



INDIVIDUAL RIGHTS

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	738.00	655.00	- 83.00	11	738.00	632.50	- 105.50	14	738.00	722.50	- 15.50	2
EXPENDITURES (\$1000's)	112,529	96,230	- 16,299	14	25,231	18,239	- 6,992	28	85,858	92,576	+ 6,718	8
TOTAL COSTS												
POSITIONS	738.00	655.00	- 83.00	11	738.00	632.50	- 105.50	14	738.00	722.50	- 15.50	2
EXPENDITURES (\$1000's)	112,529	96,230	- 16,299	14	25,231	18,239	- 6,992	28	85,858	92,576	+ 6,718	8
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	89	- 3	3				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	55	- 45	45	100	100	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

PROGRAM TITLE: INDIVIDUAL RIGHTS**10****PART I - EXPENDITURES AND POSITIONS**

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	531.00	466.00	- 65.00	12	531.00	450.00	- 81.00	15	531.00	528.00	- 3.00	1
EXPENDITURES (\$1000's)	91,420	78,026	- 13,394	15	20,609	14,105	- 6,504	32	69,459	75,714	+ 6,255	9
TOTAL COSTS												
POSITIONS	531.00	466.00	- 65.00	12	531.00	450.00	- 81.00	15	531.00	528.00	- 3.00	1
EXPENDITURES (\$1000's)	91,420	78,026	- 13,394	15	20,609	14,105	- 6,504	32	69,459	75,714	+ 6,255	9
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	89	- 3	3				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	55	- 45	45	100	100	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	308.00	271.00	- 37.00	12	308.00	262.00	- 46.00	15	308.00	308.00	+ 0.00	0
EXPENDITURES (\$1000's)	63,116	52,433	- 10,683	17	14,392	8,311	- 6,081	42	47,696	53,527	+ 5,831	12
TOTAL COSTS												
POSITIONS	308.00	271.00	- 37.00	12	308.00	262.00	- 46.00	15	308.00	308.00	+ 0.00	0
EXPENDITURES (\$1000's)	63,116	52,433	- 10,683	17	14,392	8,311	- 6,081	42	47,696	53,527	+ 5,831	12
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	96	+ 2	2				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	85	- 12	12	97	97	+ 0	0				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	84	- 6	7	90	90	+ 0	0				
4. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				
5. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
6. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	89	- 3	3				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

PROGRAM TITLE: REGULATION OF SERVICES

10 01 03

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

PROGRAM TITLE: CABLE TELEVISION

PROGRAM-ID: CCA-102

PROGRAM STRUCTURE NO: 10010301

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,650	1,652	- 998	38	555	413	- 142	26	2,095	2,237	+ 142	7
TOTAL COSTS												
POSITIONS	8.00	7.00	- 1.00	13	8.00	7.00	- 1.00	13	8.00	8.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,650	1,652	- 998	38	555	413	- 142	26	2,095	2,237	+ 142	7

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. HAWAII HOUSEHOLDS (000)	548	550	+ 2	0	545	555	+ 10	2
2. HAWAII BUSINESSES (000)	36	0	- 36	100	36	0	- 36	100
3. CABLE TELEVISION SUBSCRIBERS (000)	375	369	- 6	2	375	362	- 13	3
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0
6. BROADBAND SUBSCRIBERS (000)	392	409	+ 17	4	393	429	+ 36	9

PART IV: PROGRAM ACTIVITY								
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	4	4	+ 0	0	4	4	+ 0	0
2. # OF NEW CATV APPLICATIONS REVIEWED BY CATV	1	6	+ 5	500	1	7	+ 6	600
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	6	6	+ 0	0	6	6	+ 0	0
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	10	+ 0	0	10	10	+ 0	0
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	270	250	- 20	7	270	255	- 15	6
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	1	0	- 1	100	1	0	- 1	100
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	65	60	- 5	8	65	59	- 6	9
9. # OF PEG ACCESS RELATED ACTIVITIES	275	250	- 25	9	275	249	- 26	9
10. # OF BROADBAND RELATED ACTIVITIES	140	145	+ 5	4	145	150	+ 5	3

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in the Division's positions and expenditures for FY 20 and FY 21 are due to the transfer of a staff member to another department in 2018, which is not yet filled (one (1) vacant position); and due to fewer than expected expenses that were incurred by the Division due to the delay in implementing certain program projects (including the Hi-WiFi Project). Variances in the same magnitude are not expected in the future.

State's LFA) no longer has any authority over cable service rates. Thus, no rate filings were filed in FY 20, nor are any expected to be filed in FY 21 and in any future fiscal years.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 2: "No Data" was found regarding the number of Hawaii Businesses for FY 20 and FY 21. Source information used previously has not been updated and no reasonable replacement source for this information could be found.

PART IV - PROGRAM ACTIVITIES

Item 2: The variances for FY 20 and FY 21 reflect the revised meaning of the activity to include all applications (new and current) being reviewed by the Division and no longer reflect only new applications submitted during the fiscal year. In FY 20, the Cable Television Division reviewed two (2) cable renewal applications and four (4) applications to be designated as a public, educational, and governmental (i.e., PEG) access organization. In FY 21, aside from the six (6) active cases, the Division is also reviewing the application for the transfer of control of Hawaiian Telecom Services Company Inc.'s cable system on Oahu, which was filed on July 17, 2020.

Item 7: The variance for FY 20 and FY 21 reflects the decision by the Federal Communications Commission (FCC) during FY 20 declaring that effective competition exists in all communities due to services provided by DirectvNow (now known as AT&T TV). Under federal law, local franchising authorities (LFAs) only had regulatory rate review of the basic service tier. Currently, due to the new FCC decision, the Division (the

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

12/5/20

PROGRAM-ID:

CCA-103

PROGRAM STRUCTURE NO:

10010302

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	25.00	17.00	- 8.00	32	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,494	3,356	- 1,138	25	758	544	- 214	28	3,736	3,950	+ 214	6
TOTAL COSTS												
POSITIONS	25.00	17.00	- 8.00	32	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,494	3,356	- 1,138	25	758	544	- 214	28	3,736	3,950	+ 214	6

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	75	91	+ 16	21	75	80	+ 5	7
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	14704	- 296	2	15000	7000	- 8000	53
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	0	- 1000	100	0	9000	+ 9000	0
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	409	- 4091	91	4500	3000	- 1500	33
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	85	75	- 10	12	85	80	- 5	6
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	30	30	+ 0	0	32	34	+ 2	6

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000'S)	1626	1602	- 24	1	1626	1604	- 22	1
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	436	439	+ 3	1	437	438	+ 1	0
3. # OF NON-RESIDENTIAL USERS (000'S)	64	64	+ 0	0	65	64	- 1	2
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+ 0	0	4	4	+ 0	0
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	41	44	+ 3	7	41	48	+ 7	17
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	205	211	+ 6	3	205	211	+ 6	3
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	44	+ 1	2	43	44	+ 1	2
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	545	554	+ 9	2	550	500	- 50	9
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	1045	1012	- 33	3	1045	970	- 75	7
10. # WATER CARRIERS REGULATED BY PUC	2	2	+ 0	0	2	2	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	9	+ 2	29	7	11	+ 4	57
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	0	+ 0	0	0	0	+ 0	0
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	80	84	+ 4	5	80	80	+ 0	0
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	0	- 2	100	2	0	- 2	100
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	11	+ 1	10	10	10	+ 0	0
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	8	3	- 5	63	8	7	- 1	13
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	3	- 1	25	4	4	+ 0	0

VARIANCE REPORT NARRATIVE

FY 2020 AND FY 2021

10 01 03 02
CCA 103

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

PART I - EXPENDITURES AND POSITIONS

The variance in the number of positions in FY 20 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay and the initial hiring freeze due to the ongoing COVID-19 pandemic. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, certain anticipated projects being delayed beyond FY 20, and efforts to find savings.

