



## **GOVERNMENT WIDE SUPPORT**

## 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	1,947.78	1,674.28	- 273.50	14	1,946.78	1,655.78	- 291.00	15	1,946.78	1,667.28	- 279.50	14
EXPENDITURES (\$1000's)	2,521,579	2,394,611	- 126,968	5	565,839	390,798	- 175,041	31	1,988,120	1,746,544	- 241,576	12
TOTAL COSTS												
POSITIONS	1,947.78	1,674.28	- 273.50	14	1,946.78	1,655.78	- 291.00	15	1,946.78	1,667.28	- 279.50	14
EXPENDITURES (\$1000's)	2,521,579	2,394,611	- 126,968	5	565,839	390,798	- 175,041	31	1,988,120	1,746,544	- 241,576	12
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS					1.5	1.8	+ 0.3	20	1.5	1.62	+ 0.12	8
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	122.9	+ 22.9	23	100	100	+ 0	0
3. % OF NETWORK INFRASTRUCTURE UPTIME					99.9	99.9	+ 0	0	99.9	99.9	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: GOVERNMENT-WIDE SUPPORT**

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**11**

### **PART I - EXPENDITURES AND POSITIONS**

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

### **PART II - MEASURES OF EFFECTIVENESS**

See Lowest Level Programs for additional information.

## 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	136.00	117.00	- 19.00	14	137.00	116.00	- 21.00	15	137.00	121.00	- 16.00	12
EXPENDITURES (\$1000's)	404,451	373,480	- 30,971	8	72,573	69,914	- 2,659	4	343,554	345,365	+ 1,811	1
TOTAL COSTS												
POSITIONS	136.00	117.00	- 19.00	14	137.00	116.00	- 21.00	15	137.00	121.00	- 16.00	12
EXPENDITURES (\$1000's)	404,451	373,480	- 30,971	8	72,573	69,914	- 2,659	4	343,554	345,365	+ 1,811	1

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: EXEC DIRECTN, COORD, & POLICY DEVELOPMENT**

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**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.

## 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	22.00	20.00	- 2.00	9	23.00	19.00	- 4.00	17	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,864	3,855	- 9	0	979	813	- 166	17	2,935	3,101	+ 166	6
TOTAL COSTS												
POSITIONS	22.00	20.00	- 2.00	9	23.00	19.00	- 4.00	17	23.00	23.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,864	3,855	- 9	0	979	813	- 166	17	2,935	3,101	+ 166	6
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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 2020 AND FY 2021

11 01 01  
GOV 100

**PROGRAM TITLE: OFFICE OF THE GOVERNOR**

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### **PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures and positions in the first quarter of FY 21 was attributed to vacancies and delays in hiring due to the current budget situation and hiring freeze implementation as a result of the coronavirus pandemic. It is anticipated that positions and expenditures will increase in the second to the fourth quarters of FY 21 as the economic condition improves.

### **PART II - MEASURES OF EFFECTIVENESS**

Not applicable.

### **PART III - PROGRAM TARGET GROUPS**

Not applicable.

### **PART IV - PROGRAM ACTIVITIES**

Not applicable.

## 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	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0	3.00	3.00	+	0.00	0
EXPENDITURES (\$1000's)	978	978	+	0	0	232	232	+	0	0	696	696	+	0	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)	978	978	+	0	0	232	232	+	0	0	696	696	+	0	0
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. TTL REV FRM SALES AS % OF COST OF PUBLICATION						105	111	+	6	6	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	1453	-	147	9	1600	1500	-	100	6
2. NO. REQ FOR HRS, SESS LAWS, SUPPLEMENTS						600	1600	+	1000	167	600	1200	+	600	100
3. NO. REQ. FOR APOSTILLE/CERTIFICATION						5800	5195	-	605	10	5800	5500	-	300	5



# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 02  
LTG 100

**PROGRAM TITLE: OFFICE OF THE LIEUTENANT GOVERNOR**

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## **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 estimated sale of publications should have increased last fiscal year, but it was not properly updated. The reporting request is calculated also by publication copies per-page, and our accounting system now reflects a more accurate count of publications and copies per-page of publications sold.

Item 3. With the worldwide COVID-19 pandemic, there has been less travel. Since some of our apostilles are travel-related documents, this may have been the cause of the decrease in apostilles.

## 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	88.00	78.00	- 10.00	11	88.00	78.00	- 10.00	11	88.00	79.00	- 9.00	10
EXPENDITURES (\$1000's)	394,662	364,569	- 30,093	8	70,219	68,016	- 2,203	3	336,547	338,226	+ 1,679	0
TOTAL COSTS												
POSITIONS	88.00	78.00	- 10.00	11	88.00	78.00	- 10.00	11	88.00	79.00	- 9.00	10
EXPENDITURES (\$1000's)	394,662	364,569	- 30,093	8	70,219	68,016	- 2,203	3	336,547	338,226	+ 1,679	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # OF PLANS/STUDIES PREPARED IN TIMELY MANNER					4	4	+ 0	0	3	3	+ 0	0
2. ACCURACY OF ECON FORECASTS (% ERROR)					5	10	+ 5	100	5	5	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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 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	20.00	17.00	-	3.00	15	20.00	17.00	-	3.00	15	20.00	17.00	-	3.00	15
EXPENDITURES (\$1000's)	6,372	6,033	-	339	5	2,792	665	-	2,127	76	3,141	4,908	+	1,767	56
TOTAL COSTS															
POSITIONS	20.00	17.00	-	3.00	15	20.00	17.00	-	3.00	15	20.00	17.00	-	3.00	15
EXPENDITURES (\$1000's)	6,372	6,033	-	339	5	2,792	665	-	2,127	76	3,141	4,908	+	1,767	56
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					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	4	4	+	0	0	
2. # OF PLANS/STUDIES/RPTS PREPRD IN A TIMELY MANNER					4	4	+	0	0	3	3	+	0	0	
3. # OF BOARDS/COMMITTEES/COUNCILS OP SERVES AS MMBER					10	14	+	4	40	8	8	+	0	0	
4. #LUC DECISIONS UPHLDG OP POS AS % TOT LUC DECSNS					100	100	+	0	0	100	100	+	0	0	
5. # ACRES INVOLVED IN LUC DECISIONS SPPrTG OP POSTN					600	4068	+	3468	578	600	600	+	0	0	
6. % FEDCON APPS CONSISTNT W CZM ENFORCEABLE POLICIES					100	100	+	0	0	100	100	+	0	0	
7. # STATE AGENCIES CONTRIB DATA TO STATE GEODATABSE					15	14	-	1	7	15	15	+	0	0	
8. UTILIZATION OF STATE'S GEOSPATIAL DATA (MIL)					9.6	25.3	+	15.7	164	9.6	25	+	15.4	160	
9. # OF GIS SOFTWARE LICENSES DISTRIBUTED					349	400	+	51	15	356	356	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. STATE RESIDENT POPULATION (THOUSANDS)					1428	1431	+	3	0	1466	1466	+	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	2	-	23	92	25	5	-	20	80	
3. # LU BOUNDARY AMDT PETITIONS, OTH LUC ITEMS REVW'D					7	11	+	4	57	7	10	+	3	43	
4. # SPEC PERMITS, EA/EIS, OTHER REVIEWS					26	68	+	42	162	26	30	+	4	15	
5. NUMBER OF FEDERAL CONSISTENCY REVIEWS					100	31	-	69	69	100	30	-	70	70	
6. # PERMITS/APPROVALS MONITORED FOR CONSIST W SMA					10	0	-	10	100	10	5	-	5	50	
7. # OF NEW AND UPDATED DATA LAYERS IN STATE GEODATAB					15	39	+	24	160	15	40	+	25	167	
8. # MAPPING, DATA AND SUPPORT REQUESTS COMPLETED					50	427	+	377	754	50	400	+	350	700	
9. # OF TRANSIT-ORIENTED DEVELPMNT PROJECTS MONITORED					50	50	+	0	0	50	50	+	0	0	

# VARIANCE REPORT NARRATIVE

## FY 2020 AND FY 2021

11 01 03 02  
BED 144

### PROGRAM TITLE: STATEWIDE PLANNING & COORDINATION

#### PART I - EXPENDITURES AND POSITIONS

FY 20: Position count variances were due to delays in hiring. The Secretary III became vacant on January 16, 2020, and was prevented from being filled immediately by the Department of Human Resources Development's delay in classification as Bargaining Unit (BU) 3 or BU 63. 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 20: Variances between budgeted and actual expenditures were due to restrictions, delays in hiring, and no activity in the Brownfields Cleanup Revolving Loan Fund (BCRLF). The BCRLF has a ceiling of \$2 million.

FY 21: The variance is due to no activity in the BCRLF, restrictions, hiring freeze and timing of expenses. The amount is offset with operating expenses charged to prior-year federal fund account(s) with available carryover balance(s).

#### PART II - MEASURES OF EFFECTIVENESS

Item 3. Previously, the Office of Planning (OP) projected that in FY 20, OP would serve as a member of ten (10) boards/committees/councils. However, OP actually served on 14 boards/committees/councils because some of the committees and councils, which were expected to end in FY 19, did not sunset/end and continued into FY 20.

Item 5. The number of acres involved in Land Use Commission (LUC) actions are highly variable. For FY 20, 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 one large-scale voluntary designation for Important Agricultural Lands.

Item 8. The utilization of the State's geospatial data was measured in "total page views." The positive variance is attributed to increased awareness and use of the State's geospatial open data portal.

Item 9. The number of software licenses distributed in FY 20 was above the planned goal by approximately 10%. These licenses are distributed to more advanced users of State's Geographic Information System (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 20 is due to an overestimation 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.

Item 4. The number of Special Permits, Environmental Assessments/Environmental Impact Statements (EAs/EISs), and other items that the staff reviews in any given year is highly variable since the land use permits are initiated by petitioners and applicants, mostly from the private sector, and are subject to market demands and needs.

Item 5. The differences between planned and actual numbers are subject to variation because the Coastal Zone Management (CZM) federal consistency review is a regulatory function that does not have any control over the number of applicants submitting reviews. In addition, there has been a reduction in applications received due to economic constraints caused by COVID-19. Accordingly, the estimated number of federal

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 02  
BED 144

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**PROGRAM TITLE: STATEWIDE PLANNING & COORDINATION**

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consistency reviews for FY 21 has been reduced to 30.

Item 6. The difference between planned and actual numbers is subject to variation because the Special Management Area (SMA) permit review is a regulatory function that does not have control over the number of applicants submitting permit applications. In addition, there has been a reduction in applications received due to economic constraints caused by COVID-19. Accordingly, the number of planned SMA permits reviewed by the Coastal Zone Management (CZM) Program for FY 21 is reduced to 5.

