirements for issuance of revocable permits (RP) have become stricter in recent years, resulting in fewer RPs being approved; thus, the planned figure was overstated.

Item 5: Acquisition of private properties for public use is subject to numerous factors before the project can become a reality; thus, the planned figure was understated by one property.

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	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	25,935	- 9,413	27	1,658	797	- 861	52	33,714	33,714	+ 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	25,935	- 9,413	27	1,658	797	- 861	52	33,714	33,714	+ 0	0

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. NO. INSUR POLICIES PROCURED BEFORE EXPIRATION DATE	4	4	+ 0	0	4	4	+ 0	0
2. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ	15	14	- 1	7	15	15	+ 0	0
3. AV LENGTH OF TIME TO RECOVER INSURANCE PROCEEDS	60	64	+ 4	7	60	60	+ 0	0
4. AV LENGTH OF TIME TO PROCESS LIABILITY LOSS CLAIMS	90	93	+ 3	3	90	90	+ 0	0
5. AV TIME TO PROCESS LIABILITY LOSS POTHOLE CLAIMS	70	67	- 3	4	70	70	+ 0	0
6. AV LENGTH OF TIME TO PROCESS AUTO LOSS CLAIMS	90	91	+ 1	1	90	90	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. TOTAL NO. OF STATEWIDE INSURANCE POLICIES PROCURED	4	4	+ 0	0	4	4	+ 0	0
2. TOTAL NO. OF PROPERTY LOSS CLAIMS PROCESSED	100	138	+ 38	38	100	100	+ 0	0
3. TOTAL LIABILITY CLAIMS PROCESSED - EXCL. POTHOLE	500	405	- 95	19	500	500	+ 0	0
4. TOTAL NO. OF LIABILITY POTHOLE CLAIMS PROCESSED	150	151	+ 1	1	150	150	+ 0	0
5. TOTAL NUMBER OF AUTOMOBILE LOSS CLAIMS PROCESSED	400	365	- 35	9	400	400	+ 0	0
6. NUMBER OF STATE OFFICIALS AND EMPLOYEES	55000	57287	+ 2287	4	55000	55000	+ 0	0
7. FAIR MARKET VALUE OF STATE BLDGS/CONTENTS (\$ MILL)	18000	18000	+ 0	0	18000	18000	+ 0	0
8. NUMBER OF STATE VEHICLES	5800	5865	+ 65	1	5800	5800	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. TOTAL NUMBER OF STATEWIDE INSURANCE POLICIES	4	4	+ 0	0	4	4	+ 0	0
2. TOTAL NUMBER OF PROPERTY LOSS CLAIMS RECEIVED	80	138	+ 58	73	80	80	+ 0	0
3. TOTAL NUMBER OF CRIME LOSS CLAIMS RECEIVED	1	1	+ 0	0	1	1	+ 0	0
4. TOTAL NUMBER OF LIABILITY CLAIMS RECEIVED	650	556	- 94	14	650	650	+ 0	0
5. TOTAL NUMBER OF AUTOMOBILE CLAIMS RECEIVED	375	365	- 10	3	375	375	+ 0	0
6. NUMBER OF RISK ASSESSMENT REPORTS ISSUED	1	1	+ 0	0	1	1	+ 0	0
7. NUMBER OF BUILDING INSPECTION REPORTS ISSUED	1	1	+ 0	0	1	1	+ 0	0
8. NO. OF TRAINING SESSIONS PROVIDED TO STATE DEPTS	2	2	+ 0	0	2	2	+ 0	0
9. NUMBER OF STATEMENTS OF SELF-INSURANCE ISSUED	500	518	+ 18	4	500	500	+ 0	0

PROGRAM TITLE: STATE RISK MANAGEMENT & INSURANCE ADMIN

PART I - EXPENDITURES AND POSITIONS

The expenditure variance for FY 19 was primarily due to lower payments than budgeted for self-insured losses/payments; non-discretionary costs that are unpredictable.

The lower expenditures of 1st Quarter FY 20 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 2: The total property claims processed increased due to more property claims filed than expected.

Item 3: The amount of liability claims to process decreased due to less liability claims filed than expected.

PART IV - PROGRAM ACTIVITIES

Item 2: Total number of property claims received increased due to more claims filed than expected.

Item 4: The number of liability claims decreased due to less claims submitted by departments.

PROGRAM TITLE: LAND SURVEY

PROGRAM-ID: AGS-211

12/6/19

PROGRAM STRUCTURE NO: 11030703

	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	10.00	+ 0.00	0	10.00	10.00	+ 0.00	0	10.00	10.00	+ 0.00	0
EXPENDITURES (\$1000's)	999	714	- 285	29	173	151	- 22	13	881	618	- 263	30
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	714	- 285	29	173	151	- 22	13	881	618	- 263	30
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	64	+ 4	7	60	60	+ 0	0				
3. AVE NO. OF DAYS TO PROCESS LC & FP MAPS	15	40	+ 25	167	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	6	- 14	70	20	20	+ 0	0				
2. NO. REQUESTS FOR DESCRIPTIONS - STATE-OWNED LANDS	110	64	- 46	42	110	110	+ 0	0				
3. OWNERS OF LD CT & OTHER LANDS(TTL NO. MAPS RECD)	150	109	- 41	27	150	150	+ 0	0				
4. OWNERS OF BEACHFRONT PROPRTY(TTL NO CERT REQ RECD)	140	110	- 30	21	140	140	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NO. OF REQUESTS FOR QUIET TITLE REPORTS COMPLETED	20	6	- 14	70	20	20	+ 0	0				
2. NO OF REQUESTS FOR DESCRIPTION OF LANDS COMPLETED	66	42	- 24	36	66	66	+ 0	0				
3. NO. OF LAND COURT AND FILE PLAN MAPS COMPLETED	150	92	- 58	39	150	150	+ 0	0				
4. NO. OF SHORELINE CERTIFICATIONS COMPLETED	140	110	- 30	21	140	140	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 03 07 03
AGS 211

PROGRAM TITLE: LAND SURVEY

PART I - EXPENDITURES AND POSITIONS

For FY 19 and FY 20, there are no position variances. The variance in expenditures is due to no contracts for licensed surveyors.