PART II - MEASURES OF EFFECTIVENESS

Item 1: Whether the Hawaii Public Utilities Commission (PUC) adopts Division recommendations is subject to many factors and subject to variance.

Items 2 and 3: The variances reflect forecasting uncertainties such as if and when a company will file an application and when and how the PUC will rule on that application. The savings are also affected by the size of the utility companies that are seeking rate changes, as well as the timing of the PUC's decisions and orders. Young Brothers did not receive a decision on its FY 20 rate increase application. Future estimated savings may be lower due to the elimination of triennial applications for the Hawaiian Electric Companies and the anticipated adoption of a performance based regulatory framework. Depending on the adopted framework, there may (or may not) be a rate case by the Hawaiian Electric Companies on a five-year cycle or the savings from regulatory proceedings will not be from rate cases but from the performance based framework.

Item 5: The anticipated number of people to be reached through outreach events in FY 20 was low due to the information specialist position being vacant for the majority of FY 20 and the ongoing pandemic. The Division anticipates filling the vacancy and relying on more social media, but anticipated outreach will likely be lower.

Item 6: The number of complaints is higher due to increasing utility rates, COVID-19 impacts, and other issues (e.g., Photovoltaic (PV)

installations). Due to complaint volume and limited staff resources, we were not able to respond to all complaints within the 24-hour time period.

PART III - PROGRAM TARGET GROUPS

Item 5: Due to aggressive efforts in FY 19 and FY 20, the number of suppliers is anticipated to increase but the timing of the project completions may be affected by COVID-19.

PART IV - PROGRAM ACTIVITIES

Items 1, 4, and 5: The variances reflect the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets. The Division has decided not to review any of the tariffs filed by motor carriers in order to better reallocate its resources towards other matters. The Consumer Advocate has attempted to participate in fewer of the non-rate and non-policy applications in order to better allocate its available resources to assess the electric utilities' proposed plans for power generation, interconnection, and rate structures. Due to State renewable and energy portfolio standards, there have been proceedings that deal with increasing the amount of renewable generation and energy efficiency measures. As such, there have been more generic proceedings and related proceedings (e.g., Docket Nos. 2018-0088 and 2019-0323) to address the various policy and/or legislative requirements related to various regulatory and energy issues. Due to the ongoing COVID-19 impacts, more rate increase applications are anticipated in the next few years, especially by the smaller water and wastewater utility companies.

Items 6 and 7: Due to the ongoing COVID-19 pandemic, the number of events normally attended was lower than anticipated. In addition, the Division's information specialist position was vacant for most of FY 20, which affected the newsletters. The Division has been reviewing how to change its outreach plans and focusing on more online communication and social media. The Division is also investigating how it might be able to collaborate with other State agencies and utilities with respect to helping customers with information on how to cope with the ongoing pan-

**VARIANCE REPORT NARRATIVE
FY 2020 AND FY 2021**

**10 01 03 02
CCA 103**

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

demic, so the Division anticipates attending more virtual events to foster outreach.

PROGRAM TITLE:

FINANCIAL SERVICES REGULATION

12/5/20

PROGRAM-ID:

CCA-104

PROGRAM STRUCTURE NO:

10010303

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	40.00	37.00	- 3.00	8	40.00	34.00	- 6.00	15	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,476	4,670	- 806	15	1,449	1,057	- 392	27	4,027	4,420	+ 393	10
TOTAL COSTS												
POSITIONS	40.00	37.00	- 3.00	8	40.00	34.00	- 6.00	15	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,476	4,670	- 806	15	1,449	1,057	- 392	27	4,027	4,420	+ 393	10
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	89	- 3	3				
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	98	+ 4	4	94	94	+ 0	0				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	60	+ 0	0	60	60	+ 0	0				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	96	+ 2	2				
5. % AUDITED FINANCIAL STATEMTS REVIEWED PRS TO STAT	93	94	+ 1	1	93	93	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1626	1602	- 24	1	1626	1604	- 22	1				
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	4300	5478	+ 1178	27	4300	5400	+ 1100	26				
PART IV: PROGRAM ACTIVITY												
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	241	111	- 130	54	238	290	+ 52	22				
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	1955	+ 1235	172	720	1800	+ 1080	150				
3. # OF INQUIRIES RECEIVED	9500	3715	- 5785	61	9500	4765	- 4735	50				
4. # OF LICENSES RENEWED	3367	3214	- 153	5	3617	2800	- 817	23				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	85	+ 10	13	75	85	+ 10	13				
6. # OF WRITTEN COMPLAINTS RECEIVED	75	95	+ 20	27	75	105	+ 30	40				
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	40	48	+ 8	20	20	17	- 3	15				
8. # OF MORG SERVICERS & MORG LOAN ORGNTR CO EXAMINED	53	48	- 5	9	53	57	+ 4	8				
9. # OF INVESTIGATIONS INITIATED	60	25	- 35	58	60	30	- 30	50				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

The FY 21, Q1 position variance occurred due to the statewide hiring freeze. Currently, there are only two unfilled examiner positions. The Division of Financial Institution (DFI) continues to recruit for one civil service and one exempt examiner. DFI filled two examiner positions as of October 1, 2020. Two other examiner positions have been filled, subject to final processing and setting a start date.

In FY 20, the Central Services Assessment expense was dramatically reduced because of the one-year suspension of fees due to House Bill No. 1528. Additionally, training expenses were significantly reduced in FY 20 due to cancellation of in-person training sessions resulting from COVID-19. DFI projects a similar significant reduction in training expenses in FY 21 due to the continuing impact of COVID-19. Other current expenses are projected to largely remain the same.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 2: There may have been an entry error in last year's submission because DFI notes indicate that budgeted and planned projections were 5,320 and 5,300, respectively. Accordingly, the variance would be small and would not require an explanation.

PART IV - PROGRAM ACTIVITIES

Item 1: The FY 20 variance of -54% are due to a bank exam being postponed to FY 21 and to COVID-19/branch closures. The FY 21 variance of 22% is due to the bank exam being postponed from FY 20.

Item 2: New functionality in software reporting allowed for more accurate counting of applications reviewed for FY 20 and FY 21.

Item 3: The number of inquiries received in FY 20 declined because of in-

person and web-based training provided by DFI. Additionally, due to COVID-19, DFI has seen a drop in telephone inquiries. Call volume is expected to increase in the spring of 2021.

Item 4: Due to COVID-19, there may be a decrease in the number of renewed licenses.

Item 5: There may have been an entry error in last year's submission because DFI notes indicate that 85 audited financial statements were budgeted and planned, respectively.

Items 6 and 9: It is difficult to project the number of complaints and investigations to be processed in a given year. The uptick in complaints is largely due to COVID-19 complaints against mortgage servicers; DFI expects that trend to continue through FY 21. Investigations are down from projections due to increased education for the industries by DFI.