Item 7. The large positive variance is due to a change in calculating the planned numbers for FY 20. This goal combines two separate goals from previous years, but the planned number did not combine the two separate planned numbers from previous years. The correct planned number for FY 20 should be 65. The large negative variance from this planned number is attributable to an increased workload due to COVID-19, and staff involvement in the renewal of the State's GIS enterprise platform contract due to reduced funding.

Item 8. The large positive variance is due to a change in calculating the planned numbers for FY 20. This goal combines two separate goals from previous years, but the planned number did not combine the two separate planned numbers from previous years. The correct planned number for FY 20 should be 425. There is no significant variance from this revised planned number.

## 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	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14	7.00	7.00	+	0.00	0
EXPENDITURES (\$1000's)	699	704	+	5	1	157	125	-	32	20	505	505	+	0	0
TOTAL COSTS															
POSITIONS	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14	7.00	7.00	+	0.00	0
EXPENDITURES (\$1000's)	699	704	+	5	1	157	125	-	32	20	505	505	+	0	0
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						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	9	-	1	10	10	10	+	0	0
3. NUMBER OF ACRES REVIEWED FOR RECLASSIFICATION						3000	3000	+	0	0	3000	3000	+	0	0
4. NUMBER OF ACRES REVIEWED FOR SPECIAL PERMIT						250	270	+	20	8	250	250	+	0	0
5. NUMBER OF INDIVIDUALS, BUSINESSES OR ORGANIZATIONS						600	650	+	50	8	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	22	+	2	10	20	20	+	0	0
8. NUMBER OF DRAFT EIS RESPONSES ISSUED						20	19	-	1	5	20	20	+	0	0
PART III: PROGRAM TARGET GROUP															
1. NUMBER OF APPLICANTS FOR LAND USE REVIEW						40	40	+	0	0	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	7	+	1	17	6	6	+	0	0
2. SPECIAL PERMIT APPLICATIONS PROCESSED.						150	150	+	0	0	150	150	+	0	0
3. LAND USE DISTRICT BOUNDARY INTERPRETATIONS PROCESS						1400	1400	+	0	0	1400	1400	+	0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 03  
BED 103

## PROGRAM TITLE: STATEWIDE LAND USE MANAGEMENT

### PART I - EXPENDITURES AND POSITIONS

Actual Expenditures for FY 2020 were impacted by the COVID-19 crisis. The Administrative Assistant position became vacant in early December. Funding for the position was withdrawn in the legislative session. While there were some savings associated with the cessation of in-person meetings and the resulting use of electronic meeting platforms, the overall expenditures for the year virtually balanced as a result of the aforementioned funding cuts. On the other hand, general program activity has been steady and in some areas increasing. Permits for infrastructure improvements (waste dumps, etc.) have been on the rise as have permits for solar farms. In addition, while we have not seen a significant uptick in new petitions for district boundary amendments, we have seen a significant number of requests to modify already approved petitions to meet an anticipated upswing in affordable and workforce housing demand. In an effort re-direct resources and stimulate the construction industry and economy as rapidly as possible, the Land Use Commission (LUC) has suspended enforcement actions for the time being and is focusing on project petition completion so that developers can bring their projects to fruition faster. FY 2021 first quarter expenditures will be lower than expected due to the resignation of one planner and the resulting three- to four-month delay in re-hiring, as well as continued use of virtual platforms to hold meetings rather than travel. The use of virtual platforms for meetings and contested case hearings is only possible under the exemptions from Chapters 91 and 92 requirements contained in the Governor's Emergency Proclamation. Once that expires, the LUC will be required by law to resume regular travel and meetings and expenditures will significantly increase.

### PART II - MEASURES OF EFFECTIVENESS

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

Item 1. 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.



## 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	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0
EXPENDITURES (\$1000's)	2,066	2,190	+	124	6	296	252	-	44	15	1,020	932	-	88	9
TOTAL COSTS															
POSITIONS	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0	14.00	14.00	+	0.00	0
EXPENDITURES (\$1000's)	2,066	2,190	+	124	6	296	252	-	44	15	1,020	932	-	88	9
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						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	10	+	5	100	5	5	+	0	0
PART III: PROGRAM TARGET GROUP															
1. VISITS TO PROGRAM WEBSITE (AVE PER MONTH, THOUS.)						16	16	+	0	0	16	17	+	1	6
PART IV: PROGRAM ACTIVITY															
1. DATA SERIES MAINTAINED ON-LINE (X 100)						57	60	+	3	5	57	60	+	3	5
2. OTHER ECONOMIC AND STATISTICAL REPORTS ISSUED (#)						46	47	+	1	2	48	50	+	2	4

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 04  
BED 130

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**PROGRAM TITLE: ECONOMIC PLANNING & RESEARCH**

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**PART I - EXPENDITURES AND POSITIONS**

The FY 2019-20 variance was due to the special appropriation by the Legislature to conduct a study on economic impact of place-marketing, which was not in the budget bill.

The FY 2020-21 first three quarters expenditure variance is due to one employee who has been on leave without pay.

**PART II - MEASURES OF EFFECTIVENESS**

Item 2. Forecasts for 2019 were off by 10% due to the low economic growth rate for 2019. The actual growth rate was 1.0%, while the projection was 1.1%. When the numbers are low, the forecasting error tends to be large.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

No significant variances.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	47.00	41.00	- 6.00	13	47.00	41.00	- 6.00	13	47.00	41.00	- 6.00	13
<b>EXPENDITURES (\$1000's)</b>	375,825	345,942	- 29,883	8	65,858	65,858	+ 0	0	323,297	323,297	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	47.00	41.00	- 6.00	13	47.00	41.00	- 6.00	13	47.00	41.00	- 6.00	13
<b>EXPENDITURES (\$1000's)</b>	375,825	345,942	- 29,883	8	65,858	65,858	+ 0	0	323,297	323,297	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % OF RECOMMENDATIONS MADE ON DEPT REQUESTS					0	NO DATA	- 0	0	0	NO DATA	- 0	0
2. % OF VENDOR PAYMENTS MADE WITHIN 30 DAYS					95	95	+ 0	0	95	95	+ 0	0
3. % OF VAR IN EXP FOR FIXED COSTS COMPARE WITH ALLOT					95	98	+ 3	3	95	95	+ 0	0
4. % OF PAYROLL RELATED HRMS TRANSACTION COMPLETED					100	100	+ 0	0	100	100	+ 0	0
5. % OF USER IT TROUBLE SHOOTING REQUESTS RESONDED					100	95	- 5	5	100	100	+ 0	0
6. % OF PC AND LAN MALFUNCTIONS RESPONDED					100	95	- 5	5	100	100	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. GOVERNOR AND EXECUTIVE AGENCIES					20	20	+ 0	0	20	20	+ 0	0
2. # OF DEPARTMENTAL DIVISIONS AND ATTACHED AGENCY					7	7	+ 0	0	7	7	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF PROGRAM BUDGET REQUESTS REVIEWED					0	NO DATA	- 0	0	0	NO DATA	- 0	0
2. # OF REFERRALS PROCESSED					265	NO DATA	- 265	100	265	NO DATA	- 265	100
3. # OF LEGISLATIVE PROPOSALS REVIEWED FOR THE GOV					1000	NO DATA	- 1000	100	1000	NO DATA	- 1000	100
4. # OF BILLS PASSED BY THE LEG REVIEWED FOR THE GOV					265	72	- 193	73	265	265	+ 0	0
5. AVG # OF DELEGATED CLASSIFICATION ACTIONS					56	89	+ 33	59	56	56	+ 0	0
6. # OF NON-ROUTINE HR CONSULTATIVE SERVICES					400	400	+ 0	0	400	400	+ 0	0
7. NUMBER OF CIP ALLOTMENT REQUESTS REVIEWED					0	606	+ 606	0	0	600	+ 600	0
8. # OF POSITIONS PROVIDING HR SUPPORT					4	4	+ 0	0	4	4	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 05  
BUF 101

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**PROGRAM TITLE: DEPARTMENTAL ADMINISTRATION & BUDGET DIV**

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**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.

The variance in expenditures is due to the Mass Transit Special Fund collections and disbursements being less than budgeted and the unpredictable nature of expenditures for attorney and witness fees.

**PART II - MEASURES OF EFFECTIVENESS**

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

**PART III - PROGRAM TARGET GROUPS**

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

**PART IV - PROGRAM ACTIVITIES**

Items 1-3. No data is available. These measures will be re-evaluated.

Item 4. The variance is due to the COVID-19 pandemic's impact on the 2020 Legislative Session, resulting in a lower-than-planned amount of bills being passed by the Legislature.

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

Item 7. The Budget, Program Planning and Management Division reviewed 606 Capital Improvement Program project allotment requests in FY 20. The planned figure will be updated to reflect projected estimates.

## VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21					
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)  OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%		
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS 1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM					NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
PART III: PROGRAM TARGET GROUP 1. STATE EXECUTIVE BRANCH AGENCIES					20	20	+	0	0	20	20	+	0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 07  
BUF 102

**PROGRAM TITLE: COLLECTIVE BARGAINING STATEWIDE**

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### **PART I - EXPENDITURES AND POSITIONS**

There were no collective bargaining appropriations made to BUF 102 for FY 20 and FY 21

### **PART II - MEASURES OF EFFECTIVENESS**

No data is available and no measures have been developed for this program in FY 20 and FY 21.

### **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 20 and FY 21.

PROGRAM TITLE:

VACATION PAYOUT - STATEWIDE

12/5/20

PROGRAM-ID:

BUF-103

PROGRAM STRUCTURE NO:

11010308

	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	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	1,116	1,116	+ 0	0	8,584	8,584	+ 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	1,116	1,116	+ 0	0	8,584	8,584	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 03 08  
BUF 103

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**PROGRAM TITLE: VACATION PAYOUT - STATEWIDE**

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**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 20 and FY 21.

**PART III - PROGRAM TARGET GROUPS**

No program target groups have been developed for FY 20 and FY 21.

**PART IV - PROGRAM ACTIVITIES**

No program activities have been developed for FY 20 and FY 21.