PART II - MEASURES OF EFFECTIVENESS

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 and 2: The variance is due to a decrease in requests from State agencies.

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

PROGRAM TITLE:

OFFICE LEASING

12/6/19

PROGRAM-ID:

AGS-223

PROGRAM STRUCTURE NO:

11030704

	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	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
EXPENDITURES (\$1000's)	15,619	13,166	- 2,453	16	1,389	1,358	- 31	2	14,252	13,744	- 508	4
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)	15,619	13,166	- 2,453	16	1,389	1,358	- 31	2	14,252	13,744	- 508	4
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	105	+ 7	7				
2. AV NO. OF DAYS FROM REQUEST TO EXECUTED LEASE	300	250	- 50	17	300	300	+ 0	0				
3. # LEASE PAYMTS TO VENDORS COMPL BY PAYMT DUE DATE	1395	1410	+ 15	1	1420	1332	- 88	6				
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	3230	3258	+ 28	1	3270	3108	- 162	5				
PART IV: PROGRAM ACTIVITY												
1. NO. OF REQUESTS FOR OFFICE LEASING SERVICES	25	20	- 5	20	25	25	+ 0	0				
2. NO. OF OFFICE LEASES CONSUMMATED	25	27	+ 2	8	25	25	+ 0	0				
3. NO. OF OFFICE LEASE PAYMENTS COMPLETED	1396	1404	+ 8	1	1420	1332	- 88	6				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

11 03 07 04
AGS 223

PROGRAM TITLE: OFFICE LEASING

PART I - EXPENDITURES AND POSITIONS

Actual expenditures in FY 19 were \$2,453,796 less than budgeted. This was due to revenue reductions in the collection of funds from the interdepartmental transfer account and also because no funds were expended for the Kapolei State Office Building Certificates of Participation (COP).

Actual expenses were \$31,750 less than budgeted in the 1st quarter of FY 20 and is not significant.

The position count for the last three quarters of FY 20 is anticipated to remain the same.

For the last three quarters of FY 20, estimated expenses were \$508,405 less than budgeted, primarily due to the net effect of a 5% administrative restriction of \$540,156 and the \$31,750 that was not expended in the 1st quarter.

PART II - MEASURES OF EFFECTIVENESS

Item 2: In FY 19, the actual number of days from approval of lease request to lease execution was 50 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 20 is anticipated to rise to 300 days due to interruptions in our normal leasing activities due to the tenant relocation planning for the Department of Public Safety (PSD) from the Army and Air Force Exchange Service (AFFES) Building to the Keoni Ana State Building.

Item 3: There was not a significant variance for the planned number of lease payments to vendors by the due date for FY 19, but will decrease upon PSD and the Department of Commerce and Consumer Affairs (DCCA) relocating from lease space to State Office Buildings.

PART III - PROGRAM TARGET GROUPS

Item 2: For FY 19, there was no significant difference between the planned and actual number of employees. For FY 20, there will be a decrease upon the relocation of PSD and DCCA to State Office Buildings.

PART IV - PROGRAM ACTIVITIES

Item 1: The actual number of lease requests for FY 19 was five less than planned, as the planned figure was overstated. For FY 20, the estimated number of requests is anticipated to be 25, due to the 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 19, the actual number of leases completed were two more than planned. This was primarily due to the 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 19. For FY 20, the estimated number of lease payments to be made was reduced by 88 due to the relocation of agencies from lease space to State Office facilities.

	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	277.00	237.50	- 39.50	14	277.00	242.50	- 34.50	12	277.00	277.00	+ 0.00	0
EXPENDITURES (\$1000's)	37,884	30,646	- 7,238	19	11,671	8,151	- 3,520	30	31,286	29,399	- 1,887	6
TOTAL COSTS												
POSITIONS	277.00	237.50	- 39.50	14	277.00	242.50	- 34.50	12	277.00	277.00	+ 0.00	0
EXPENDITURES (\$1000's)	37,884	30,646	- 7,238	19	11,671	8,151	- 3,520	30	31,286	29,399	- 1,887	6

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE	100	102.9	+ 2.9	3	100	100	+ 0	0
2. AV VAR BTW EST CMPL DATE & ACTUAL CONST CMPL DATE	3	6.9	+ 3.9	130	3	3	+ 0	0
3. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST	3	11	+ 8	267	3	3	+ 0	0
4. BLDG OCCUPANT'S EVALUATION OF CUSTODIAL SERVICES	75	80	+ 5	7	75	80	+ 5	7
5. % PROGRAM PROJS COMPELETD W/IN SCHEDULED TIMETABLE	100	100	+ 0	0	100	100	+ 0	0
6. % EMERG REPRS & ALTRTNS REQST RESP TO W/IN 48 HRS	100	100	+ 0	0	100	100	+ 0	0

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)

PROGRAM TITLE:

PUBLIC WORKS-PLANNING, DESIGN & CONSTRUCTION

PROGRAM-ID:

AGS-221

PROGRAM STRUCTURE NO:

11030801

	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	91.00	75.00	- 16.00	18	91.00	78.00	- 13.00	14	91.00	91.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,164	5,668	- 5,496	49	4,588	1,431	- 3,157	69	10,744	10,744	+ 0	0
TOTAL COSTS												
POSITIONS	91.00	75.00	- 16.00	18	91.00	78.00	- 13.00	14	91.00	91.00	+ 0.00	0
EXPENDITURES (\$1000's)	11,164	5,668	- 5,496	49	4,588	1,431	- 3,157	69	10,744	10,744	+ 0	0
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV VARIANCE BETWEEN EST & ACTUAL BID OPENING DATES	3	1.1	- 1.9	63	3	3	+ 0	0	0	0	+ 0	0
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE	100	102.9	+ 2.9	3	100	100	+ 0	0	0	0	+ 0	0
3. AV VAR BTWN EST & ACTUAL CONSTR COMPLETION DATES	3	6.9	+ 3.9	130	3	3	+ 0	0	0	0	+ 0	0
4. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST	3	11	+ 8	267	3	3	+ 0	0	0	0	+ 0	0
5. FOR TTL CIP REQUIRED, % OF FUNDS ACTUALLY APPROP	100	77	- 23	23	100	62	- 38	38				
PART III: PROGRAM TARGET GROUP												
1. CAPITAL IMPROV APPROPRIATIONS (IN \$100,000)	298	191	- 107	36	300	101	- 199	66				
2. PUBLIC BUILDINGS, REPAIRS & ALTERATIONS (\$100,000)	76	50	- 26	34	250	286	+ 36	14				
PART IV: PROGRAM ACTIVITY												
1. TOTAL COSTS OF FAC OR PROJECT UNDER DESIGN (\$MILL)	400	364	- 36	9	400	400	+ 0	0				
2. PROJ UNDER CONSTRUCTION DURING FY (EST COST \$MILL)	500	399	- 101	20	500	500	+ 0	0				

PROGRAM TITLE: PUBLIC WORKS-PLANNING, DESIGN & CONSTRUCTION

PART I - EXPENDITURES AND POSITIONS

The budget for FY 19 is comprised of the general fund appropriation for payroll and related costs, and three revolving funds: accrued vacation and sick leave, automotive and related costs, and supplies. The variance of approximately \$1.624M in general funds is attributable to the following factors: application of the 5% restriction; 16 vacant positions; lower shortage differential payouts than budgeted; and control of overtime, temporary assignments, and related payments. The revolving fund account for accrued vacation and sick leave payments realized expenditures of about \$101,000, against a budget of \$1.35M, reflecting the move from the prior Capital Improvement Program (CIP) project funding of the majority of Public Works Division (PWD) staff costs, to the current general funding of those costs; and it is expected this account will be retired and the ceiling adjusted accordingly for the next fiscal biennium. Expenditures from the automotive and supplies revolving fund accounts, which are supported by the PWD Project Assessment Fund, totaled approximately \$238,000, against a total budget of \$2.65M, reflecting implementation of policies to control related expenditures.

For the first quarter of FY 20, the majority of the variance is attributable to three primary factors: the 10% restriction on general fund appropriations; vacancies; and delay in the Capitol Building Re-carpeting project. During the first quarter, PWD experienced 14 vacancies in supervisory and non-supervisory positions but achieved significant success in filling a number of those vacancies, a trend which is expected to continue into subsequent quarters. Delay of the Capitol Building Re-carpeting project resulted in inability to encumber the majority of the \$2.5M project allotment in the first quarter; the remaining funds have been transferred to the second quarter, during which it is expected the majority of those funds will be encumbered.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in variance for FY 19 between the estimated and actual bid dates can be attributed to the team's focus to ensure projects were bid out as scheduled. A majority of the bids fell below the 3-month

plan with only 10% of the bids going beyond the estimated opening bid date and the overall average is well below the planned target.

Item 2: The variance for FY 19 in the average pre-bid construction estimate as a percentage of average bid price is reflective of the stabilization in the rate of growth in the construction industry. As a result, the State received more favorable bids for construction projects.

Item 3: The increase in variance for FY 19 between the estimated and actual construction completion dates can be attributed to the excessive delays brought on by approximately 10% of the projects. These projects incurred time extensions due to unforeseen site conditions, additional user requests, changes in structural design, and requirements imposed by Honolulu Fire Department inspectors.

Item 4: The variance for FY 19 is due to numerous unforeseen site conditions and additional user requests, which resulted in significantly increased costs for approximately 20% of the projects.

Item 5: Agencies continue to be affected by funding being focused on competing large projects and broader State programs impacts.

PART III - PROGRAM TARGET GROUPS

Item 1: Despite critical Department of Accounting and General Services needs, competing large State programs continued to garner much of the CIP project appropriations for FY 19 and FY 20.

Item 2: Our facilities' health and safety needs were recognized for FY 20.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance for FY 19 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. This does not account for the Hawaii State Hospital project, which is being delivered through the Design-Build process.

PROGRAM TITLE: PUBLIC WORKS-PLANNING, DESIGN & CONSTRUCTION

Item 2: The variance for FY 19 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.

PROGRAM TITLE:

CENTRAL SERVICES - CUSTODIAL SERVICES

12/6/19

PROGRAM-ID:

AGS-231

PROGRAM STRUCTURE NO:

11030802

	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	123.00	109.50	-	13.50	11	123.00	110.50	-	12.50	10	123.00	123.00	+	0.00	0
EXPENDITURES (\$1000's)	21,435	19,868	-	1,567	7	5,864	5,658	-	206	4	16,035	14,553	-	1,482	9
TOTAL COSTS															
POSITIONS	123.00	109.50	-	13.50	11	123.00	110.50	-	12.50	10	123.00	123.00	+	0.00	0
EXPENDITURES (\$1000's)	21,435	19,868	-	1,567	7	5,864	5,658	-	206	4	16,035	14,553	-	1,482	9
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	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)		78	78	+	0	0	78	78	+	0	0				
2. NUMBER OF SQUARE FEET SERVICED		2.7	2.7	+	0	0	2.7	2.7	+	0	0				

PROGRAM TITLE: CENTRAL SERVICES - CUSTODIAL SERVICES

PART I - EXPENDITURES AND POSITIONS

The expenditure variance of \$1,567,734 for FY 19 was primarily due to the program restrictions of \$1,097,155, uncollected reimbursements of \$331,097 due to the termination of the Army and Air Force Exchange Service Building maintenance agreement with the Office of Hawaiian Affairs and vacancy savings of \$492,148, and offset by collective bargaining augmentation funds of \$363,866. This leaves a variance of \$11,200, which is less than 1% and is insignificant.