Item 7: The FY 20 variance of 20% is due to an Escrow Depository (ED) exam and a money transmitter (MT) exam that had not been scheduled due to COVID-19. The FY 21 variance of -15% is due to one less ED exam that was originally scheduled.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	71.00	66.00	- 5.00	7	71.00	63.00	- 8.00	11	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,697	9,238	- 1,459	14	4,441	1,911	- 2,530	57	6,256	8,786	+ 2,530	40
TOTAL COSTS												
POSITIONS	71.00	66.00	- 5.00	7	71.00	63.00	- 8.00	11	71.00	71.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,697	9,238	- 1,459	14	4,441	1,911	- 2,530	57	6,256	8,786	+ 2,530	40
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	82	- 13	14	95	95	+ 0	0				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	85	- 12	12	97	97	+ 0	0				
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	38	- 52	58	90	90	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1626	1602	- 24	1	1626	1604	- 22	1				
2. PERS/BUS LIC BY PVL (ALL STATUSES)	475000	473230	- 1770	0	490000	485000	- 5000	1				
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	160000	161951	+ 1951	1	160000	162000	+ 2000	1				
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	51	51	+ 0	0	51	52	+ 1	2				
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED	20000	18748	- 1252	6	20000	19000	- 1000	5				
2. # OF EXAMINEES & REEXAMINEES	10880	8246	- 2634	24	11070	9500	- 1570	14				
3. # OF APPLICANTS LICENSED	15000	14189	- 811	5	15000	15000	+ 0	0				
4. # OF PERMITS ISSUED	1200	1662	+ 462	39	1200	1250	+ 50	4				
5. # OF LICENSES RENEWED	74078	65132	- 8946	12	74804	74000	- 804	1				
6. # OF UPDATE TRANSACTIONS FOR LICENSES	230000	220769	- 9231	4	230000	225000	- 5000	2				
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	36000	52956	+ 16956	47	36000	53000	+ 17000	47				
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	125000	145321	+ 20321	16	125000	145500	+ 20500	16				
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	0	78	+ 78	0	0	170	+ 170	0				
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	0	- 3	100	3	4	+ 1	33				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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

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

PART II - MEASURES OF EFFECTIVENESS

Items 1 and 2: The variance is due to the COVID-19 pandemic, which has adversely impacted the Professional and Vocational Licensing's (PVL) normal operations and processing timelines as we continue to provide services, while trying to keep our employees and the general public safe.

Item 3: The variance is due to only three legislative proposals being enacted out of a total of eight submitted by PVL, which was likely due to the COVID-19 pandemic which shortened the legislative session.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 2: The variance decrease is due to closing of exam sites due to the COVID-19 pandemic, resulting in the lower number of examinees.

Item 4: The variance increase is due to an increase in Barbering, Cosmetology and Nursing permits.

Item 5: The variance decrease is due to both the lower number of licenses eligible to renew and licenses renewed as a result of the COVID-19 pandemic and economic uncertainty.

Item 7: The variance is due to the branch's Condominium Education Specialist increasing the Branch's presence in trade shows and educational events prior to the COVID-19 pandemic and, subsequently, increased outreach and contacts. The variance is also a result of an increase in requests for email bulletins, which increases the distribution year after year.

Item 8: The variance is due to an increase in online contacts from current and new licensees.

Item 9: The variance is due to planned updates limited to biennial fiscal years, whereas anticipated projected numbers would be 100, resulting in a lower actual variance of decreased filings likely due to the COVID-19 pandemic.

Item 10: The variance is due to ongoing revisions made by the Board, which has not resulted in the completion and promulgation of rules which has been met by additional challenges as a result of the COVID-19 pandemic.

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

12/5/20

PROGRAM-ID: CCA-106

PROGRAM STRUCTURE NO: 10010306

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	95.00	83.00	- 12.00	13	95.00	82.00	- 13.00	14	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	21,814	16,437	- 5,377	25	3,430	2,693	- 737	21	16,384	16,870	+ 486	3
TOTAL COSTS												
POSITIONS	95.00	83.00	- 12.00	13	95.00	82.00	- 13.00	14	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	21,814	16,437	- 5,377	25	3,430	2,693	- 737	21	16,384	16,870	+ 486	3
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	84	- 6	7	90	90	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	75	69	- 6	8	100	85	- 15	15				
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	95	+ 0	0	95	95	+ 0	0				
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+ 0	0	100	100	+ 0	0				
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	4.0	3.0	- 1	25	4.0	4.0	+ 0	0				
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	85	92	+ 7	8	90	90	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1626	1602	- 24	1	1626	1604	- 22	1				
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1375	1381	+ 6	0	1390	1381	- 9	1				
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	245	239	- 6	2	255	245	- 10	4				
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	80000	81006	+ 1006	1	82000	84000	+ 2000	2				
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	1050	1073	+ 23	2	1075	1075	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	180000	212018	+ 32018	18	190000	204378	+ 14378	8				
2. # OF COMPLAINTS	600	687	+ 87	15	600	610	+ 10	2				
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	85	77	- 8	9	85	80	- 5	6				
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	35	35	+ 0	0	35	40	+ 5	14				
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2500	2416	- 84	3	2525	2441	- 84	3				
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	40	30	- 10	25	40	35	- 5	13				
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	50	41	- 9	18	50	49	- 1	2				
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	3900	3835	- 65	2	4000	4110	+ 110	3				
9. # OF PREMIUM TAX STATEMENTS FILED	9500	9866	+ 366	4	9500	9871	+ 371	4				
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	305	314	+ 9	3	305	338	+ 33	11				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

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

PART II - MEASURES OF EFFECTIVENESS

Item 6: A larger than anticipated dissolutions occurred during FY 20, resulting in a smaller increase than expected.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The increase of activities volume was due to the new law, effective January 1, 2020, to eliminate the producer-to-producer appointments. Since then, all insurers are required to appoint producers directly. The Licensing Branch has processed over 84,588 appointments in this fiscal year, an increase of 16,380 appointments than last fiscal year.

Item 2: The variance in complaints received was significantly influenced by the submission of multiple, similar complaints by one individual.

Item 6: The number of applications received were lower than expected. Additionally, personnel assigned to reviewing applications was changed during the year, which temporarily impacted the efficiency of the review process.

Item 7: The decrease in the number of exams performed was primarily due to slight delays as a result of the COVID-19 pandemic and some administrative issues that needed to be adjusted and resolved due to the entire Division teleworking.

PROGRAM TITLE:

POST-SECONDARY EDUCATION AUTHORIZATION

12/5/20

PROGRAM-ID:

CCA-107

PROGRAM STRUCTURE NO:

10010307

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	2.00	2.00	+ 0.00	0	2.00	1.00	- 1.00	50	2.00	2.00	+ 0.00	0
EXPENDITURES (\$1000's)	298	191	- 107	36	66	33	- 33	50	232	265	+ 33	14
TOTAL COSTS												
POSITIONS	2.00	2.00	+ 0.00	0	2.00	1.00	- 1.00	50	2.00	2.00	+ 0.00	0
EXPENDITURES (\$1000's)	298	191	- 107	36	66	33	- 33	50	232	265	+ 33	14
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS	85	100	+ 15	18	85	85	+ 0	0				
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS	80	100	+ 20	25	80	80	+ 0	0				
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS	75	100	+ 25	33	75	75	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD	26	28	+ 2	8	26	28	+ 2	8				
PART IV: PROGRAM ACTIVITY												
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN	120	100	- 20	17	120	100	- 20	17				
2. # OF APPLICATIONS RECEIVED AND REVIEWED	21	20	- 1	5	5	5	+ 0	0				
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS	21	20	- 1	5	5	5	+ 0	0				
4. NUMBER OF COMPLAINTS RECEIVED	3	2	- 1	33	3	3	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

For FY 19-20, expenditures were lower than anticipated because the Hawaii Post-Education Authorization Program (HPEAP) did not need to litigate issues having to do with complaints against any post-secondary institutions and did not need to take legal action regarding closures of any institutions. Should HPEAP need legal support to carry out its statutory responsibilities, HPEAP will have to expend personal services funds.

For FY 20-21, HPEAP has been and will be operating without a Program Specialist as that staff member was promoted to another position in the department. This has resulted in the decrease in positions and expenditures.

PART II - MEASURES OF EFFECTIVENESS

Items 1 and 3: In FY 19-20, HPEAP was able to accomplish 100% of its measures in a timely manner because it operated effectively with two staff members.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Items 1 and 4: While HPEAP answers hundreds of written and phone inquiries, it is difficult for HPEAP to predict the number of official complaints that may be filed. This is the reason for the variance in the budgeted and actual number of complaints.

Regarding the variances in the number of planned and actual applications and number of authorizations or reauthorizations, HPEAP cannot predict when schools will close or when new schools interested in operating in Hawaii will apply for authorization.