## 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	23.00	16.00	-	7.00	30	23.00	16.00	-	7.00	30	23.00	16.00	-	7.00	30
EXPENDITURES (\$1000's)	4,947	4,078	-	869	18	1,143	853	-	290	25	3,376	3,342	-	34	1
TOTAL COSTS															
POSITIONS	23.00	16.00	-	7.00	30	23.00	16.00	-	7.00	30	23.00	16.00	-	7.00	30
EXPENDITURES (\$1000's)	4,947	4,078	-	869	18	1,143	853	-	290	25	3,376	3,342	-	34	1
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						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	83	+	11	15	73	83	+	10	14
4. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS						0	0	+	0	0	60	51	-	9	15

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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)

## 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	5.00	5.00	+	0.00	0	5.00	5.00	+	0.00	0	5.00	5.00	+	0.00	0
EXPENDITURES (\$1000's)	904	562	-	342	38	202	181	-	21	10	695	661	-	34	5
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)	904	562	-	342	38	202	181	-	21	10	695	661	-	34	5
						FISCAL YEAR 2019-20					FISCAL YEAR 2020-21				
						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						50	32	-	18	36	100	100	+	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						20000	2550	-	17450	87	200000	200000	+	0	0
PART III: PROGRAM TARGET GROUP															
1. CANDIDATE COMMITTEES						300	499	+	199	66	425	425	+	0	0
2. NON-CANDIDATE COMMITTEES						300	242	-	58	19	300	300	+	0	0
3. STATE OF HAWAII RESIDENTS						1460000	1415872	-	44128	3	1460000	1460000	+	0	0
PART IV: PROGRAM ACTIVITY															
1. NO. OF STATUTORILY REQUIRED REPORTS REVIEWED						1500	1500	+	0	0	4500	4500	+	0	0
2. NO. OF COMMUNICATION OUTREACH TO COMM/RESIDENS						50000	50000	+	0	0	100000	100000	+	0	0
3. NO. OF EDUC/TRG/ASSIST PROV TO COMM/RESIDENTS						75000	75000	+	0	0	125000	125000	+	0	0
4. NO. OF ADVISORY OPINIONS RENDERED						3	1	-	2	67	2	2	+	0	0
5. NO. OF ENFORCEMENT ACTIONS TAKEN						50	32	-	18	36	160	160	+	0	0
6. NO. OF CANDIDATES WHO QUALIFD & REC PUBLIC FUNDING						5	1	-	4	80	30	30	+	0	0
7. NO. OF \$3 HAWAII INCOME TAX CHECK-OFFS						65000	30214	-	34786	54	57000	57000	+	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	0	-	1	100	1	1	+	0	0

# VARIANCE REPORT NARRATIVE

## FY 2020 AND FY 2021

11 01 04 01  
AGS 871

### PROGRAM TITLE: CAMPAIGN SPENDING COMMISSION

#### PART I - EXPENDITURES AND POSITIONS

FY 20: The budgeted amount of expenditures for FY 20 was \$904,000; however, the actual expenditures was \$562,000. The variance is due to an overestimation of the amount of public funding provided to candidate committees and other expenditures. FY 20 was a non-election year; the number of applicants and amount disbursed for public funding are unpredictable and can differ every year.

FY 21, 1st Quarter: The budgeted amount of expenditures for 1st Quarter in FY 21 was overestimated at \$202,000; the actual expenditure was \$181,000, resulting in a variance of 10%.

#### PART II - MEASURES OF EFFECTIVENESS

Item 5 (FY 20): The number of enforcement actions taken to achieve compliance for FY 20 was estimated at 50; however, the actual number of enforcement actions taken was 32. The variance is due to the compliance of committees filing their reports and/or paying their fines timely. The compliance of committees leads to fewer complaints.

Item 7 (FY 20): The amount of public financing provided for FY 20 was estimated at \$20,000; however, the actual amount of public financing provided was \$2,550. The variance is due to the overestimation of the amount of public funds distributed to candidate committees. FY 20 was a non-election year; the amount of public financing distributed to candidate committees are unpredictable and can differ every year.

#### PART III - PROGRAM TARGET GROUPS

Item 1 (FY 20): The number of candidate committees for FY 20 was estimated at 300; however, the actual number of candidate committees registered with the Commission at the end of FY 20 was 499. The variance is due to the underestimation of candidate committees that registered with the Commission. The number of candidates who decides to run in an election or decides to remain registered with the Commission is unpredictable and can differ every year.

Item 2 (FY 20): The number of noncandidate committees for FY 20 was estimated at 300; however, the actual number of noncandidate committees registered with the Commission at the end of FY 20 was 242. The variance is due to the overestimation of noncandidate committees that registered with the Commission. The number of noncandidate committees that decides to register or remain registered with the Commission is unpredictable and can differ every year.

#### PART IV - PROGRAM ACTIVITIES

Item 4 (FY 20): The number of advisory opinions estimated for FY 20 was three (3); however, the actual amount of advisory opinions rendered was one (1). The variance is due to an overestimation of advisory opinions being requested by the public, which we have no control over.

Item 5 (FY 20): The number of enforcement actions taken for FY 20 was estimated at 50; however, the actual number of enforcement actions taken was 32. The variance is due to the compliance of committees filing their reports and/or paying their fines timely. The compliance of committees leads to fewer complaints.

Item 6 (FY 20): The number of candidates who qualified and received public funding for FY 20 was estimated at five (5); however, the actual number of candidates who qualified and received public funding was one (1). The variance is due to the overestimation of candidates who applied and qualified for public funding.

Item 7 (FY 20): The number of \$3 Hawaii Income Tax Check-Offs for FY 20 was estimated at 65,000; however, the actual number of \$3 Hawaii Income Tax Check-Offs was 30,214. The variance is due to the overestimation of the number of \$3 Hawaii Income Tax Check-Offs.

Item 9 (FY 20): The number of campaign spending related bills that were introduced and passed for FY 20 was estimated at one (1); however, the actual number of bills passed was zero (0). The variance is due to the overestimation of bills passing during the legislative session and the unexpected early shut down of the legislative session due to COVID-19.

## 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	18.00	11.00	-	7.00	39	18.00	11.00	-	7.00	39	18.00	11.00	-	7.00	39
EXPENDITURES (\$1000's)	4,043	3,516	-	527	13	941	672	-	269	29	2,681	2,681	+	0	0
TOTAL COSTS															
POSITIONS	18.00	11.00	-	7.00	39	18.00	11.00	-	7.00	39	18.00	11.00	-	7.00	39
EXPENDITURES (\$1000's)	4,043	3,516	-	527	13	941	672	-	269	29	2,681	2,681	+	0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%	
PART II: MEASURES OF EFFECTIVENESS					72	83	+	11	15	73	83	+	10	14	
1. # ELIG PERSONS REGIS AS % TOTAL ELIG TO VOTE					0	0	+	0	0	60	51	-	9	15	
2. # REG VOTERS WHO VOTE AS % OF REGISTERED VOTERS					0	0	+	0	0	100	100	+	0	0	
3. % OF MANUAL AUDIT PRECNTS MATCH COMP GEN RESULTS					0	0	+	0	0	100	100	+	0	0	
4. % POLL BOOK AUDIT PRECNTS MATCH COMP GEN RESULTS					0	0	+	0	0	0	0	+	0	0	
5. # COMPLAINTS & CHALLENGES TO ELECTION SYSTEM					100	100	+	0	0	100	100	+	0	0	
6. # COMPLAINTS FILED & RESLVD AS % TOT COMPL RECD															
PART III: PROGRAM TARGET GROUP					895	895	+	0	0	895	895	+	0	0	
1. RESIDENTS ELIGIBLE TO VOTE (THOUSANDS)															
PART IV: PROGRAM ACTIVITY					760	832	+	72	9	760	832	+	72	9	
1. PRVD VTR REGIS SVCS TO QUAL CITIZENS (000'S)					760	832	+	72	9	760	832	+	72	9	
2. PROVIDE VOTER EDUCATION SERVICES (000'S)					12	12	+	0	0	12	12	+	0	0	
3. PROVIDE VOTER ORIENTATION TO NTRLZD CITS (000'S)															

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 01 04 02  
AGS 879

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**PROGRAM TITLE: OFFICE OF ELECTIONS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures for FY 20 is due to less general fund expenditures.

The variance in expenditures for the first quarter of FY 21 is due to lower than projected expenditures and restrictions on general fund expenditures. The variance in the positions is due to a hiring freeze. The increase in estimated expenditures in the nine (9) months ending June 30, 2021, is due to projected expenses for the 2020 Elections. The variance in positions in FY 21 is lower than projected due to vacant positions.

**PART II - MEASURES OF EFFECTIVENESS**

Item 1. The variances of 15% and 14% in FYs 20-21 are due to the number of turnouts from the 2020 General Voter Registrations.

**PART III - PROGRAM TARGET GROUPS**

No significant changes in variance.

**PART IV - PROGRAM ACTIVITIES**

Item 1. The variance in FY 20-21 is due to the number of turnouts from the 2020 General Voter Registrations.

Item 2. The variance in FY 20-21 is due to the number of turnouts from the 2020 General Voter Registrations.

## 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	471.00	404.00	- 67.00	14	471.00	402.00	- 69.00	15	471.00	389.00	- 82.00	17
EXPENDITURES (\$1000's)	450,535	431,354	- 19,181	4	83,319	80,209	- 3,110	4	354,777	354,781	+ 4	0
TOTAL COSTS												
POSITIONS	471.00	404.00	- 67.00	14	471.00	402.00	- 69.00	15	471.00	389.00	- 82.00	17
EXPENDITURES (\$1000's)	450,535	431,354	- 19,181	4	83,319	80,209	- 3,110	4	354,777	354,781	+ 4	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS					1.5	1.8	+ 0.3	20	1.5	1.62	+ 0.12	8
2. AV LENGTH OF TIME BETWEEN AUDITS					6	6	+ 0	0	6	6	+ 0	0
3. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY					5	5	+ 0	0	5	5	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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 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	401.00	345.00	- 56.00	14	401.00	345.00	- 56.00	14	401.00	349.00	- 52.00	13
EXPENDITURES (\$1000's)	36,688	30,873	- 5,815	16	8,516	5,581	- 2,935	34	24,914	24,914	+ 0	0
TOTAL COSTS												
POSITIONS	401.00	345.00	- 56.00	14	401.00	345.00	- 56.00	14	401.00	349.00	- 52.00	13
EXPENDITURES (\$1000's)	36,688	30,873	- 5,815	16	8,516	5,581	- 2,935	34	24,914	24,914	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RETURNS AUDITED RESULTING IN ADJUSTMENTS					53	84	+ 31	58	53	58	+ 5	9

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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

PROGRAM-ID:

TAX-100

PROGRAM STRUCTURE NO:

11020101

12/5/20

	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	192.00	150.00	- 42.00	22	192.00	150.00	- 42.00	22	192.00	151.00	- 41.00	21
EXPENDITURES (\$1000's)	11,840	10,414	- 1,426	12	2,664	2,048	- 616	23	6,942	6,942	+ 0	0
TOTAL COSTS												
POSITIONS	192.00	150.00	- 42.00	22	192.00	150.00	- 42.00	22	192.00	151.00	- 41.00	21
EXPENDITURES (\$1000's)	11,840	10,414	- 1,426	12	2,664	2,048	- 616	23	6,942	6,942	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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					53	84	+ 31	58	53	58	+ 5	9
3. % INCR/DECR IN TOTAL DELINQUENT TAXES OUTSTANDING					4	1.9	- 2.1	53	4	3.1	- 0.9	23
PART III: PROGRAM TARGET GROUP												
1. NO. OF ACTIVE BUSINESS LICENSES DURING FISCAL YEAR					625000	352660	- 272340	44	625000	350000	- 275000	44
2. TOTAL DELINQUENT TAXES OUTSTANDING DURING THE FY					518	526	+ 8	2	518	552	+ 34	7
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF RETURNS AUDITED					24000	27491	+ 3491	15	24000	28000	+ 4000	17
2. NUMBER OF ASSESSMENTS MADE					17000	23005	+ 6005	35	17000	23000	+ 6000	35
3. TOTAL AMOUNT OF COLLECTION MADE WITH ASSESSMENTS					16	73	+ 57	356	16	73	+ 57	356
4. AMOUNT OF DELINQUENT TAXES COLLECTED					200	220	+ 20	10	200	231	+ 31	16
5. NUMBER OF TAX LIENS FILED					3500	2817	- 683	20	3500	3200	- 300	9
6. NUMBER OF LEVIES PROCESSED					16000	16837	+ 837	5	16000	18000	+ 2000	13

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 01 01  
TAX 100

## PROGRAM TITLE: COMPLIANCE

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### PART I - EXPENDITURES AND POSITIONS

Positions. The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. All of the vacant positions are currently vacant due to E.M. No. 20-08 (Hiring Freeze).

Expenditures. The variance in FY 20 and the first quarter of FY 21 were due to the COVID-19 pandemic. Lower expenditures in payroll were the result of a hiring freeze, an elimination of overtime, and a reduction of temporary assignments. Overall spending was carefully monitored and only essential purchases were allowed.

### PART II - MEASURES OF EFFECTIVENESS

Item 2. The Tax System Modernization (TSM) project automated some of the functions pertaining to data matching discrepancies, resulting in increased returns audited.

Item 3. The decrease in delinquent tax outstanding balance is attributable to the increase of cash collected in addition to uncollectible write-offs.

### PART III - PROGRAM TARGET GROUPS

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

### 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. Increase in communication with taxpayers with balances via new Interactive Voice Response (IVR) system.

Item 5. Due to the COVID-19 pandemic, the number of tax liens filed were reduced. As businesses start to re-open, the number of liens filed will increase.

Item 6. FY 2021 figures is estimated to show an increase in the number of levies processed due to the COVID impact to unemployment.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	128.00	120.00	- 8.00	6	128.00	120.00	- 8.00	6	128.00	120.00	- 8.00	6
<b>EXPENDITURES (\$1000's)</b>	7,154	6,570	- 584	8	1,610	1,364	- 246	15	4,326	4,326	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	128.00	120.00	- 8.00	6	128.00	120.00	- 8.00	6	128.00	120.00	- 8.00	6
<b>EXPENDITURES (\$1000's)</b>	7,154	6,570	- 584	8	1,610	1,364	- 246	15	4,326	4,326	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. AVE BUSINESS DAYS TO DEPOSIT CHECKS FROM TAXPAYERS					8	7	- 1	13	8	7	- 1	13
2. % NON-WORKLISTED REFUNDS COMPLETED IN 45 BUS DAYS					90	90	+ 0	0	90	90	+ 0	0
3. AVERAGE CALL ANSWER RATE					90	82	- 8	9	90	90	+ 0	0
4. AVE CAL DAYS TO RESPOND TO PAPR/ELEC CORRESPNDNCE					10	12	+ 2	20	10	10	+ 0	0
5. % INC/DEC ELECTRONIC FILINGS OVER PRIOR FISCAL YR					10	11	+ 1	10	10	10	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NUMBER OF TAXPAYERS FILING SELECTED KEY RETURNS					1100000	1048884	- 51116	5	1100000	1100000	+ 0	0
2. NUMBER OF CALLERS REQUESTING PERSONAL ASSISTANCE					270000	123000	- 147000	54	270000	125000	- 145000	54
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED					28000	70222	+ 42222	151	28000	30000	+ 2000	7
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF TAX RETURNS FILED					1100000	1048884	- 51116	5	1100000	1000000	- 100000	9
2. NO. TELEPHONE CALLS SERVICED BY CUSTOMER SVC REP					125000	123000	- 2000	2	125000	125000	+ 0	0
3. NO. OF PAPER & ELECTRONIC CORRESPONDENCE RECEIVED					27000	70222	+ 43222	160	27000	30000	+ 3000	11

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 01 03  
TAX 105

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**PROGRAM TITLE: TAX SERVICES AND PROCESSING**

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**PART I - EXPENDITURES AND POSITIONS**

Positions. The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. All of the vacant positions are currently vacant due to E.M. No. 20-08 (Hiring Freeze).

Expenditures. The variance in the first quarter of FY 21 were due to the COVID-19 pandemic. Lower expenditures in payroll were the result of a hiring freeze, an elimination of overtime and a reduction of temporary assignments. Overall spending was carefully monitored and only essential purchases were allowed.

**PART II - MEASURES OF EFFECTIVENESS**

Item 1. An increase in electronic payments allowed faster processing for paper payments.

Item 3. The average call answer rate declined in the last four months of FY 20 due to the office being closed to walk-in traffic, which caused calls and web messaging to increase.

Item 4. The correspondence processing time increased because of volume increase due to the office being closed to walk-in traffic.

Item 5. E-filing increase is due to E-filing mandate for monthly GE and TA filers as well as office being closed to walk in traffic.

**PART III - PROGRAM TARGET GROUPS**

Item 2. Planned number of callers was based upon unusual and heavy call volume from prior year.

Item 3. Correspondence increased due to office being closed to walk in traffic.

**PART IV - PROGRAM ACTIVITIES**

Item 3. The increase in communications from taxpayers is due to the office being closed to walk-in traffic, as well as concerns by taxpayers on filing options during the office closure.

## 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	81.00	75.00	- 6.00	7	81.00	75.00	- 6.00	7	81.00	78.00	- 3.00	4
EXPENDITURES (\$1000's)	17,694	13,889	- 3,805	22	4,242	2,169	- 2,073	49	13,646	13,646	+ 0	0
TOTAL COSTS												
POSITIONS	81.00	75.00	- 6.00	7	81.00	75.00	- 6.00	7	81.00	78.00	- 3.00	4
EXPENDITURES (\$1000's)	17,694	13,889	- 3,805	22	4,242	2,169	- 2,073	49	13,646	13,646	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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	365	+ 224	159
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					12	2	- 10	83	12	15	+ 3	25

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 01 04  
TAX 107

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**PROGRAM TITLE: SUPPORTING SERVICES - REVENUE COLLECTION**

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**PART I - EXPENDITURES AND POSITIONS**

Positions: The Department of Taxation continues to face constant turnovers due to resignations, transfers, retirements, and promotions of employees. All of the vacant positions are currently vacant due to E.M. No. 20-08 (Hiring Freeze).

Expenditures. The variance in FY 20 and the first quarter of FY 21 were due to the COVID-19 pandemic. Lower expenditures in payroll were the result of a hiring freeze, an elimination of overtime and a reduction of temporary assignments. Overall spending was carefully monitored and only essential purchases were allowed.

**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. For FY 20, there were only two tax law changes. The reason for the large discrepancy in planned versus actual is that due to the COVID-19 pandemic, the Legislature suspended its regular session in March and heard very few bills when it reconvened in May and June.

For FY 21, we estimate that there will be 15 tax law changes because many tax bills were not heard in the previous regular session of the Legislature.



## 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	46.00	38.00	-	8.00	17	46.00	36.00	-	10.00	22	46.00	40.00	-	6.00	13
EXPENDITURES (\$1000's)	4,408	3,831	-	577	13	932	757	-	175	19	2,646	2,650	+	4	0
TOTAL COSTS															
POSITIONS	46.00	38.00	-	8.00	17	46.00	36.00	-	10.00	22	46.00	40.00	-	6.00	13
EXPENDITURES (\$1000's)	4,408	3,831	-	577	13	932	757	-	175	19	2,646	2,650	+	4	0
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY						5	5	+	0	0	5	5	+	0	0
2. AV LENGTH OF TIME BETWEEN AUDITS						6	6	+	0	0	6	6	+	0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: FISCAL PROCEDURES AND CONTROL**

**11 02 02**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

(See Lowest Level Programs for Explanation of Variances)

PROGRAM TITLE:

ACCOUNTING SYSTEM DEVELOPMENT &amp; MAINTENANCE

12/5/20

PROGRAM-ID:

AGS-101

PROGRAM STRUCTURE NO:

11020201

	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	9.00	7.00	-	2.00	22	9.00	7.00	-	2.00	22	9.00	7.00	-	2.00	22
EXPENDITURES (\$1000's)	1,075	644	-	431	40	242	148	-	94	39	428	445	+	17	4
TOTAL COSTS															
POSITIONS	9.00	7.00	-	2.00	22	9.00	7.00	-	2.00	22	9.00	7.00	-	2.00	22
EXPENDITURES (\$1000's)	1,075	644	-	431	40	242	148	-	94	39	428	445	+	17	4
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % PROJECTS COMPL FOR NEW SYSTEMS/ENHANCE-GOAL 75%					75	80	+	5	7	75	75	+	0	0	
2. % PROJECTS COMPL FOR ACCTG MANUALS/FORMS-GOAL 80%					80	90	+	10	13	80	80	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. NO. OF REQUESTS TO DEV NEW SYSTEMS/MODIFY EXISTING					30	26	-	4	13	30	30	+	0	0	
2. NO. REQUESTS NEW/CHANGES TO ACCOUNTNG MANUALS/FORM					8	9	+	1	13	8	8	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. NO. OF HOURS - DEV OF NEW SYTEMS/MODIFY EXISTING					11600	8320	-	3280	28	11600	9152	-	2448	21	
2. NO. OF HOURS - MAINT/MGMT ACCOUNTING MANUALS/FORMS					400	320	-	80	20	400	360	-	40	10	

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 02 01  
AGS 101

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**PROGRAM TITLE: ACCOUNTING SYSTEM DEVELOPMENT & MAINTENANCE**

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**PART I - EXPENDITURES AND POSITIONS**

The position variances for FY 20 and the first quarter of FY 21 are due to vacant positions as a result of the hiring freeze. There were two vacant full-time and three temporary positions at the end of the first quarter of FY 21. Those vacancies are projected to remain vacant for the rest of the fiscal year.