The variance in the 1st quarter of FY 20 of \$205,498 is primarily due to \$175,373 in vacancy savings, and program reimbursement of \$24,928 allotted but not yet realized. For the remaining nine months of FY 20, a variance of \$1,482,900 is primarily due to program restrictions of \$1,712,322, offset by collective bargaining augmentation funds of \$23,924.

For FY 19, there were 13.50 vacant positions. Interviews are scheduled and pending for four Janitor II positions: Position Nos. 7306, 11883, 34886, 23087 (50%), and 32100 (50%). Another four positions are awaiting the Department of Human Resources Development (DHRD) eligible list: Office Assistant II, Pos. No. 9813, Management Analyst III; Pos. No. 17060; Janitor II, Pos. No. 55077; and Janitor II, Pos. No. 18977. One Janitor II, Pos. No. 31781, is awaiting the results of an Inter-agency vacancy announcement. Four other janitorial positions (Janitor IIs, Pos. Nos. 1259, 27135, and 41619 and Janitor III, Pos. No. 18984) are awaiting the finalization of a reorganization action. Funding for a Janitor II, Pos. No. 17436 (50%), is being used to provide funds to another part-time janitorial position in Honokaa to provide custodial services where the need is more pressing.

For the 1st Quarter of FY 20, a total of 12.50 positions are vacant. Interviews are scheduled for four positions: Janitor IIs: Pos. Nos. 11883, 31781, and 122528 and Office Assistant II, Pos. No. 9813. Interviews have been conducted and is now pending review/selection for the Management Analyst III, Pos. No. 17060. DHRD eligible list(s) have been requested for the Storekeeper I, Pos. No. 10338, and Janitor III, Pos. No.

18977. Four janitorial positions (Janitor IIs, Pos. Nos. 1259, 27135, and 41619 and Janitor III, Pos. No. 18984) are awaiting the finalization of reorganization efforts. One Janitor II, Pos. No. 3762, is awaiting the results of the Inter-agency vacancy announcement. A Janitor II, Pos. No. 17436 (50%), funding is being used to supplement funding for another part-time janitorial position in Honokaa where additional custodial services are needed. For the remaining nine months of FY 20, 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.

PROGRAM TITLE: CENTRAL SERVICES - GROUNDS MAINTENANCE

12/6/19

PROGRAM-ID: AGS-232

PROGRAM STRUCTURE NO: 11030803

	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	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20	30.00	30.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,987	1,896	- 91	5	407	327	- 80	20	1,954	1,803	- 151	8
TOTAL COSTS												
POSITIONS	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20	30.00	30.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,987	1,896	- 91	5	407	327	- 80	20	1,954	1,803	- 151	8
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	86	+ 1	1	85	86	+ 1	1				
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	30	30	+ 0	0	30	30	+ 0	0				
2. TOTAL ACREAGE SERVICED	110.9	110.9	+ 0	0	110.9	110.9	+ 0	0				
3. NUMBER OF REFUSE COLLECTION SITES	28	28	+ 0	0	28	28	+ 0	0				

PROGRAM TITLE: CENTRAL SERVICES - GROUNDS MAINTENANCE

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures of \$90,805 in FY 19 is primarily due to payroll savings of \$146,664 due to vacancies and program restrictions of \$16,040, offset by collective bargaining augmentation funds of \$77,531, leaving a variance of \$5,632, which is less than 1% and insignificant.

For FY 20, the 1st Quarter variance of \$79,550 is due to payroll savings of \$78,262 attributable to vacancies. For the remaining nine months of FY 20, the expected variance of \$150,805 is primarily due to the program restriction of \$236,058, offset with the collective bargaining augmentation funds of \$5,703.

For FY 19, there were six vacant positions. Selections have been made for three positions: Groundskeeper II, Pos. No. 122919; Groundskeeper I, Pos. No. 18925; and a Power Mower Operator I, Pos. No. 122921. A Department of Human Resources Development (DHRD) eligible list has been requested for the Landscape Architect V, Pos. No. 2691, while the Groundskeeper II, Pos. No. 7302, is pending the results of an Inter-agency vacancy announcement.

For the 1st Quarter of FY 20, there are six vacant positions. Selections have been made for three positions: Groundskeeper II, Pos. No. 3621; Groundskeeper II, Pos. No. 7302; and a Groundskeeper I, Pos. No. 118108. A DHRD eligible list has been requested for three positions: Landscape Architect V, Pos. No. 2691; Sprinkler System Repairer, Pos. No. 118110; and Groundskeeper I, Pos. No. 18925. 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

	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	33.00	29.00	- 4.00	12	33.00	30.00	- 3.00	9	33.00	33.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,298	3,214	- 84	3	812	735	- 77	9	2,553	2,299	- 254	10
TOTAL COSTS												
POSITIONS	33.00	29.00	- 4.00	12	33.00	30.00	- 3.00	9	33.00	33.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,298	3,214	- 84	3	812	735	- 77	9	2,553	2,299	- 254	10
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	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	100	100	+ 0	0
2. % EMERGENCY REP & ALTERATNS RESPNDED TO IN 48 HRS	100	100	+ 0	0	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	90	90	+ 0	0
4. % OF SATISFACTORY SURVEY EVAL OF SPECIAL PROJECTS	90	90	+ 0	0	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	164	164	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. TTL NO. OF NORMAL REPAIRS & ALTERATIONS PROJECTS	3600	3390	- 210	6	3600	3500	- 100	3	3600	3500	- 100	3
2. TOTAL NUMBER OF EMERGENCY PROJECTS	1000	990	- 10	1	1000	990	- 10	1	1000	990	- 10	1