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

12/5/20

PROGRAM-ID:

CCA-901

PROGRAM STRUCTURE NO:

10010308

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	67.00	59.00	- 8.00	12	67.00	58.00	- 9.00	13	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,687	16,889	- 798	5	3,693	1,660	- 2,033	55	14,966	16,999	+ 2,033	14
TOTAL COSTS												
POSITIONS	67.00	59.00	- 8.00	12	67.00	58.00	- 9.00	13	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	17,687	16,889	- 798	5	3,693	1,660	- 2,033	55	14,966	16,999	+ 2,033	14
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD					100	100	+ 0	0	100	100	+ 0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD					100	100	+ 0	0	100	100	+ 0	0
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME					85	79	- 6	7	85	85	+ 0	0
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES					90	86	- 4	4	90	85	- 5	6
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD					2	3	+ 1	50	2	2	+ 0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR					2	5	+ 3	150	2	2	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES					5	5	+ 0	0	5	5	+ 0	0
2. PROPERTY CARRIERS					526	554	+ 28	5	526	550	+ 24	5
3. PASSENGER CARRIERS					943	1012	+ 69	7	943	1010	+ 67	7
4. WATER COMMON CARRIERS					2	2	+ 0	0	2	2	+ 0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES					39	39	+ 0	0	39	39	+ 0	0
6. TELECOMMUNICATIONS COMPANIES					185	174	- 11	6	185	175	- 10	5
7. OPERATORS OF SUBSURFACE INSTALLATIONS					47	51	+ 4	9	47	51	+ 4	9
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED					435	337	- 98	23	435	400	- 35	8
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR					870	754	- 116	13	870	800	- 70	8
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS					20	15	- 5	25	20	20	+ 0	0
4. NUMBER OF CITATIONS ISSUED					30	173	+ 143	477	30	30	+ 0	0
5. NUMBER OF INFORMAL COMPLAINTS FILED					90	102	+ 12	13	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 20 Positions: There were eight (8) vacancies at the end of FY 20 as a result of the pending re-organization of two (2) positions, the separation of one (1) employee and the delays in recruitment due to the mandated hiring freeze and other recruitment challenges for five (5) positions.

FY 21 Q1 Positions: There were nine (9) vacancies at the end of FY 21 Q1 as a result of the continued efforts in the re-organization of two (2) positions, the separation of two (2) employees and delays in recruitment due to the mandated hiring freeze and other recruitment challenges for five (5) positions.

FY 21 Q1 Expenditures. Q1 expenditures did not meet the budgeted estimate because there was a delay in 1st quarter revenue collections. The Commission plans on increasing its efforts and expenditures should equalize throughout the remaining quarters of FY 21.

PART II - MEASURES OF EFFECTIVENESS

Item 5: The increase in the average number of electric service disruptions longer than one (1) hour was mainly attributable to the Kauai electric co-op reporting a significant increase in their System Average Interruption Frequency Index (SAIFI) metric of 7.00 in the current year, up from 3.09 reported last year or an increase of 126.54% over prior year.

Item 6: The increase in the number of telecom service disruptions longer than one (1) hour was as a result of two (2) of the five (5) outages being caused by unanticipated external fires that damaged the utility's cables and/or equipment that were critical to the delivery of service.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The decrease in the number of applications filed reflects the

actual number of applications filed compared to planned. The uncertainties surrounding the COVID-19 situation developed during the 2nd half of FY 20 and may have caused utilities and motor carriers to delay and/or change their filing of applications to focus their efforts in assessing and addressing financial impacts and shifting priorities.

Item 2: The decrease in the number of decisions and orders relating to docketed matters is directly correlated to the decrease in the actual number of applications filed.

Item 3: The decrease in the number of public and contested case hearing is reflective of the decrease in the number of applications filed.

Item 4: The increase in the number of citations issued were due to:

- 107 of 173 or 62% of total citations were issued to a single business entity.

- the filling of two (2) Compliance Section positions whose primary focus was on motor carrier enforcement activities.

Item 5: The increase in the number of informal complaints filed were mainly due to the large number of informal complaints being filed in response to a water carrier's proposed changes.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	173.00	145.00	- 28.00	16	173.00	142.00	- 31.00	18	173.00	170.00	- 3.00	2
EXPENDITURES (\$1000's)	19,779	17,118	- 2,661	13	3,983	3,644	- 339	9	15,547	15,887	+ 340	2
TOTAL COSTS												
POSITIONS	173.00	145.00	- 28.00	16	173.00	142.00	- 31.00	18	173.00	170.00	- 3.00	2
EXPENDITURES (\$1000's)	19,779	17,118	- 2,661	13	3,983	3,644	- 339	9	15,547	15,887	+ 340	2

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	55	- 45	45	100	100	+ 0	0
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	2608	+ 1608	161	1000	2000	+ 1000	100
3. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	100	+ 5	5	95	95	+ 0	0
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0

**VARIANCE REPORT NARRATIVE
FY 2020 AND FY 2021**

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances).

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances).

PROGRAM TITLE:

OFFICE OF CONSUMER PROTECTION

12/5/20

PROGRAM-ID:

CCA-110

PROGRAM STRUCTURE NO:

10010401

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	18.00	16.00	- 2.00	11	18.00	16.00	- 2.00	11	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,746	2,342	- 404	15	715	543	- 172	24	2,081	2,253	+ 172	8
TOTAL COSTS												
POSITIONS	18.00	16.00	- 2.00	11	18.00	16.00	- 2.00	11	18.00	18.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,746	2,342	- 404	15	715	543	- 172	24	2,081	2,253	+ 172	8
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	50	122	+ 72	144	50	50	+ 0	0	50	50	+ 0	0
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	900	750	- 150	17	900	900	+ 0	0	900	900	+ 0	0
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	2705	+ 2405	802	300	300	+ 0	0	300	300	+ 0	0
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	2608	+ 1608	161	1000	2000	+ 1000	100	1000	2000	+ 1000	100
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	55	- 45	45	100	100	+ 0	0	100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1400	1416	+ 16	1	1400	1416	+ 16	1	1400	1416	+ 16	1
2. VISITORS TO HAWAII (000)	8000	7372	- 628	8	8000	8000	+ 0	0	8000	8000	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1000	752	- 248	25	1000	1000	+ 0	0	1000	1000	+ 0	0
2. # OF COMPLAINTS INITIATED BY OCP	75	34	- 41	55	75	75	+ 0	0	75	75	+ 0	0
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	29094	+ 19094	191	10000	10000	+ 0	0	10000	10000	+ 0	0
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	129	- 571	82	700	700	+ 0	0	700	700	+ 0	0
5. # OF MULTISTATE CASES	8	4	- 4	50	8	8	+ 0	0	8	8	+ 0	0
6. # OF LEGAL ACTIONS	15	11	- 4	27	15	15	+ 0	0	15	15	+ 0	0
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	10000	18320	+ 8320	83	10000	10000	+ 0	0	10000	10000	+ 0	0
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	120581	+ 110581	1106	10000	10000	+ 0	0	10000	10000	+ 0	0
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	20	+ 0	0	20	20	+ 0	0	20	20	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position and Expenditures: variances are due to unexpected staff departures.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The number of consumers directly affected by office action increased in FY 20. This increase is attributable to the increase in Landlord-Tenant Hotline use and consumers' searches on the Office of Consumer Protection's (OCP) webpage.

Item 2: In FY 20, there was a decrease in the amount of businesses directly affected by office action. Current economic conditions attributable to COVID-19 severely impacted the business operations of all businesses operating in Hawaii and throughout the United States. Fewer businesses operating in the State resulted in a drop-in consumer complaints.

Item 3: There was an increase in fines assessed or costs imposed in non-multistate judgments realized in FY 20. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in non-multistate cases.

Item 4: There was an increase in multistate recoveries in FY 20. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in multistate cases because of the complexity and scope of these national investigations.