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

**PART II - MEASURES OF EFFECTIVENESS**

Positive variances for measures of effectiveness were due to the lower number of systems enhancements (Part III), resulting in a higher completion percentage than projected.

**PART III - PROGRAM TARGET GROUPS**

Variances for program target groups existed. For Systems Development and Modifications (Item #1), the lower than expected number of requests was attributed to stability of the systems ahead of the upcoming FMS (Financial Management System) modernization project. For Manuals and Forms (Item #2), there was one more request than projected.

**PART IV - PROGRAM ACTIVITIES**

Items 1 and 2: The variances in FY 20 and projected FY 21 are due to the vacant positions compared to budget.

## 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	17.00	13.00	-	4.00	24	17.00	12.00	-	5.00	29	17.00	16.00	-	1.00	6
EXPENDITURES (\$1000's)	1,411	1,398	-	13	1	270	270	+	0	0	965	965	+	0	0
TOTAL COSTS															
POSITIONS	17.00	13.00	-	4.00	24	17.00	12.00	-	5.00	29	17.00	16.00	-	1.00	6
EXPENDITURES (\$1000's)	1,411	1,398	-	13	1	270	270	+	0	0	965	965	+	0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%	
PART II: MEASURES OF EFFECTIVENESS															
1. AV IN-HSE TIME FOR PAYMTS TO VENDORS-GOAL 5 WK DAY					5	5	+	0	0	5	5	+	0	0	
2. % OF LATE PAYMENTS-GOAL 5% STATEWIDE					8	11	+	3	38	8	8	+	0	0	
3. % OF PAYMT VOUCHER PROCESSED W/ NO ERRORS-GOAL 90%					99	99	+	0	0	99	99	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. NO. OF PAYMENT VOUCHERS PROCESSED (IN THOUSANDS)					77	74	-	3	4	77	77	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. NO. OF CONTRACTS EXAMINED					1300	1200	-	100	8	1300	1300	+	0	0	
2. NO. OF PAYCHECKS ISSUED (IN THOUSANDS)					205	112	-	93	45	205	110	-	95	46	
3. NO. OF CHECKS (NON-PAYROLL) ISSUED (IN THOUSANDS)					540	451	-	89	16	540	540	+	0	0	
4. NO. OF PAYMENTS MADE ELECTRONICALLY (IN THOUSANDS)					590	3798	+	3208	544	590	2500	+	1910	324	

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 02 02  
AGS 102

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**PROGRAM TITLE: EXPENDITURE EXAMINATION**

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**PART I - EXPENDITURES AND POSITIONS**

For FY 20, the variance in position counts are the result of four vacancies and recruitment has been suspended as of April 2020.

For FY 21, the variance in position counts resulted from open vacancies that are currently in recruitment.

**PART II - MEASURES OF EFFECTIVENESS**

Item 2: The variance is due to late processing by departments, compounded by office closures due to COVID-19.

**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.

## VARIANCE REPORT

	FISCAL YEAR 2019-20					THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21					
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)  OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
	13.00	12.00	-	1.00	8	13.00	11.00	-	2.00	15	13.00	11.00	-	2.00	15
	993	993	+	0	0	211	210	-	1	0	739	645	-	94	13
	13.00	12.00	-	1.00	8	13.00	11.00	-	2.00	15	13.00	11.00	-	2.00	15
	993	993	+	0	0	211	210	-	1	0	739	645	-	94	13
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						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	4666	-	334	7	5000	5000	+	0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 02 03  
AGS 103

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### **PROGRAM TITLE: RECORDING AND REPORTING**

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#### **PART I - EXPENDITURES AND POSITIONS**

The position variances for FY 20 are due to one position vacant since May 2019 and not being able to hire because of a hiring freeze. The position variance for first quarter of FY 21 and last three quarters of FY 21 are due to two (2) vacant positions, the second vacant in August 2020 and will remain vacant until the hiring freeze is lifted.

There is no variance in FY 20 total expenditures.

The variance in expenditures for the nine months ending June 30, 2021, 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 20 is due to fewer number of allotment documents processed than what was projected.



## VARIANCE REPORT

	FISCAL YEAR 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21						
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)  OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14
	929	796	-	133	14	209	129	-	80	38	514	595	+	81	16
	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14	7.00	6.00	-	1.00	14
	929	796	-	133	14	209	129	-	80	38	514	595	+	81	16
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. NO. OF STATUTORY AUDITS COMP AS % OF TOTAL PLANNED					100	100	+	0	0	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	18	+	7	64	

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 02 04  
AGS 104

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### **PROGRAM TITLE: INTERNAL POST AUDIT**

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#### **PART I - EXPENDITURES AND POSITIONS**

The variances in expenditures and positions for FY 20 is primarily due to one (1) vacant permanent supervisory position for the entire fiscal year and one (1) vacant temporary supervisory position, which was vacant in May and June 2020.

The variances in expenditures and positions for the 1st quarter of FY 2020-21 is primarily due to one (1) vacant permanent supervisory audit position and one (1) vacant temporary supervisory position. Both supervisory audit positions will not be filled because of the State's hiring freeze. The variance in expenditures for the nine months ending June 30, 2021, is primarily due to shift of unspent funding from the first three months ending September 30, 2020.

#### **PART II - MEASURES OF EFFECTIVENESS**

No variances to report.

#### **PART III - PROGRAM TARGET GROUPS**

No variances to report.

#### **PART IV - PROGRAM ACTIVITIES**

The acting administrator performed more desk reviews than in the past. In addition, there were a few more audits completed than in past years.

## 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	24.00	21.00	- 3.00	13	24.00	21.00	- 3.00	13	24.00	0.00	- 24.00	100
EXPENDITURES (\$1000's)	409,439	396,650	- 12,789	3	73,871	73,871	+ 0	0	327,217	327,217	+ 0	0
TOTAL COSTS												
POSITIONS	24.00	21.00	- 3.00	13	24.00	21.00	- 3.00	13	24.00	0.00	- 24.00	100
EXPENDITURES (\$1000's)	409,439	396,650	- 12,789	3	73,871	73,871	+ 0	0	327,217	327,217	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS					1.5	1.8	+ 0.3	20	1.5	1.62	+ 0.12	8
2. % TREASURY TRANSACTNS UNRECONCILED AFTER 30 DAYS					10	38	+ 28	280	10	28	+ 18	180

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: FINANCIAL ADMINISTRATION**

**11 02 03**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

(See Lowest Level Programs for Explanation of Variances)

## VARIANCE REPORT

	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	24.00	21.00	-	3.00	13	24.00	21.00	-	3.00	13	24.00	0.00	-	24.00	100
EXPENDITURES (\$1000's)	13,900	13,044	-	856	6	2,411	2,411	+	0	0	11,370	11,370	+	0	0
TOTAL COSTS															
POSITIONS	24.00	21.00	-	3.00	13	24.00	21.00	-	3.00	13	24.00	0.00	-	24.00	100
EXPENDITURES (\$1000's)	13,900	13,044	-	856	6	2,411	2,411	+	0	0	11,370	11,370	+	0	0
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%
PART II: MEASURES OF EFFECTIVENESS															
1. AV ANN RATE OF RETURN ON STATE TREASRY INVSTMTS						1.5	1.8	+	0.3	20	1.5	1.62	+	0.12	8
2. % TREASURY TRANSACTNS UNRECONCILED AFTER 30 DAYS						10	38	+	28	280	10	28	+	18	180
3. % INCR IN NEW UNCLAIMED PROP HOLDER REPTS FILED						10	11	+	1	10	10	5	-	5	50
4. % INCR IN UNCLAIMED PROPERTY AMOUNTS REPORTED						1	7	+	6	600	1	5	+	4	400
5. % INC IN RETURNS OF UNCLMD PROP TO RIGHTFUL OWNERS						5	55	+	50	1000	5	10	+	5	100
PART III: PROGRAM TARGET GROUP															
1. STATE DEPARTMENTS						20	20	+	0	0	20	20	+	0	0
2. STATE INVESTMENT ACCOUNTS						8	9	+	1	13	8	9	+	1	13
3. STATE FUND INVESTMENTS (\$ MILLIONS)						6800	5902	-	898	13	6800	5607	-	1193	18
4. LOCAL AND MAINLAND FINANCIAL INSTITUTIONS						14	12	-	2	14	14	12	-	2	14
5. UNCLAIMED PROPERTY HOLDERS						19000	20213	+	1213	6	19000	20800	+	1800	9
6. OWNERS OF UNCLAIMED PROPERTY						1600000	1792861	+	192861	12	1600000	1800000	+	200000	13
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	7311	-	489	6	7800	6726	-	1074	14
3. NO. OF STATE AGENCY ACCOUNTS SERVICED						365	365	+	0	0	365	365	+	0	0
4. NO. OF UNCLAIMED PROPERTY CLAIMS PAID						15000	13598	-	1402	9	15000	14000	-	1000	7
5. AMOUNT OF UNCLAIMED PROPERTY CLAIMS PAID (000'S)						11000	11008	+	8	0	11000	11000	+	0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 03 01  
BUF 115

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**PROGRAM TITLE: FINANCIAL ADMINISTRATION**

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**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.

The variance in expenditures is largely due to personnel turnover and general fund restrictions.

**PART II - MEASURES OF EFFECTIVENESS**

Item 1. The variance is due to the fact that investment yields result from current market conditions, which cannot be predicted. Additionally, the planned number is an estimate from two years ago.

Item 2. The variance is primarily due to certain transactions not being recorded in the Financial Accounting and Management System (FAMIS). The agencies involved are working to resolve this issue.

Item 4. The variance is due to the increase in holder reports and holder compliance received by Unclaimed Property (UP).

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

**PART III - PROGRAM TARGET GROUPS**

Item 2. The variance is due to the State adding a new investment broker.

Item 3. A decrease in the amount invested from the planned, which is an estimate from two years ago.

Item 4. The variance is due to the State using fewer financial institutions than planned.

Item 6. The variance is due to the increase in holder reports and holder compliance received by UP.

**PART IV - PROGRAM ACTIVITIES**

There are no significant variances to report for the program activities.

## 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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	395,539	383,606	- 11,933	3	71,460	71,460	+ 0	0	315,847	315,847	+ 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)	395,539	383,606	- 11,933	3	71,460	71,460	+ 0	0	315,847	315,847	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 02 03 03  
BUF 721

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### **PROGRAM TITLE: DEBT SERVICE PAYMENTS - STATE**

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#### **PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures is due to making lower-than-projected debt service payments in 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 20 and FY 21.

#### **PART IV - PROGRAM ACTIVITIES**

No program activities have been developed for FY 20 and FY 21.



## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	1,340.78	1,153.28	- 187.50	14	1,338.78	1,137.78	- 201.00	15	1,338.78	1,157.28	- 181.50	14
<b>EXPENDITURES (\$1000's)</b>	1,666,593	1,589,777	- 76,816	5	409,947	240,675	- 169,272	41	1,289,789	1,046,398	- 243,391	19
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	1,340.78	1,153.28	- 187.50	14	1,338.78	1,137.78	- 201.00	15	1,338.78	1,157.28	- 181.50	14
<b>EXPENDITURES (\$1000's)</b>	1,666,593	1,589,777	- 76,816	5	409,947	240,675	- 169,272	41	1,289,789	1,046,398	- 243,391	19
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES					5400	5547	+ 147	3	5410	5562	+ 152	3
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	122.9	+ 22.9	23	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	37747	- 12253	25	50000	45000	- 5000	10
5. AV LENGTH OF TIME TO PROCESS PROP LOSS CLAIM REQ					15	14	- 1	7	15	15	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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

PROGRAM-ID:

ATG-100

12/5/20

PROGRAM STRUCTURE NO:

110301

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 EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)												
	420.78	361.78	- 59.00	14	418.78	356.28	- 62.50	15	418.78	356.78	- 62.00	15
	73,322	55,324	- 17,998	25	17,975	11,684	- 6,291	35	53,924	60,215	+ 6,291	12
	420.78	361.78	- 59.00	14	418.78	356.28	- 62.50	15	418.78	356.78	- 62.00	15
	73,322	55,324	- 17,998	25	17,975	11,684	- 6,291	35	53,924	60,215	+ 6,291	12
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # OF CASES SETTLED, TRIED OR DECIDED					15000	15656	+ 656	4	15000	25720	+ 10720	71
2. # OF INVESTIGATIONS COMPLETED					5000	5360	+ 360	7	5000	5400	+ 400	8
3. # LEGAL OPINIONS & ADVICE ISSUED					2200	52035	+ 49835	2265	2200	51548	+ 49348	2243
4. #CONTRACTS, RULES REVIEWED AND/OR APPROVED					4617	6751	+ 2134	46	4617	7017	+ 2400	52
5. # OF LEGISLATIVE BILLS REVIEWED					8000	8705	+ 705	9	8000	8000	+ 0	0
6. \$ AMOUNT OF JUDGMENTS COLLECTED FOR THE STATE					31000	40947	+ 9947	32	21000	22500	+ 1500	7
7. CIV RECOVERIES DIV EFF RATNG:COLL OVER EXPENSE (%)					12	5	- 7	58	12	11	- 1	8
PART III: PROGRAM TARGET GROUP												
1. EMPLOYEES AND OFFICERS OF STATE GOVERNMENT					73000	73000	+ 0	0	73000	73000	+ 0	0
2. PEOPLE OF HAWAII (MILLIONS)					1.3	1.4	+ 0.1	8	1.3	1.3	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # HOURS-PREP/APPR FOR ADMIN HRG, PUB MTG, CT APP					78000	72535	- 5465	7	78000	73000	- 5000	6
2. # HOURS - LEGAL RESEARCH, FACT GATHERING/DISCOVERY					82000	83544	+ 1544	2	82000	83000	+ 1000	1
3. # HOURS-LEGAL OPINIONS, ADVICE ISSUED					31000	33422	+ 2422	8	31000	33000	+ 2000	6
4. # HOURS-REVIEW, APPROVAL OF RULES					30000	32625	+ 2625	9	30000	30000	+ 0	0
5. # HOURS-MATTERS RELATING TO CONTRACTS					12000	13444	+ 1444	12	12000	13000	+ 1000	8
6. # HOURS-MATTERS RELATING TO LEGISLATION					12000	11850	- 150	1	12000	12000	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 01  
ATG 100

## PROGRAM TITLE: LEGAL SERVICES

### PART I - EXPENDITURES AND POSITIONS

FY 20 vacancies were due to a combination of positions filled by 89-day hires and positions that are in recruitment.

FY 21 first quarter: The total position variance was due to a combination of vacant positions 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 to update the minimum qualifications.

FY 20 expenditures in variance were due to grant funds that were supposed to be appropriated but not received. In FY 20, \$17 million plus was appropriated, and similarly, FY 21 was appropriated grant funds in the amount of \$15 million. Neither grant funds have been received yet as of the first quarter of the current year.

### PART II - MEASURES OF EFFECTIVENESS

Item 3: FY 20 number 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. The variance for FY 21 is due to the same issue.

Item 4: FY 20 number of contracts and rules reviewed and approved saw a significant increase in activity from the Department of Labor and Industrial Relations due to Grants-in-Aid assigned to them and increases in activity from the Departments of Land and Natural Resources, Public Safety, and Housing. We anticipate this trend to continue.

Item 6: For FY 20 amount of judgements collected for the State, almost \$10 million over the planned amount was attributable to the collection of back rent for Airports.

Item 7: FY 20 costs to collect funds at only 5% was due to the funds above expectations resulting in the lower %.

### PART III - PROGRAM TARGET GROUPS

No significant variance.

### PART IV - PROGRAM ACTIVITIES

Item 5: Due to increased contract activity for several departments, the hours are increasing.

	FISCAL YEAR 2019-20					THREE MONTHS ENDED 09-30-20					NINE MONTHS ENDING 06-30-21						
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)  OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%		
	167.00	128.00	-	39.00	23	167.00	126.00	-	41.00	25	167.00	126.00	-	41.00	25		
	43,621	38,212	-	5,409	12	13,393	9,619	-	3,774	28	27,825	30,172	+	2,347	8		
	167.00	128.00	-	39.00	23	167.00	126.00	-	41.00	25	167.00	126.00	-	41.00	25		
	43,621	38,212	-	5,409	12	13,393	9,619	-	3,774	28	27,825	30,172	+	2,347	8		
						FISCAL YEAR 2019-20					FISCAL YEAR 2020-21						
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%		
PART II: MEASURES OF EFFECTIVENESS																	
1. % OF NETWORK INFRASTRUCTURE UPTIME						99.9	99.9	+		0	0	99.9	99.9	+		0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: INFORMATION TECH & COMMUNICATION SVCS**

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**11 03 02**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

(See Lowest Level Programs for Explanation of Variances)

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	42.00	36.00	- 6.00	14	42.00	35.00	- 7.00	17	42.00	35.00	- 7.00	17
<b>EXPENDITURES (\$1000's)</b>	25,084	20,740	- 4,344	17	8,386	7,464	- 922	11	16,646	16,141	- 505	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	42.00	36.00	- 6.00	14	42.00	35.00	- 7.00	17	42.00	35.00	- 7.00	17
<b>EXPENDITURES (\$1000's)</b>	25,084	20,740	- 4,344	17	8,386	7,464	- 922	11	16,646	16,141	- 505	3
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. # OF PAGE VIEWS ON THE STATE'S WEBSITES (MILLIONS)					50.9	69.5	+ 18.6	37	55.4	78.4	+ 23	42
2. # OF PAGE VIEWS ON THE OPEN DATA PORTAL(THOUSANDS)					299	136	- 163	55	374	154	- 220	59
3. # OF DOCUMENTS ELECTRONICALLY SIGNED (THOUSANDS)					300	424	+ 124	41	350	467	+ 117	33
<b>PART III: PROGRAM TARGET GROUP</b>												
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)					12	16	+ 4	33	12	19	+ 7	58
<b>PART IV: PROGRAM ACTIVITY</b>												
1. TOTAL NO. OF ENTERPRISE APPLICATIONS SUPPORTED					205	205	+ 0	0	205	205	+ 0	0
2. TOTAL # OF WEBSITES SUPPORTED					499	524	+ 25	5	504	530	+ 26	5
3. TOTAL # DATASETS PUBLISHED TO THE OPEN DATA PORTAL					784	720	- 64	8	868	1048	+ 180	21

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 02 01  
AGS 130

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**PROGRAM TITLE: ENT TECH SVCS - GOVERNANCE & INNOVATION**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in FY 20 and FY 21 position count is due to the restrictions in filling vacant positions due to the COVID-19 pandemic and the variance in expenditures is due to no collections made in the programs U-Fund. The program is currently working on establishing rates for U fund collection in future years.

**PART II - MEASURES OF EFFECTIVENESS**

Item #1 - The increased number of page views has been directly impacted by the State's Safe Travels website, which is mandatory for all travelers to use for entering the State under quarantine orders. The availability of additional online services and websites with important information in regards to the coronavirus pandemic has also contributed to the increase.

Item #2 - The number of page views has declined most likely due to the lack of new or updated data sets provided by the departments, which discourages users to return to the website. There has also been a delay in the posting of the 2019 financial transparency data caused by the transition of the data portal to a new vendor and platform.

Item #3 - The increase in the number of documents electronically signed has been directly impacted by the COVID-19 pandemic and the surge of telework. The service is being heavily relied on to facilitate the signing of documents securely and legally through the web. Workers can continue to process documents that require signatures without the need to print, manually route, or wet sign, keeping essential business processes timely and flowing.

**PART III - PROGRAM TARGET GROUPS**

Item #3 - The increase in the number of unique visitors has been directly impacted by the State's Safe Travels website, which is mandatory for all travelers to use for entering the state under quarantine orders. The availability of additional online services and websites with important

information in regards to the coronavirus pandemic has also contributed to the increase.

**PART IV - PROGRAM ACTIVITIES**

Item #3 - The estimated number of published datasets has a variance larger than 10% in FY 21 because we migrated to another Open Data vendor, and datasets are counted in a different manner. Harvested datasets from the ESRI (Environmental Systems Research Institute) platform are now being included in the total count.