PROGRAM TITLE: CENTRAL SERVICES - BUILDING REPAIRS & ALT

PART I - EXPENDITURES AND POSITIONS

For FY 19, the expenditure variance of \$83,588 was primarily due to the Army and Air Force Exchange Service (AAFES) Building "U" fund reimbursements of \$100,000 not collected due to the Memorandum of Agreement (MOA) with the Office of Hawaiian Affairs (OHA) ending and not renegotiated and program restrictions of \$19,561 and \$56,777 in payroll vacancy savings, offset by \$92,848 of collective bargaining augmentation funds. The residual amount of \$98 is less than 1% and is insignificant.

The expenditure variance of \$77,265 in the 1st quarter of FY 20 are due to payroll savings of \$36,412, and \$40,000 in building maintenance material funds budgeted but not purchased in the 1st quarter but will be in future quarters. The expected expenditure variance for the remaining nine months of FY 20 of \$254,438 is due primarily to the program restrictions of \$336,528, offset with collective bargaining augmentation funds of \$4,825.

For FY 19, there were four vacant positions. Selections were made for two positions: an Electrician I, Pos. No. 2636; and Electrician I, Pos. No. 15619. The Building Maintenance Worker I, Pos. No. 10846, is awaiting the results of an Inter-agency vacancy announcement, while the Carpenter I, Pos. No. 21141, is awaiting a Department of Human Resources Development (DHRD) eligible list.

For the 1st quarter of FY 20, a total of three positions are vacant. Selections have been made for the two vacant Electrician I positions: Pos. No. 2636 and Pos. No. 15619. While a DHRD list has been requested for the Carpenter I, Pos. No. 46597. For the remaining nine months of FY20 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.

PROGRAM TITLE:

PROCUREMENT, INVENTORY & SURPLUS PROP MGT

PROGRAM-ID:

PROGRAM STRUCTURE NO: 110309

	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	29.00	18.00	-	11.00	38	29.00	23.00	-	6.00	21	29.00	29.00	+	0.00	0
EXPENDITURES (\$1000's)	3,972	1,992	-	1,980	50	916	312	-	604	66	2,649	3,657	+	1,008	38
TOTAL COSTS															
POSITIONS	29.00	18.00	-	11.00	38	29.00	23.00	-	6.00	21	29.00	29.00	+	0.00	0
EXPENDITURES (\$1000's)	3,972	1,992	-	1,980	50	916	312	-	604	66	2,649	3,657	+	1,008	38
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. EST COST SAVINGS BY JURISIC UTLIZ SPO PL/VL(\$1000)	25000	19172	-	5828	23	25000	25000	+	0	0					
2. COST SAVINGS OF HI ELECT PROC AWARDS (1000)	50000	52216	+	2216	4	50000	50000	+	0	0					
3. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)	3000	9765	+	6765	226	3000	3000	+	0	0					

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	24.00	16.00	- 8.00	33	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,124	1,774	- 350	16	348	264	- 84	24	1,351	1,840	+ 489	36
TOTAL COSTS												
POSITIONS	24.00	16.00	- 8.00	33	24.00	20.00	- 4.00	17	24.00	24.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,124	1,774	- 350	16	348	264	- 84	24	1,351	1,840	+ 489	36
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. EST COST SAVINGS BY JURISIC UTLIZ SPO PL/VL(\$1000)	25000	19172	- 5828	23	25000	25000	+ 0	0				
2. PROPERTY TRANSFERRED BETWEEN AGENCIES (\$1000)	4800	3406	- 1394	29	4800	4350	- 450	9				
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)	50000	52216	+ 2216	4	50000	50000	+ 0	0				
5. % OF SPO WS EVAL W/ MEANINGFUL/PRACTICAL RATINGS	54	59	+ 5	9	54	65	+ 11	20				
6. REBATES REC FR PCARD FOR PARTICIPATNG (THOU DOLLR)	1630	1688	+ 58	4	1630	1700	+ 70	4				
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	1010	1002	- 8	1	1010	1000	- 10	1				
3. NO. AGENCIES ISSUING HLTH & HUMN SVS SOLICITATIONS	10	12	+ 2	20	10	10	+ 0	0				
4. NO. OF PCARD HOLDERS FOR ALL PARTICIPATING JURISDI	3650	3700	+ 50	1	3650	3700	+ 50	1				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF AWARDS FOR PRICE & VENDOR LIST CONTRACTS	100	68	- 32	32	100	100	+ 0	0				
2. NO. OF HANDS SOLICITNS	1425	1426	+ 1	0	1425	1425	+ 0	0				
3. NO. OF PROCURMT TRAINING WORKSHOP ATTENDEES	9500	11520	+ 2020	21	9500	14000	+ 4500	47				
4. RATIO PCARD TRANS/PO TRANS OBJ CODE EX DOE,UH,HHSC	14	14.15	+ 0.15	1	14	14	+ 0	0				
5. NUMBER OF ITEMS TRANSFERRED BETWEEN AGENCIES	2000	1012	- 988	49	2000	1850	- 150	8				
6. NO. OF INVENTORY TRANSACTIONS AUDITED & PROCESSED	33500	20407	- 13093	39	33500	33500	+ 0	0				
7. TOTAL VALUE OF PROP ADDED TO INVENTORY (\$1000)	555000	888852	+ 333852	60	555000	55500	- 499500	90				
8. NO. OF COMP/RESTRICT HLTH & HMN SVC SOLICITATIONS	75	92	+ 17	23	75	95	+ 20	27				
9. NO. OF AWARDS NOTICES POSTED IN HANDS	3500	3145	- 355	10	4000	3100	- 900	23				
10. NO. OF VENDORS REGISTERED IN HCE	15825	17821	+ 1996	13	15825	17850	+ 2025	13				