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

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The drop in the actual number of consumer complaints received in FY 20 can be attributed to current economic conditions in Hawaii and the United States.

Item 2: The decrease in the number of complaints initiated by OCP is due to an amplified focus on more complex cases by the office requiring a disproportionate amount of office resources in investigation and prosecution.

Item 3: Current economic conditions associated with COVID-19 resulted in a large spike in landlord-tenant inquiries received by OCP.

Item 4: The number of complaints resolved at the investigative level did not reach anticipated levels in FY 20. OCP investigators do try to ascertain whether the parties can arrive at a satisfactory resolution to each complaint and help facilitate such a result if both parties are willing.

Item 5: The decreased number of multistate cases opened in FY 20 is attributable to focusing on more complex matters demanding increased office resources.

Item 6: The drop in the number of legal actions in FY 20 is attributable to the filing of more complex cases requiring the commitment of greater office resources.

Item 7: Current economic conditions related to COVID-19 have led to increased interest in business complaint inquiries.

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

PROGRAM TITLE:

MEASUREMENT STANDARDS

12/5/20

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO:

10010402

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	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	8.00	- 2.00	20	10.00	7.00	- 3.00	30	10.00	7.00	- 3.00	30
EXPENDITURES (\$1000's)	762	459	- 303	40	153	153	+ 0	0	610	610	+ 0	0
TOTAL COSTS												
POSITIONS	10.00	8.00	- 2.00	20	10.00	7.00	- 3.00	30	10.00	7.00	- 3.00	30
EXPENDITURES (\$1000's)	762	459	- 303	40	153	153	+ 0	0	610	610	+ 0	0
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	85	- 5	6	90	85	- 5	6				
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	36	- 14	28	50	36	- 14	28				
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	52	- 48	48	100	52	- 48	48				
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	90	98	+ 8	9	90	90	+ 0	0				
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	75	70	- 5	7	75	70	- 5	7				
6. COMPLIANCE RATE FOR PRICING	25	0	- 25	100	25	0	- 25	100				
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	0	- 25	100	25	0	- 25	100				
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	0	- 50	100	50	0	- 50	100				
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	0	- 50	100	50	0	- 50	100				
PART III: PROGRAM TARGET GROUP												
1. BUSINESSES USING WEIGHING DEVICES	2050	1911	- 139	7	2050	1900	- 150	7				
2. BUSINESSES USING VOLUMETRIC DEVICES	420	388	- 32	8	420	380	- 40	10				
3. BUSINESSES USING LINEAR DEVICES	2500	NO DATA	- 2500	100	2500	NO DATA	- 2500	100				
4. SERVICE AGENCIES FOR MEASURING DEVICES	55	59	+ 4	7	55	55	+ 0	0				
5. STORES USING PRICE SCANNERS	1200	NO DATA	- 1200	100	1200	NO DATA	- 1200	100				
6. MEASUREMASTER	81	82	+ 1	1	81	80	- 1	1				
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1590	1590	+ 0	0	1590	1590	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	300	10	- 290	97	300	10	- 290	97				
2. # OF MEASURING DEVICES INSPECTED - VOLUME	50	0	- 50	100	50	50	+ 0	0				
3. # OF MEASURING DEVICES INSPECTED - LINEAR	2000	1208	- 792	40	2000	1200	- 800	40				
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	50	1503	+ 1453	2906	50	50	+ 0	0				
5. # OF MEASUREMENT STANDARDS CALIBRATED	1700	1595	- 105	6	1700	1600	- 100	6				
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	50	48	- 2	4	50	48	- 2	4				
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	50	0	- 50	100	50	50	+ 0	0				
8. # OF CONSUMER PACKAGE LABELS INSPECTED	50	0	- 50	100	50	50	+ 0	0				
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	50	0	- 50	100	50	50	+ 0	0				
10. NUMBER OF MEASURING DEVICES LICENSED	10875	19728	+ 8853	81	10875	10875	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

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

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

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

PART II - MEASURES OF EFFECTIVENESS

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

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

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

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

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 1. The variance is due to increased emphasis placed on mass device inspections; emphasis will continue in FY 21.

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

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

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

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	79.00	64.00	-	15.00	19	79.00	62.00	-	17.00	22	79.00	79.00	+	0.00	0
EXPENDITURES (\$1000's)	8,471	7,422	-	1,049	12	1,545	1,456	-	89	6	6,926	7,015	+	89	1
TOTAL COSTS															
POSITIONS	79.00	64.00	-	15.00	19	79.00	62.00	-	17.00	22	79.00	79.00	+	0.00	0
EXPENDITURES (\$1000's)	8,471	7,422	-	1,049	12	1,545	1,456	-	89	6	6,926	7,015	+	89	1

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+	0	0	1	1	+	0	0
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	3	+	0	0	3	4	+	1	33
3. AV DAYS PROC APPS FOR BROKER-DEALERS/INV ADVISORS	25	25	+	0	0	25	25	+	0	0
4. AV DAYS TO PROCESS APPS FOR SALES AGENTS	15	15	+	0	0	15	15	+	0	0
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISER REPS	15	15	+	0	0	15	15	+	0	0

PART III: PROGRAM TARGET GROUP														
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC	200000	210596	+	10596	5	200000	200000	+	0	0				
2. BRKR, SALES, SECURITIES OFF, FRANCH, INV ADV & REP	120000	155309	+	35309	29	120000	125000	+	5000	4				

PART IV: PROGRAM ACTIVITY														
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	147000	171190	+	24190	16	147000	162000	+	15000	10				
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	43000	43000	+	0	0	43000	43000	+	0	0				
3. # OF ENFORCEMENT CASES OPENED	60	128	+	68	113	60	60	+	0	0				
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1500	1103	-	397	26	1500	1200	-	300	20				
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	28	-	22	44	50	25	-	25	50				
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	60	90	+	30	50	60	100	+	40	67				
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	12	21	+	9	75	12	30	+	18	150				
8. # OF SUSPENSIONS OR BARS IMPOSED	12	3	-	9	75	12	5	-	7	58				
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25000	17803	-	7197	29	25000	15000	-	10000	40				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

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

Expenditures: The variance is due in part to position vacancies, staff attrition, the timing of expenditure payments, and the implementation of spending restrictions due to the COVID-19 pandemic.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The average number of days to process business registration documents under regular handling is projected to be slightly higher in FY 21 due to adjustments made to operations due to the pandemic.

PART III - PROGRAM TARGET GROUPS

Item 2: The actual number of securities and franchise registrations were higher than estimated for in FY 20; these numbers fluctuate and are difficult to predict. The majority of these registrations were filed prior to the economic downturn due to the pandemic.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of documents received for processing and annual reports was higher than projected, and the division has adjusted its projection for FY 21 accordingly. The economic downturn does not necessarily equate to a decrease in document processing for the division, as documents such as Articles of Dissolution could still be filed by businesses who closed.

Item 3: The number of Securities Enforcement cases opened was significantly higher than projected for FY 20. This number is difficult to predict and is dependent on a number of factors, including the number of complaints filed with the office and the nature of the complaints.

Item 4: The number of inquiries received by the securities enforcement branch was lower than projected for in FY 20, and the division has

adjusted its projection for FY 21 accordingly. This number is difficult to predict and can be affected by economic and other factors.

Item 5: The number of complaints resolved at the investigative level was lower than projected for in FY 20, and the division has adjusted its projection for FY 21 accordingly. The variance can be attributed to the unpredictability of complex factors for each case. 50% of opened cases are Issuer cases and most, if not all, get referred to legal. This number represents cases that do not get referred to legal, as they are resolved in investigation due to factors such as insufficient evidence, no violations, no jurisdiction, etc., all of which are difficult to predict.

Item 6: The number of enforcement cases closed during FY 20 was higher than projected for in FY 20, and the division has adjusted its projection for FY 21 accordingly. Because of the complex nature of the cases, it is difficult to predict the timing of resolving cases.