## 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	125.00	92.00	-	33.00	26	125.00	91.00	-	34.00	27	125.00	91.00	-	34.00	27
EXPENDITURES (\$1000's)	18,537	17,472	-	1,065	6	5,007	2,155	-	2,852	57	11,179	14,031	+	2,852	26
TOTAL COSTS															
POSITIONS	125.00	92.00	-	33.00	26	125.00	91.00	-	34.00	27	125.00	91.00	-	34.00	27
EXPENDITURES (\$1000's)	18,537	17,472	-	1,065	6	5,007	2,155	-	2,852	57	11,179	14,031	+	2,852	26

					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
					PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%
PART II: MEASURES OF EFFECTIVENESS														
1.	REQ FOR IP SVCS CMP WITHIN TIMEFRAME AS %TTL CMP				83	83	+	0	0	83	83	+	0	0
2.	% OF MAINFRAME PRODUCTION JOBS RUN AS SCHEDULED				99	99	+	0	0	99	99	+	0	0
3.	MFRAME PROD JOBS RERUN AS % OF TTL MFRAME PROD JOB				.18	.17	-	0.01	6	.18	.18	+	0	0
4.	MAINFRAME DOWNTIME AS % OF TOTAL OPERATIONAL TIME				.12	.12	+	0	0	.12	.12	+	0	0
5.	# TROUBLE CALLS RESOLVED AS % CALLS RECD BY NCU				98	98	+	0	0	98	98	+	0	0
6.	% OF NETWORK INFRASTRUCTURE UPTIME				99.9	99.9	+	0	0	99.9	99.9	+	0	0
7.	# OF CYBER SECURITY ATTACKS BLOCKED (IN MILLION)				285	850	+	565	198	290	18000	+	17710	6107
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	550	-	100	15	650	550	-	100	15
2.	TOTAL # OF APPLICATIONS MAINTAINED	72	72	+	0	0	72	72	+	0	0
3.	AVERAGE MO CALL VOLUME REC'D BY ASSISTANCE CNTR	600	375	-	225	38	600	500	-	100	17
4.	TOTAL NO. OF VIDEO CONF HOURS SCHEDULED	2000	1670	-	330	17	2000	1500	-	500	25
5.	# MICROWAVE RADIO LINKS & SITES ADDED OR UPGRADED	50	88	+	38	76	15	14	-	1	7
6.	AV MO VOL OF DATA BACKED UP FOR OFFSITE STORAGE	140	150	+	10	7	154	150	-	4	3
7.	TOTAL NUMBER OF EXEC BR E-MAIL ACCOUNTS ADMINSTRD	12464	12754	+	290	2	12713	13009	+	296	2
8.	TOTAL NUMBER OF CYBER SECURITY ALERTS BROADCAST	100	144	+	44	44	100	150	+	50	50
9.	TOTAL NO. OF CYBER SECURITY INCIDENT NOTICES	800	896	+	96	12	800	900	+	100	13
10.	TOTAL # OF USER TRAINING SESSIONS HELD	150	150	+	0	0	150	150	+	0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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## **PROGRAM TITLE: ENT TECH SVCS - OPER & INFRASTRUCTURE MNTNCE**

### **PART I - EXPENDITURES AND POSITIONS**

The variance in FY 20 and FY 21 position count is due to the restrictions in filling vacant positions due to the COVID-19 pandemic. The variance in FY 21 expenditures is due to the 1/4 distribution of the program's budget per quarter. Due to the pandemic the operational expenditure plan (OEP), which would have allocated funds according to operational needs in the corresponding quarters, was postponed. Unused funds will be carried forward and expended in appropriate quarters.

### **PART II - MEASURES OF EFFECTIVENESS**

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. State agencies have also deployed new Internet facing services that are subject to cyber attacks. The reported numbers provided reflects the increased effort to address these threats.

### **PART III - PROGRAM TARGET GROUPS**

There are no significant variances in the program target groups.

### **PART IV - PROGRAM ACTIVITIES**

Item #1 - Number of devices in the State's data center decreased due to the decommissioning of equipment. More reliance on cloud platform, resulting in no new/purchased equipment (i.e., servers) in the data center.

Item #3 - Call Volume dropped for network, telephone/voice, VCC (Video Conference Center), and microwave problems. A factor to this drop maybe due to State employees not being in the office because of COVID-19 telework option, fewer VCC calls due to the software no longer being operational, and fewer network problems since it is more redundant.

Item #4 - The VCC software is no longer operational. More usage of

ZOOM, TEAMS, etc., as the mode of conferencing and holding meetings.

Item #5 - Contract awarded sooner than expected, resulting in the ability to upgrade more sites than originally expected.

Item #8 - ETS provided more broadcast notices due to both an increase in known risks and collaboration between federally supported partners and the State.

Item #9 - The number of cyber security incident notices has risen due to an increasing number of detected incidents on the State's network.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	19.00	17.00	- 2.00	11	19.00	18.00	- 1.00	5	19.00	18.00	- 1.00	5
<b>EXPENDITURES (\$1000's)</b>	1,823	1,605	- 218	12	230	206	- 24	10	1,334	625	- 709	53
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	19.00	17.00	- 2.00	11	19.00	18.00	- 1.00	5	19.00	18.00	- 1.00	5
<b>EXPENDITURES (\$1000's)</b>	1,823	1,605	- 218	12	230	206	- 24	10	1,334	625	- 709	53
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. NO. OF APPROVED RECORDS RETENTION SCHEDULES					5400	5547	+ 147	3	5410	5562	+ 152	3
2. % OF STORAGE CAPACITY FILLED AT RECORDS CENTER					80	55	- 25	31	80	60	- 20	25
3. % REC DESTROYED AT REC CTR % TOT REC ELIG FOR DEST					80	77	- 3	4	80	0	- 80	100
4. NO. OF RECORDS IN ARCHIVES (CUBIC FEET)					11430	11926	+ 496	4	11455	12300	+ 845	7
5. NO. OF RECORDS AVAILABLE ONLINE FOR RESEARCH					555000	350944	- 204056	37	670000	500000	- 170000	25
<b>PART III: PROGRAM TARGET GROUP</b>												
1. STATE USER AGENCIES					125	124	- 1	1	125	124	- 1	1
2. # OF CUSTOMERS SERVICED AT HISTORICAL REC BR					7800	4994	- 2806	36	7600	5000	- 2600	34
3. # OF REC AT STATE REC CTR ELIG FOR DISPOS DUR FY					3000	8370	+ 5370	179	3000	3208	+ 208	7
4. # ONLINE USERS ACCESSING ARCHIVES CATALOG/WEBSITE					440000	37801	- 402199	91	450000	50000	- 400000	89
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF CUBIC FEET OF RECORDS STORED					46000	30884	- 15116	33	46000	32000	- 14000	30
2. NUMBER OF RECORDS SERIES SCHEDULED/REVISED					15	186	+ 171	1140	15	15	+ 0	0
3. NUMBER OF RECORDS REQ RETRIEVED BY RECORDS CENTER					1100	9419	+ 8319	756	1100	2500	+ 1400	127
4. NUMBER OF CU FT OF RECORDS DISPOSED BY REC CENTER					2400	6355	+ 3955	165	2400	0	- 2400	100
5. SVC CUSTOMERS AT HIST REC BR (# OF RETRIEVALS)					18000	24448	+ 6448	36	17000	24000	+ 7000	41
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					55	0	- 55	100	60	50	- 10	17
8. COLLECT/PRES PERM/HIST REC OF STATE GOV					40	366	+ 326	815	25	200	+ 175	700
9. # RECORDS SCANNED FOR ONLINE ACCESS DURING THE YR					30000	49079	+ 19079	64	30000	200000	+ 170000	567
10. NUMBER OF REC UPLOADED TO INTERNET FOR ONLINE ACC					100000	180	- 99820	100	120000	40000	- 80000	67

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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## PROGRAM TITLE: ARCHIVES - RECORDS MANAGEMENT

### PART I - EXPENDITURES AND POSITIONS

Variance in position number is due to one unfunded position that resulted from the current budget reductions. Until funding is restored, the position will remain vacant. Expenditure variance is a result of uncertainty over our current fiscal year budget and the resulting delay in needed purchases until a clearer understanding of the fiscal situation in FY 21 has been provided.

### PART II - MEASURES OF EFFECTIVENESS

Items 1: The Department of Commerce and Consumer Affairs; University of Hawaii, and Departments of Business, Economic Development and Tourism (DBEDT), Budget and Finance, Labor and Industrial Relations, Health, and Land and Natural Resources updated their existing schedules or created new retention schedules. Sixteen General Retention schedule items were also updated to reflect upgrades to the State's time and attendance information infrastructure.

Items 2: The COVID-19 pandemic has prevented State agencies from storing records at the State Records Center due to work from home orders and digitization of some records to meet their need to access remotely.

Item 3: Retention extensions were requested by the Departments of Accounting and General Services and Human Services and DBEDT.

Item 4: Increase in permanent record transfer due to Records Management Branch outreach and training workshops on record retention.

Item 5: Multiple ongoing digitization projects that will allow us to be able to upload more online content for researchers. Digital Catalog is close to being released this current fiscal year, which will include the microfilms and several other projects.

### PART III - PROGRAM TARGET GROUPS

Item 1: Total number of users was corrected with the addition of agencies storing master microfilms in the microfilm Vault.

Item 2: Outreach programs and efforts to bring awareness of the Archives have increased traffic to the State Archives steadily. FY 20 numbers has decreased dramatically due to the pandemic and weeding out the volunteer check-ins from Hoaloha, our patron registration system. With no determined end date for the pandemic and without knowing if Iolani Palace grounds will open back on a regular schedule, access to the physical building will be affected.

Item 3: To lower the cost of shredding, records destruction is conducted every two years. This total number of records destroyed are records eligible for destruction in current and previous fiscal years.

Item 4: As per digitization efforts, upload of digitized records and information about outreach programs and efforts has driven more traffic to our website. With the plan to release the Digital Catalog and increased scanning and proofing of records, the increased availability of records should bring more traffic to our online presence. Plans to include statistic tracking on the Digital Catalog should help track better statistics.

### PART IV - PROGRAM ACTIVITIES

Item 1: The mass destruction of expired records three (3) fiscal years ago created a mass vacancy at the State Records Center. As agencies have been informed about this availability, transfers have been occurring and the space is slowly starting to fill again but the pandemic and the work from home orders since March 2020 have prevented State agencies from transferring records to State Records Center.

Item 2: Increased Records Management training sessions conducted during the year has raised awareness among departments of the importance of updating agency specific retention schedules. As a result, the number of new/revised schedules has significantly increased; a trend

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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**PROGRAM TITLE: ARCHIVES - RECORDS MANAGEMENT**

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we anticipate will continue for the foreseeable future as the Digital Archives comes online and the shift to digital records overtakes paper.

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

Item 4: This total number of records destroyed are records eligible for destruction in current and previous fiscal years. To lower the cost of shredding, records destruction is conducted every two years. Next destruction is anticipated in FY 2023.

Item 5: Despite limited physical access for the latter half of FY 20, there was only a slight increase in retrievals. Estimate for FY 21 is conservative with consideration of the pandemic and limited access to the grounds.

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: With the pandemic and hiring freeze, other agencies may not be able to transfer records to us as quickly. Continued efforts through both Archives' branches will bring in records.