VARIANCE REPORT NARRATIVE FY 2019 AND FY 2020

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AGS 240

PROGRAM TITLE: STATE PROCUREMENT

PART I - EXPENDITURES AND POSITIONS

The majority of FY 19 lapsed funds is from Personal Services caused by vacant positions. In FY 19, the State Procurement Office's (SPO) vacancy rate reached 33% (8 out of 24) due to retirements, transfers, and lengthy delays in establishing two new positions and hiring. In FY 20, as of October 2019, SPO cut its number of vacancies in half (4 out of 24) and plans to spend its entire allocated budget.

Retirements, transfers, and delays in hiring prevented SPO from maintaining full staffing levels in FY 19. SPO is authorized necessary funds in FY 20 to fill all of their positions.

PART II - MEASURES OF EFFECTIVENESS

Item 1: FY 19 actual was 23% lower than expectations largely due to less total spent on wireless communication and equipment (about \$82 million less than in FY 18).

Item 2: FY 19 actual was 25% lower due to agencies retaining their property longer.

Item 5: Projected to receive more meaningful and practical ratings with the new Learning Management System (LMS) and some new courses that were designed for adult learners with learning activities and quizzes.

PART III - PROGRAM TARGET GROUPS

Item 3: Division level data as reported via the Hawaii Awards and Notices Data System (HANDS). In FY 19, there were two additional divisions (agencies) that issued health and human services solicitations.

PART IV - PROGRAM ACTIVITIES

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

Item 3: Due to Election year and retirements, the office experienced new

employees who took procurement training courses. Some departments require their employees to retake the courses every X years (the Department of Public Safety requires its employees to retake courses every three years). Outlook for 2020 - another increase in participation due to the new LMS launch; some employees may retake the courses in the new LMS.

Item 5: FY 19 actual was 49% lower due to agencies retaining their property longer.

Item 6: FY 19 actual was 39% lower due to a decreased number of property transferred between agencies.

Item 7: FY 19 actual was 60% higher due to an increase in the number of land, land improvement, building, and infrastructures additions to the inventory.

Item 8: Executive Branch jurisdiction of HANDS solicitation data. SPO does control the number of health and human services solicitations required for Executive Branch and agencies to fulfill their diverse and changing mission objectives. The HANDS system has been in effect since 2016 and improved compliance by agencies utilizing HANDS may also be a reason for the variance.

Item 9: As FY 19 was the first year of the HANDS system, we were unsure of the number of solicitations that would be posted in HANDS. The number for FY 20 was reduced as we expect more people to use HlePRO (State of Hawaii eProcurement system).

Item 10: SPO did a small business outreach to increase vendor participation and it now allows for multiple people to register under the same business.

PROGRAM TITLE: SURPLUS PROPERTY MANAGEMENT

12/6/19

PROGRAM-ID: AGS-244

PROGRAM STRUCTURE NO: 11030902

	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	5.00	2.00	-	3.00	60	5.00	3.00	-	2.00	40	5.00	5.00	+	0.00	0
EXPENDITURES (\$1000's)	1,848	218	-	1,630	88	568	48	-	520	92	1,298	1,817	+	519	40
TOTAL COSTS															
POSITIONS	5.00	2.00	-	3.00	60	5.00	3.00	-	2.00	40	5.00	5.00	+	0.00	0
EXPENDITURES (\$1000's)	1,848	218	-	1,630	88	568	48	-	520	92	1,298	1,817	+	519	40
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)	3000	9765	+	6765	226	3000	3000	+	0	0					
2. RATIO SVS FEE OVER PROPERTY TRANSFER VALUE (%)	2	.017	-	1.983	99	2	1.82	-	0.18	9					
3. ACTUAL DONEES AS % OF ELIGIBLE DONEES	84	66	-	18	21	84	84	+	0	0					
PART III: PROGRAM TARGET GROUP															
1. NON-PROFIT TAX-EXMPT EDUC & PUBLIC HTH INSTUTNS	70	18	-	52	74	70	64	-	6	9					
2. PUBLIC AGENCY THAT SERVES OR PROMOTES PUB PURPOSE	60	65	+	5	8	60	65	+	5	8					
3. 8(A) BUSINESS DEV/SMALL DISADVANTAGED BUSINESSES	40	14	-	26	65	40	37	-	3	8					
PART IV: PROGRAM ACTIVITY															
1. FED PERSONAL PROP RECEIVED (LINE ITEMS)	300	279	-	21	7	300	300	+	0	0					
2. FED PROP DONATED (LINE ITEMS)	500	223	-	277	55	500	455	-	45	9					
3. ACQ OF STATE PROP FOR UTIL/SALE (LINE ITEMS)	235	324	+	89	38	235	250	+	15	6					
4. DIST OF STATE PROP FOR REUTIL (LINE ITEMS)	235	190	-	45	19	235	215	-	20	9					
5. STATE PROP DISP OF BY PUBLIC SALE (LINE ITEMS)	80	134	+	54	68	80	87	+	7	9					

PROGRAM TITLE: SURPLUS PROPERTY MANAGEMENT

PART I - EXPENDITURES AND POSITIONS

The position variances in FY 19 and the first quarter of FY 20 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 (5).

The expenditure variances for FY 19 and the first quarter of FY 20 can be attributed to lower than anticipated vehicle purchases. More expenditures are projected for the remaining three quarters of FY 20.

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 increase is due to an aircraft with an acquisition cost of \$7,132,099.78 being transferred from the U.S. General Services Administration, through this State office, to the recipient donee (non-profit museum).