Item 7: The number of orders, consent agreements and settlements completed was higher than projected for in FY 20, and the division has adjusted its projection for FY 21 accordingly. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

Item 8: The number of suspensions or bars imposed was lower than projected for in FY 20, and the division has adjusted its projection for FY 21 accordingly. Because of the complex nature of the cases, it is difficult to predict the final disposition of a case.

Item 9: The number of persons reached through investor education program activity was lower than projected for in FY 20, and the division has adjusted its projection for FY 21 accordingly. It is difficult to predict the number of people who will attend public events. Also, the program constantly strives to reach new audiences; this sometimes includes smaller, more targeted groups. The onset of the pandemic forced the cancellation of community events statewide. The program has been adjusting and finding alternative ways to safely provide its information to the public statewide.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	57.00	- 9.00	14	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,800	6,895	- 905	12	1,570	1,492	- 78	5	5,930	6,009	+ 79	1
TOTAL COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	57.00	- 9.00	14	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,800	6,895	- 905	12	1,570	1,492	- 78	5	5,930	6,009	+ 79	1
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	100	+ 5	5	95	95	+ 0	0				
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	100	+ 5	5	95	95	+ 0	0				
3. % OF FINAL ORDERS SUSTAINED ON APPEAL	95	100	+ 5	5	95	95	+ 0	0				
4. NUMBER OF LEGAL ACTIONS	350	301	- 49	14	350	350	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1626	1602	- 24	1	1626	1604	- 22	1				
2. LICENSEES (000)	475	473	- 2	0	490	485	- 5	1				
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	51	51	+ 0	0	51	52	+ 1	2				
PART IV: PROGRAM ACTIVITY												
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	15000	4321	- 10679	71	15000	7500	- 7500	50				
2. # COMPLAINT HISTORY INQUIRIES	25000	69803	+ 44803	179	25000	100000	+ 75000	300				
3. # OF COMPLAINTS RECEIVED	3000	2429	- 571	19	3000	3000	+ 0	0				
4. # PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS	55000	30041	- 24959	45	55000	25000	- 30000	55				
5. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	2500	1787	- 713	29	2500	2500	+ 0	0				
6. # OF ORDERS & JUDGMENTS	350	301	- 49	14	350	350	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

A 12% expenditure variance resulted from fluctuations in training, travel and other miscellaneous operational costs.

A 14% variance in positions resulted from proposing positions for tradeoffs, and the inability to fill positions due to the hiring freeze and/or lack of suitable candidates.

Item 5: No. of Assists by NI Offices to Public on Non-RICO matters. The number of consumers and licensees who seek assistance fluctuates annually. There were fewer office visits due to COVID-19.

Item 6: No. of Legal Actions. This fluctuates yearly (See Part II, Item 4, above).

PART II - MEASURES OF EFFECTIVENESS

Item 4: No. of Legal Actions. There was a temporary pause in processing actions in FY 20 because of the COVID-19 pandemic.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: No. of Inquiries to Consumer Resource Center. Telephone traffic to the License, Business, and Information Section slowed down due to the COVID-19 pandemic. Consumers also used the Program's online services more frequently in FY 20.

Item 2: No. of Complaint History Inquiries. The number now includes complaints history queries that were made directly by the public, through the Program's complaints' website, after the Program's new complaints management system went live in FY 20.

Item 3: No. of Complaints Received. Educational tools that are available online help consumers and the public to make wiser choices and to resolve minor disputes.

Item 4: No. of People Reached Thru Cons Educational Efforts. A temporary pause on attending public events took effect because of COVID-19. Event attendance fluctuates annually, too.

PROGRAM TITLE: GENERAL SUPPORT

PROGRAM-ID: CCA-191

PROGRAM STRUCTURE NO: 100105

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	50.00	50.00	+ 0.00	0	50.00	46.00	- 4.00	8	50.00	50.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,525	8,475	- 50	1	2,234	2,150	- 84	4	6,216	6,300	+ 84	1
TOTAL COSTS												
POSITIONS	50.00	50.00	+ 0.00	0	50.00	46.00	- 4.00	8	50.00	50.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,525	8,475	- 50	1	2,234	2,150	- 84	4	6,216	6,300	+ 84	1

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	90	+ 5	6	85	90	+ 5	6
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH	90	95	+ 5	6	90	95	+ 5	6
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	95	+ 5	6	90	95	+ 5	6
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	+ 0	0	99	99	+ 0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	99	+ 4	4	95	95	+ 0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMITTED	95	98	+ 3	3	95	95	+ 0	0
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	50	+ 0	0	50	50	+ 0	0
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	84	- 1	1	85	84	- 1	1

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1626	1602	- 24	1	1626	1604	- 22	1
2. LICENSEES (000)	475	473	- 2	0	490	485	- 5	1
3. DCCA DIVISIONS	13	13	+ 0	0	13	13	+ 0	0
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+ 0	0	53	53	+ 0	0
5. DCCA EMPLOYEES	551	545	- 6	1	551	545	- 6	1

PART IV: PROGRAM ACTIVITY								
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	393	- 57	13	450	450	+ 0	0
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	200	186	- 14	7	200	200	+ 0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	150	131	- 19	13	150	150	+ 0	0
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	181	- 19	10	200	200	+ 0	0
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	17	- 7	29	24	12	- 12	50
6. # SYSTEMS ADDED OR ENHANCED	145	141	- 4	3	145	140	- 5	3
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4300	4709	+ 409	10	4300	4300	+ 0	0
8. # OF INVOICES PROCESSED	8000	8000	+ 0	0	8000	8000	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

No significant variances.

Outreach events are anticipated to resume in the second half of FY 21, with 12 events anticipated, which is a reduction due to the COVID-19 pandemic.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

Item 7: The variance in the number of information systems work requests is due to the increased need for work-at-home support during the COVID-19 pandemic.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of written notices issued was slightly lower than the planned number of written notices and the notices issued the previous fiscal year due to the issuance of stay-at-home orders since March 2020, which resulted in a temporary reduction in the number of cases filed with the Office of Administrative Hearings and the aggressive consolidation of cases.

Item 3: The number of hearings conducted was slightly lower than the numbers of hearings planned and conducted the previous fiscal year due to the issuance of stay-at-home orders since March 2020, resulting in the need to reschedule hearings, aggressively consolidate cases, and increase settlement efforts.

Item 4: The number of recommended and final orders issued was slightly lower than the planned number of orders issued the previous fiscal year due to the issuance of stay-at-home orders since March 2020, resulting in the need to reschedule hearings, delay orders, aggressively consolidate cases, and increase settlement efforts.

Item 5: The variance in the number of informational presentations for educational guidance in FY 20 is due to the COVID-19 pandemic canceling 7 events scheduled between March 20, 2020 through June 30, 2020. A total of 17 events were conducted between July 1, 2019 through March 19, 2020.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	8.50	8.50	+ 0.00	0	8.50	6.50	- 2.00	24	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	770	770	+ 0	0	173	157	- 16	9	597	597	+ 0	0
TOTAL COSTS												
POSITIONS	8.50	8.50	+ 0.00	0	8.50	6.50	- 2.00	24	8.50	8.50	+ 0.00	0
EXPENDITURES (\$1000's)	770	770	+ 0	0	173	157	- 16	9	597	597	+ 0	0

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # OF INFORMAL REQUESTS (AOD) RECEIVED IN FY	1000	990	- 10	1	1000	1000	+ 0	0
2. % OF INFORMAL REQUESTS RESOLVED IN THE SAME FY	100	100	+ 0	0	100	100	+ 0	0
3. # OF FORMAL CASES OPENED IN FY (COR, RFA, ETC)	200	178	- 22	11	200	200	+ 0	0
4. % OF FORMAL CASES CLOSED IN THE SAME FY	75	73	- 2	3	75	75	+ 0	0
5. % OF TOTAL FORMAL/INFORMAL CASES CLOSED IN SAME FY	90	96	+ 6	7	90	90	+ 0	0
6. # OF FORMAL CASES PENDING AT END OF FY IN PRIOR FY	50	19	- 31	62	50	50	+ 0	0
7. # OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP	NO DATA	87892	+ 87892	0	NO DATA	90000	+ 90000	0