Item 2: The decrease in ratio is due to service and handling charges of \$2,500 for an aircraft with an acquisition cost of \$7,132,099.78, noted in Item 1 above.

Item 3: The number of nonprofit organizations and small businesses decreased due to pending donee renewals every three (3) years.

PART III - PROGRAM TARGET GROUPS

Item 1: The number of nonprofit organizations is decreasing due to pending updates of annual licensing and certification renewal.

Item 3: The number of small businesses is decreasing due to businesses being graduated after nine (9) years.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of available Federal surplus property decreased due to the United States federal government shutdown, which occurred from midnight Eastern Standard Time on December 22, 2018 until January 25, 2019 (35 days).

Item 3: The increase of disposals is due to relocation of State Offices and replacing older, obsolete, or broken equipment.

Item 4: The decrease is due to donee agencies' preference of purchasing new electronic items rather than acquiring used ones from Surplus.

Item 5: The increase of disposals is due to relocation of State Offices and replacing older, obsolete, or broken equipment.

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	40.00	38.00	- 2.00	5	40.00	40.00	+ 0.00	0	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,707	6,064	- 643	10	1,881	1,490	- 391	21	4,977	5,369	+ 392	8
TOTAL COSTS												
POSITIONS	40.00	38.00	- 2.00	5	40.00	40.00	+ 0.00	0	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,707	6,064	- 643	10	1,881	1,490	- 391	21	4,977	5,369	+ 392	8
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE					3870	5792	+ 1922	50	3870	5792	+ 1922	50
2. PERCENTAGE UTILIZATION OF PARKING SPACES					105	105	+ 0	0	105	105	+ 0	0

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT

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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.

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	13.00	12.00	-	1.00	8	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	2,962	2,635	-	327	11	989	499	-	490	50	2,031	2,522	+	491	24
TOTAL COSTS															
POSITIONS	13.00	12.00	-	1.00	8	13.00	13.00	+	0.00	0	13.00	13.00	+	0.00	0
EXPENDITURES (\$1000's)	2,962	2,635	-	327	11	989	499	-	490	50	2,031	2,522	+	491	24
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE	3870	5792	+	1922	50	3870	5792	+	1922	50	3870	5792	+	1922	50
2. PERCENTAGE OF REVENUES OVER EXPENDITURES	96	96	+	0	0	96	96	+	0	0	96	96	+	0	0
PART III: PROGRAM TARGET GROUP															
1. STATE AGENCIES UTILIZING MOTOR POOL & NON-MP VEH	21	21	+	0	0	21	21	+	0	0	21	21	+	0	0
PART IV: PROGRAM ACTIVITY															
1. MOTOR POOL FLEET RENTAL REVENUES	1980	2125	+	145	7	1980	2125	+	145	7	1980	2125	+	145	7
2. OTHER NON-MOTOR POOL VEHICLE SERVICE REVENUES	185	230	+	45	24	185	230	+	45	24	185	230	+	45	24

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - MOTOR POOL

PART I - EXPENDITURES AND POSITIONS

For FY 19, the Department of Accounting and General Services' Motor Pool purchased less fleet cars than projected.

For FY 20, acquisition of fleet replacement vehicles will continue and will be expended in the remaining three (3) quarters of the year.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance is due to the purchasing of new cars to replace aging cars in the Motor Pool fleet.

Item 2: There are no significant variances in the measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 1: The variance is due to an increase in Motor Pool rental/users.

Item 2: The variance is due to an increase in Non-Motor Pool outside agency vehicle repairs.

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - PARKING CONTROL

PROGRAM-ID: AGS-252

PROGRAM STRUCTURE NO: 11031002

	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	27.00	26.00	- 1.00	4	27.00	27.00	+ 0.00	0	27.00	27.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,745	3,429	- 316	8	892	991	+ 99	11	2,946	2,847	- 99	3
TOTAL COSTS												
POSITIONS	27.00	26.00	- 1.00	4	27.00	27.00	+ 0.00	0	27.00	27.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,745	3,429	- 316	8	892	991	+ 99	11	2,946	2,847	- 99	3
	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. PERCENTAGE UTILIZATION OF PARKING SPACES	105	105	+ 0	0	105	105	+ 0	0	105	105	+ 0	0
2. PERCENTAGE OF REVENUES OVER EXPENDITURES	121	121	+ 0	0	121	121	+ 0	0	121	121	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. STATE OFFICIALS-EMPLOYEE & PUB CONDUCTG BUS W/STATE	8400	8400	+ 0	0	8400	8400	+ 0	0	8400	8400	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NO. OF SPACES FOR EMPLOYEES & PUBLIC	7369	7369	+ 0	0	7369	7369	+ 0	0	7369	7369	+ 0	0
2. NO. OF PARKING CITATIONS ISSUED (MONTHLY AVERAGE)	965	775	- 190	20	965	775	- 190	20	965	775	- 190	20
3. EMPLOYEE PARKING & PUBLIC PARKING REVENUES	3000	3877	+ 877	29	3000	3877	+ 877	29	3000	3877	+ 877	29

PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - PARKING CONTROL

PART I - EXPENDITURES AND POSITIONS

For the 1st quarter of FY 20, variance in expenditures is due to increased repair and maintenance for parking facilities.

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

Item 2: The variance is due to an influx of electric vehicles that have free parking in State lots.

Item 3: The parking revenues variance is due to an underestimation of program revenue.