PART IV: PROGRAM ACTIVITY								
1. # OF FORMAL/INFORMAL OPINIONS ISSUED	20	24	+ 4	20	20	20	+ 0	0
2. # OF TRAINING MATERIALS ADDED/REVISED	10	11	+ 1	10	10	10	+ 0	0
3. # OF LIVE TRAININGS OR MEDIA/PUBLIC PRESENTATIONS	10	6	- 4	40	10	10	+ 0	0
4. # OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS	30	27	- 3	10	30	30	+ 0	0
5. # OF LEGISLATIVE PROPOSALS MONITORED	90	146	+ 56	62	90	90	+ 0	0
6. # OF LAWSUITS MONITORED	35	45	+ 10	29	35	35	+ 0	0
7. # OF AGENCIES SUBMITTING UIPA LOGS	265	260	- 5	2	265	265	+ 0	0
8. # OF MONTHS ENGAGED IN RULEMAKING	0	3	+ 3	0	0	0	+ 0	0
9. # OF PUBLIC COMMUNICATIONS	30	27	- 3	10	30	30	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

The Office of Information Practices (OIP) lost two staff attorneys in July 2020, due to retirement and personal reasons. OIP is seeking an exception from the hiring freeze to fill these essential positions.

PART II - MEASURES OF EFFECTIVENESS

FY 2020 Significant Variances:

Item 3: The number of new formal cases opened in FY 20 decreased by 11% from the estimated projections. This number is beyond OIP's control.

Item 6: This is the number of formal cases pending at the end of FY 20 that were filed in any prior fiscal year and relates to the age of OIP's pending cases. OIP ended FY 20 with only 19 cases filed in FY 19 or earlier, which was a significant decrease in the number of older cases and a 62% variance from the 50 estimated cases. Note that OIP's success in this area was accomplished while it still had its full complement of five staff attorneys (SAs), but two SAs left in July 2020.

Item 7: OIP had 87,892 website page hits, excluding its home page and OIP's own searches; the planned estimate should be 90,000.

PART III - PROGRAM TARGET GROUPS

OIP's program target group consists of the general public, including the media; all State, county, and independent agencies subject to the UIPA; and all Sunshine Law boards. Many of the government entities are represented by government attorneys, who are also part of OIP's target group.

No target group measures have been developed.

PART IV - PROGRAM ACTIVITIES

FY 2020 significant variances:

Item 1: OIP issued 24 formal and informal opinions, an increase of 20% over the estimate of 20 opinions. Note that this was accomplished by five staff attorneys, two of whom left OIP in July 2020.

Item 2: OIP added or revised one more training material than the ten (10) estimated, for a 10% variance.

Item 3: OIP presented six (6) live trainings or media presentations than the ten (10) estimated. This 40% variance is likely due to the onset of the COVID-19 crisis, which disrupted government operations and prevented in-person presentations.

Item 4: OIP issued 27 written public communications and reports, which is 3 less than estimated, for a 10% variance. Notably, OIP's powers and duties were temporarily suspended by the Governor's emergency proclamation at the start of the COVID-19 crisis.

Item 5: OIP monitored 146 legislative proposals, rather than the 90 projected, for a 62% variance, because this was the second year of the session when bills are carried over from the prior year.

Item 6: OIP monitored 45 lawsuits, rather than the 35 projected, for a 28.6% variance. The number of lawsuits filed is beyond OIP's control.

Item 8: OIP worked for about three months on revising drafts and the impact statement to its administrative rules, which are still pending review and approval by the Department of the Attorney General before OIP can continue with the formal rulemaking process. OIP spent more time on rulemaking than projected, as OIP does not usually undergo rulemaking.

Item 9: OIP issued 27 What's New articles and a Hawaii Bar Journal article, but no radio, television, or online presentations, which is why there is a 10% variance from the estimated number of 30.

VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	198.50	180.50	- 18.00	9	198.50	176.00	- 22.50	11	198.50	186.00	- 12.50	6
EXPENDITURES (\$1000's)	20,339	17,434	- 2,905	14	4,449	3,977	- 472	11	15,802	16,265	+ 463	3
TOTAL COSTS												
POSITIONS	198.50	180.50	- 18.00	9	198.50	176.00	- 22.50	11	198.50	186.00	- 12.50	6
EXPENDITURES (\$1000's)	20,339	17,434	- 2,905	14	4,449	3,977	- 472	11	15,802	16,265	+ 463	3
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	NO DATA	+	0	0	NO DATA	+	0	0	NO DATA	+	0

**VARIANCE REPORT NARRATIVE
FY 2020 AND FY 2021**

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances).

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances).

PROGRAM TITLE:

OFFICE OF THE PUBLIC DEFENDER

12/5/20

PROGRAM-ID:

BUF-151

PROGRAM STRUCTURE NO:

100301

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	139.50	130.50	- 9.00	6	139.50	127.00	- 12.50	9	139.50	127.00	- 12.50	9
EXPENDITURES (\$1000's)	12,610	11,544	- 1,066	8	2,590	2,590	+ 0	0	9,419	9,419	+ 0	0
TOTAL COSTS												
POSITIONS	139.50	130.50	- 9.00	6	139.50	127.00	- 12.50	9	139.50	127.00	- 12.50	9
EXPENDITURES (\$1000's)	12,610	11,544	- 1,066	8	2,590	2,590	+ 0	0	9,419	9,419	+ 0	0
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	NO DATA	- 0	0	0	NO DATA	- 0	0	0	NO DATA	- 0	0
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	NO DATA	- 481	100	481	NO DATA	- 481	100	481	NO DATA	- 481	100
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT	197	NO DATA	- 197	100	197	NO DATA	- 197	100	197	NO DATA	- 197	100
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	NO DATA	- 5	100	5	NO DATA	- 5	100	5	NO DATA	- 5	100
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	NO DATA	- 90	100	90	NO DATA	- 90	100	90	NO DATA	- 90	100
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	6134	7769	+ 1635	27	6134	6134	+ 0	0	6134	6134	+ 0	0
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	41855	25653	- 16202	39	41855	41855	+ 0	0	41855	41855	+ 0	0
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	157	71	- 86	55	157	157	+ 0	0	157	157	+ 0	0
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	265	521	+ 256	97	265	265	+ 0	0	265	265	+ 0	0
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES	8698	3042	- 5656	65	8698	8698	+ 0	0	8698	8698	+ 0	0
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2469	1929	- 540	22	2469	2469	+ 0	0	2469	2469	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY	5495	7160	+ 1665	30	5495	5495	+ 0	0	5495	5495	+ 0	0
2. CASES ACCEPTED - MISDEMEANOR	40449	25597	- 14852	37	40449	40449	+ 0	0	40449	40449	+ 0	0
3. CASES ACCEPTED - FAMILY COURT	7214	2863	- 4351	60	7214	7214	+ 0	0	7214	7214	+ 0	0
4. CASES ACCEPTED - APPEAL	157	70	- 87	55	157	157	+ 0	0	157	157	+ 0	0
5. CASES ACCEPTED - MENTAL COMMITMENT	265	521	+ 256	97	265	265	+ 0	0	265	265	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

The variance in positions is due to employee turnover and the hiring freeze imposed in response to the economic impacts of the COVID-19 pandemic.

PART II - MEASURES OF EFFECTIVENESS

Items 1-5. These measures are difficult to gather data for and will be re-evaluated.

PART III - PROGRAM TARGET GROUPS

Items 1-6. The variances in the number of indigents requiring services for felony, misdemeanor, appeals, mental commitment, family court, and prison cases reflect the unpredictability of the variables that determine the program target groups, including, but not limited to, the shutdown/slowdown of the courts during the first few months of the COVID-19 pandemic.