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	38.00	35.00	- 3.00	8	38.00	36.00	- 2.00	5	38.00	38.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,505	2,725	- 780	22	779	661	- 118	15	2,904	3,022	+ 118	4
TOTAL COSTS												
POSITIONS	38.00	35.00	- 3.00	8	38.00	36.00	- 2.00	5	38.00	38.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,505	2,725	- 780	22	779	661	- 118	15	2,904	3,022	+ 118	4

	FISCAL YEAR 2018-19				FISCAL YEAR 2019-20			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF LATE (INTEREST) PAYMENTS TO TOTAL PAYMENTS	.13	.31	+ 0.18	138	.2	.2	+ 0	0
2. % OF INVOICE PAYMNTS PROCESSED W/IN 7 WORKING DAYS	95	93	- 2	2	95	95	+ 0	0
3. AV TIME FOR NON-COMPETITIVE RECRUITMENT ACTION	30	47.5	+ 17.5	58	30	45	+ 15	50
4. AV TIME FOR DELEGATED CLASSIFICATION ACTION	5	17	+ 12	240	10	15	+ 5	50
5. NO. OF NON-ROUTINE PERSONNEL CONSULTATIVE SVCS	240	237	- 3	1	40	240	+ 200	500
6. PERCENTAGE OF DATA PROCESSING REQUESTS COMPLETED	75	80	+ 5	7	80	80	+ 0	0
7. % OF DP REQUESTS COMPLTD WHICH IMPROVED EFFICIENCY	65	70	+ 5	8	70	70	+ 0	0
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								
1. NO. OF DIVISIONS, DISTRICT OFFICES & ATTACHED AGEN	23	24	+ 1	4	23	24	+ 1	4
2. TOTAL NUMBER OF EMPLOYEES (PERMANENT/TEMPORARY)	837	853	+ 16	2	853	851	- 2	0
3. TOTAL NO. OF PAYMENT TRANSACTIONS PROCESSED (000)	29	29	+ 0	0	29	29	+ 0	0
4. NO. OF DEPARTMENTAL VACANCIES DURING THE YEAR	180	236	+ 56	31	200	200	+ 0	0
5. TOTAL NO. OF DATA PROCESSING REQUESTS PROCESSED	375	400	+ 25	7	400	430	+ 30	8
6. NO. OF COMPUTER APPLICATION PROGRAMS ADMINSTERED	3200	3300	+ 100	3	3400	3400	+ 0	0
7. NO. OF REQUESTS FROM DEPT. OF BUDGET AND FINANCE	15	15	+ 0	0	15	15	+ 0	0
8. TOTAL NUMBER OF LEGISLATIVE REQUESTS	40	40	+ 0	0	40	40	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. NO. OF EMPLOYEES PROVIDING ADMIN/TECH/CLERICAL SUP	32	35	+ 3	9	35	35	+ 0	0
2. NUMBER OF PURCHASING CARDS OUTSTANDING	168	156	- 12	7	168	165	- 3	2
3. NUMBER OF PAYROLL REGISTERS HANDLED	8	7	- 1	13	8	7	- 1	13
4. NUMBER OF EPARS PROCESSED	1800	2428	+ 628	35	2500	2300	- 200	8
5. NUMBER OF NON-EPAR ACTIONS PROCESSED	4000	3640	- 360	9	4000	3700	- 300	8
6. NO. OF REQUESTS FOR NON-COMPETITIVE RECRUITMENTS	80	114	+ 34	43	100	120	+ 20	20
7. NO. OF REQUESTS FOR DELEGATED CLASSIFICATN ACTIONS	120	210	+ 90	75	140	200	+ 60	43
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	6	+ 2	50	4	4	+ 0	0

PROGRAM TITLE: GENERAL ADMINISTRATIVE SERVICES

PART I - EXPENDITURES AND POSITIONS

The variances in the number of positions filled as of June 30, 2019, the three months ending September 30, 2019, and nine months ending June 30, 2020, are not significant.

The decrease in the expenditure for FY 19 is primarily due to funding restrictions and vacancy savings. The variance in expenditures for the three months ended September 30, 2019, is primarily due to vacancy savings, and the variance for the remaining nine months ending June 30, 2020, is due to delayed expenditures from the first quarter.

PART II - MEASURES OF EFFECTIVENESS

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

Item 3: The variances in FY 19 and FY 20 are due to three vacancies in the Personnel Office; recruitment position was filled (effective June 27, 2018) at the Human Resources Specialist I (trainee) position.

Item 4: The variances in FY 19 and FY 20 are due to the same reason as Item 3 above; classification position filled (effective October 1, 2018) at the Human Resources Specialist I (trainee) position. New classifier was tasked to continue with transaction activities until vacancy back filled and to train new hire (filled December 3, 2018); and spent 50% of time training for about three (3) months. In addition, the State Procurement Office's actions were complex and were handled by the Department Human Resources Officer who had to work on them in between other priorities, which contributed to a higher average time.

PART III - PROGRAM TARGET GROUPS

Item 4: The variance is primarily due to the change in count methodology. It is hard to forecast the number of vacancies; there were about 103 separations, not including movements such as promotions, during FY 19.

PART IV - PROGRAM ACTIVITIES

Item 3: There was a decrease in the number of payroll registers handled. With the initiation of the new payroll system, the payroll register for the Stadium intermittent hires was assigned to the Aloha Stadium staff.

Item 4: The variance in the number of ePars (Employee Performance Appraisal) processed is due to two pay adjustments (effective July 1, 2018 and January 11, 2019) for Bargaining Units 1, 2, 3, and 4, which contributed to the increase. Increase in movements, new hires, separations, and Leave Without Pay (LWOP) also impact this count.

Item 6: The number of requests for non-competitive recruitments increased due to the increase in position vacancies.

Item 7: The number of delegated classification actions increased because an Office of Enterprise Technology Services reorganization generated actions that contributed to the increase. Use of vicing, updating of old position descriptions, and auditing of selective certifications on positions may also have contributed to the increase.

Item 9: In FY 19, there was an increase in the number of reorganization requests in the areas affected by information technology and business process re-engineering.