PART IV - PROGRAM ACTIVITIES

Items 1-5. The variances in the number of cases accepted for services in felony, misdemeanor, family court, appeal, and mental commitment reflect the unpredictability of variables that determine the program activities, including, but not limited to, the shutdown/slowdown of the courts during the first few months of the COVID-19 pandemic.

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

12/5/20

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO:

100303

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	58.00	49.00	- 9.00	16	58.00	48.00	- 10.00	17	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,555	5,734	- 1,821	24	1,815	1,349	- 466	26	6,253	6,719	+ 466	7
TOTAL COSTS												
POSITIONS	58.00	49.00	- 9.00	16	58.00	48.00	- 10.00	17	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	7,555	5,734	- 1,821	24	1,815	1,349	- 466	26	6,253	6,719	+ 466	7
	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT	11	11	+ 0	0	11	11	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	3	3	+ 0	0	3	3	+ 0	0				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	7	7	+ 0	0	7	7	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	3	3	+ 0	0	3	3	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	225000	246540	+ 21540	10	225000	225000	+ 0	0				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	75000	78042	+ 3042	4	75000	75000	+ 0	0				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	18000	17140	- 860	5	18000	18000	+ 0	0				
4. LAND COURT ORDERS RECORDED	4000	4248	+ 248	6	4000	4000	+ 0	0				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	150	168	+ 18	12	150	150	+ 0	0				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	170000	139849	- 30151	18	170000	170000	+ 0	0				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	120	109	- 11	9	120	120	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	225000	246540	+ 21540	10	225000	225000	+ 0	0				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	75000	78042	+ 3042	4	75000	75000	+ 0	0				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	18000	17140	- 860	5	18000	18000	+ 0	0				
4. LAND COURT ORDERS PROCESSED	4000	4248	+ 248	6	4000	4000	+ 0	0				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	150	168	+ 18	12	150	150	+ 0	0				
6. CERTIFIED COPIES PROCESSED	170000	139849	- 30151	18	170000	170000	+ 0	0				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	120	109	- 11	9	120	120	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 20: The positions were below budget due to the delay in hiring and the lack of qualified candidates by virtue of the specialized skills required for the Bureau of Conveyances (BOC) operations. The specialized skills requirements also drive internal promotions, which does not decrease the number of total vacancies. The positions were also below budget due to the hiring freeze noted in Executive Memorandum No. 20-01. The expenditures were below budget due to the vacancies in permanent positions and the restrictions on spending as a result of COVID-19.

FY 21: Positions and expenditures are below budget due to the restrictions in place as a result of the COVID-19 pandemic.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 1: Variance in FY 20 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 5: Variance in FY 20 could be due to the recent increase in project development in the State of Hawaii.

Item 6: Variance in FY 20 is due to unforeseen changes in market/consumer/business conditions and activity, primarily related to COVID-19 restrictions.

PART IV - PROGRAM ACTIVITIES

Item 1: Variance in FY 20 is due to unforeseen changes in market/consumer/business conditions and activity.

Item 5: Variance in FY 20 could be due to the recent increase in project development in the State of Hawaii.

Item 6: Variance in FY 20 is due to unforeseen changes in market/consumer/business conditions and activity, primarily related to COVID-19 restrictions.

PROGRAM TITLE:

COMMISSION ON THE STATUS OF WOMEN

12/5/20

PROGRAM-ID:

HMS-888

PROGRAM STRUCTURE NO:

100304

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	174	156	- 18	10	44	38	- 6	14	130	127	- 3	2
TOTAL COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	174	156	- 18	10	44	38	- 6	14	130	127	- 3	2

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	30	30.26	+ 0.26	1	30	30	+ 0	0
2. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	NO DATA	- 54	100	54	NO DATA	- 54	100
3. # CONSTITUENT CASES REFERRED TO & TRACKED BY COMM	100	150	+ 50	50	100	150	+ 50	50
4. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	30	3	- 27	90	30	30	+ 0	0
5. # MEDIA ADVISORIES ISSUED TO LOCAL & NATIONAL PRES	25	13	- 12	48	25	15	- 10	40
6. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	4000	100	- 3900	98	4000	200	- 3800	95

PART III: PROGRAM TARGET GROUP								
1. TOTAL STATE POPULATION (THOUSANDS)	1420	1415	- 5	0	1425	1415	- 10	1
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	707	- 12	2	719	707	- 12	2
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	380	352	- 28	7	380	352	- 28	7
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	438	- 15	3	453	438	- 15	3
5. FEMALES OVER 65 (THOUSANDS)	109	146	+ 37	34	109	146	+ 37	34
6. NATIVE HAWAIIAN WOMEN IN THE STATE OF HAWAII	679058	144121	- 534937	79	679058	144121	- 534937	79
7. FOREIGN BORN WOMEN IN HAWAII	139093	139093	+ 0	0	139093	139093	+ 0	0
8. COMPACT OF FREE ASSOCIATION (COFA) WOMEN	6000	6000	+ 0	0	6000	6000	+ 0	0
9. TRANSGENDER WOMEN	4208	4208	+ 0	0	4208	4208	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # INTER-ORGANIZATION/AGENCY MEETINGS	450	100	- 350	78	450	100	- 350	78
2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	30000	2000	- 28000	93	30000	2000	- 28000	93
3. # PROJ/EVENTS INITIATED, CO-SPONSOR OR SUPPORTD	200	65	- 135	68	200	65	- 135	68
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	65	- 135	68	200	65	- 135	68
5. # SEXUAL HARASSMENT AND GENDER BIAS TRAININGS	10	0	- 10	100	10	0	- 10	100
6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	65	65	+ 0	0	65	65	+ 0	0
7. # BILLS RESEARCHED, INITIATED, SUPPORTED	75	75	+ 0	0	75	75	+ 0	0
8. # TRAINEES THROUGH YOUNG FEMINIST LEADERS PROGRAM	40	0	- 40	100	40	0	- 40	100
9. # COMMUNITY COLLABORATION EVENTS	50	65	+ 15	30	50	50	+ 0	0
10. # INTERNS, EXTERNS, AND FELLOWS	10	7	- 3	30	10	10	+ 0	0

VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variances in expenditures are due to general fund restrictions.

PART II - MEASURES OF EFFECTIVENESS

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

3. The variance is due to the increase in inquiries during the COVID-19 pandemic.

4. The variance is due to the COVID-19 pandemic causing an irregular 2020 Legislative Session and the general difficulty in getting bills enacted or amended. Planned figures for future fiscal years will be adjusted.

5 & 6. Planned figures will be adjusted since the figures are not realistic with only two employees.

PART III - PROGRAM TARGET GROUPS

5. The variance is due to the actual figure reflecting the Department of Business, Economic Development and Tourism's (DBEDT's) most recent published data.

6. The planned figures will be adjusted since DBEDT only publishes this data every 10 years. The previous year's reported actual was incorrect and should have been 144,121 based on the U.S. Census in 2010. Future updates to the planned data will rely on the most recent U.S. Census figures.

PART IV - PROGRAM ACTIVITIES

1, 2, 3 & 4. The variances are due to difficulties caused by the COVID-19 pandemic and the general lack of staffing to support program activities. Planned figures for future fiscal years will be adjusted.

5. Although there were classes scheduled, they were canceled due to the COVID-19 pandemic. The training is still offered virtually at this time.

8. The variance is due to the program being unable to continue as a formal effort given the limited staff capacity; however, CSW is mentoring young feminist leaders outside of the program.

9. The variance is due to the Hawaii Feminist Economic Recovery Plan.

10. The variance is due to the COVID-19 pandemic, which made it more difficult to work with interns, externs, and fellows. Next year should not be affected as much since the internship program was adjusted to accommodate meetings and assignments virtually.