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.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	9,003	6,500	- 2,503	28	2,026	652	- 1,374	68	6,977	6,977	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	9,003	6,500	- 2,503	28	2,026	652	- 1,374	68	6,977	6,977	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF WIRLES/VOIP/WIRELINE 911 CALLS COUNTY PSAP					1250000	1544000	+ 294000	24	1250000	1500000	+ 250000	20
2. NO. OF EDUCATIONAL OUTREACH PROGRAMS DURING THE FY					0	0	+ 0	0	1	0	- 1	100
3. % OF E911 FUNDS DISBURSED FOR NEW TECHLGY FOR PSAP					52	40	- 12	23	53	40	- 13	25
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	68	+ 13	24	55	45	- 10	18
PART IV: PROGRAM ACTIVITY												
1. TTL \$ AMT OF SURCHGE COLLECTED FISC YR (IN THOUS)					11400	10780	- 620	5	11400	10250	- 1150	10
2. TTL \$ AMT DISBURSED TO PSAPS IN FISC YR (IN THOUS)					7500	6500	- 1000	13	7500	7500	+ 0	0
3. TTL \$ AMT DISBUR TO WSPS IN THE FISC YR (IN THOUS)					65	68	+ 3	5	65	68	+ 3	5
4. TTL \$ AMT DISB TO BD ADMIN MATTERS IN FY (IN THOU)					1330	1279	- 51	4	1330	1250	- 80	6

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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## **PROGRAM TITLE: ENHANCED 911 BOARD**

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### **PART I - EXPENDITURES AND POSITIONS**

FY 20 Full Year: Variance was due to the delays of the transition to NG911 (Next Generation 911) and the impact of COVID-19 on the reduction of staff, training, and hiring.

FY2020-21 (Q1): Variance due to the delay in the NG911 consultant reports and the effects of COVID-19 on reduction in staffing.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 1. FY 2019-20 The increase in the number of 911 calls for FY 2019-20 is due mainly to the increasing rate of infections and deaths due to COVID-19, which increased 911 emergency call volumes and the potential threats of hurricanes during the season.

Item 1. FY 2020-21: We do not believe there will be a significant change in call volume due to COVID-19 and hurricane season.

Item 2. FY 2020-21: The outreach program has been stalled due to COVID-19 and the transition to NG911.

Item 3. In FY 2019-20 and FY 2020-21, our new technology spending will be delayed until the uncertainties of COVID -19 are curtailed.

### **PART III - PROGRAM TARGET GROUPS**

Item 2. FY 20 growth was due to the economic growth that preceded COVID-19. For 2020-21, we anticipate declining Service Providers due to an exodus of the Hawaii population exodus and the growth of sales to prepaid from postpaid for economic reasons.

### **PART IV - PROGRAM ACTIVITIES**

Item 2. FY 2019-20: The reduction in disbursements to the Public Safety Answering Points (PSAPs) were due to the delay of the transition to the NG911 and the effects of COVID-19.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	105.00	85.00	- 20.00	19	105.00	81.00	- 24.00	23	105.00	88.00	- 17.00	16
<b>EXPENDITURES (\$1000's)</b>	26,687	19,205	- 7,482	28	4,236	4,236	+ 0	0	21,427	21,211	- 216	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	105.00	85.00	- 20.00	19	105.00	81.00	- 24.00	23	105.00	88.00	- 17.00	16
<b>EXPENDITURES (\$1000's)</b>	26,687	19,205	- 7,482	28	4,236	4,236	+ 0	0	21,427	21,211	- 216	1
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. # GRIEV PER 1,000 EMPLOYEES IN BU'S UNDR DHRD JURIS					19	19	+ 0	0	19	19	+ 0	0
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST					70	79	+ 9	13	70	70	+ 0	0



## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**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 &amp; EFFECTIVENES

12/5/20

PROGRAM-ID:

HRD-102

PROGRAM STRUCTURE NO:

11030501

	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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	96.00	76.00	- 20.00	21	96.00	72.00	- 24.00	25	96.00	79.00	- 17.00	18
<b>EXPENDITURES (\$1000's)</b>	25,238	17,798	- 7,440	29	3,913	3,913	+ 0	0	20,301	20,085	- 216	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	96.00	76.00	- 20.00	21	96.00	72.00	- 24.00	25	96.00	79.00	- 17.00	18
<b>EXPENDITURES (\$1000's)</b>	25,238	17,798	- 7,440	29	3,913	3,913	+ 0	0	20,301	20,085	- 216	1

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % CERTIF ISSUD W/IN 5 CALNDR DAYS WHERE LIST EXIST	94	94	+ 0	0	94	94	+ 0	0
2. % CERTIF ISSUD W/IN 95 CALNDR DAYS LIST NOT EXIST	70	79	+ 9	13	70	70	+ 0	0
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	86	- 4	4	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	70	41	- 29	41	70	70	+ 0	0
8. % CONTRACT GRIEVANCES SETTLED W/O 3RD PARTY ASSTNC	94	82	- 12	13	94	94	+ 0	0
9. # GRIEV PER 1,000 EMPLOYEES IN BU'S UNDR DHRD JURIS	19	19	+ 0	0	19	19	+ 0	0
10. RATIO OF WRKRS COMP OPEN VS CLOSED CLAIMS DURNG FY	1	1	+ 0	0	1	1	+ 0	0

<b>PART III: PROGRAM TARGET GROUP</b>								
1. VACANCIES TO BE FILLED BY ELIGIBLES	1200	1232	+ 32	3	1200	1000	- 200	17
2. NUMBER OF CIVIL SERVICE POSITIONS	16500	17242	+ 742	4	16500	17200	+ 700	4
3. NUMBER OF NEW CIVIL SERVICE POSITIONS	100	242	+ 142	142	100	150	+ 50	50
4. EMPLOYEES IN THE CENTRALIZED MANAGEMENT GROUP	18450	18198	- 252	1	18450	18198	- 252	1
5. NUMBER OF CIVIL SERVICE CLASSES	1500	1441	- 59	4	1500	1450	- 50	3
6. CIVIL SERVICE EMPLOYEES	14200	14107	- 93	1	14200	14107	- 93	1
7. EXEMPT SERVICE EMPLOYEES	2150	1795	- 355	17	2150	1795	- 355	17
8. MIDDLE MANAGEMENT EMPLOYEES	370	385	+ 15	4	370	385	+ 15	4
9. FIRST-LINE SUPERVISORY EMPLOYEES	1350	1353	+ 3	0	1350	1353	+ 3	0
10. NON-MANAGEMENT EMPLOYEES	14630	14164	- 466	3	14630	14164	- 466	3

<b>PART IV: PROGRAM ACTIVITY</b>								
1. NUMBER OF APPLICATIONS RECEIVED	30000	26556	- 3444	11	30000	22000	- 8000	27
2. NUMBER OF APPLICATIONS EXAMINED	21000	26979	+ 5979	28	21000	19000	- 2000	10
3. # QUAL APPS REFRRD FOR PLACEMENT(ELIGBLS REFERRED)	28000	32508	+ 4508	16	28000	25000	- 3000	11
4. NUMBER OF POSITION CLASSIFICATION ACTIONS TAKEN	2000	2655	+ 655	33	2000	2500	+ 500	25
5. NUMBER OF CLASSIFICATION SPECIFICATIONS COMPLETED	120	92	- 28	23	120	90	- 30	25
6. NO. OF EXEMPT POSITION REQUESTS ANALYZED/REVIEWED	1350	1146	- 204	15	1350	1350	+ 0	0
7. PRICE/REPRICE DETERMINATIONS (NO. CLASSES REVIEWD)	50	66	+ 16	32	50	60	+ 10	20
8. NUMBER OF PERSONNEL ACTIONS PROCESSED	106000	60112	- 45888	43	106000	110000	+ 4000	4
9. NUMBER OF TRAINING PROGRAMS CONDUCTED/COORDINATED	800	944	+ 144	18	800	450	- 350	44
10. NUMBER OF FORMAL GRIEVANCES REVIEWED	262	266	+ 4	2	262	262	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 05 01  
HRD 102

## PROGRAM TITLE: WORKFORCE ATTR, SELECT, CLASS & EFFECTIVENES

### PART I - EXPENDITURES AND POSITIONS

The position and expenditure variances in FY 2020 reflect actions taken to address the impact of the coronavirus pandemic on the State's economy. These actions include increased restrictions, a hiring freeze, and budget reductions by the Legislature. There were also lower workers' compensation and unemployment benefits expenditures for employees in non-general fund positions.

The variance in FY 2021 is due to continuation of restrictions and general freeze in filling vacancies.

### PART II - MEASURES OF EFFECTIVENESS

Item 2. The variance is due to restructuring of the program to make it more efficient. This resulted in shorter recruitment times and quicker turnaround time in reviewing applications.

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

Item 7. Although total training consumption increased in FY 2020, the parameters by which we capture variance data was lower than anticipated as Equal Employment Opportunity training planned for a January release did not occur, significantly impacting the numbers anticipated as it would have been mandatory for all Executive Branch employees. In addition, data has been filtered this year for accuracy that was unavailable in previous years.

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.

### 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 legislative action and operating departments at a higher rate than was anticipated when estimates were prepared.

Item 7. The decrease in the number of exempt service employees is due to reduced hiring and non-extension of exempt employees by departments of the Executive Branch.

### PART IV - PROGRAM ACTIVITIES

Item 1. The variance in the number of applications received is due to a decrease in recruitments conducted because of the hiring freeze.

Items 2 and 3. The variances in the number of applications examined and number of qualified applicants referred for placement are attributed to continuing adjustments made to the recruitment workflow process to improve the program's ability to generate lists of eligible applicants in an 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 when estimates were prepared.

Item 6. The variance is due to an overestimation in the number of exempt position requests expected to be reviewed when estimates were prepared.

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

Item 8. The number of personnel actions processed was less than planned. The decrease is due to delayed implementation of contract pay adjustments for Hawaii Government Employees Association employees effective July 1, 2019 and July 1, 2020.

Item 9. The variance is due to the increased number of training items made available by our eLearning content provider.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,449	1,407	- 42	3	323	323	+ 0	0	1,126	1,126	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0	9.00	9.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,449	1,407	- 42	3	323	323	+ 0	0	1,126	1,126	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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	15902	- 448	3	16350	15902	- 448	3
2. NUMBER OF ELECTED & APPOINTED OFFICIALS					95	95	+ 0	0	95	95	+ 0	0
3. EMPLOYEES OF DHRD					104	98	- 6	6	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

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 05 02  
HRD 191

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**PROGRAM TITLE: SUPPORTING SERVICES - HUMAN RESOURCES DEV**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in FY 2020 is due to restrictions and actions taken to address the impact of the coronavirus pandemic on the State's economy.

**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 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	171.00	152.00	- 19.00	11	171.00	148.00	- 23.00	13	171.00	148.00	- 23.00	13
EXPENDITURES (\$1000's)	1,381,162	1,361,867	- 19,295	1	343,693	198,386	- 145,307	42	1,082,357	837,284	- 245,073	23
TOTAL COSTS												
POSITIONS	171.00	152.00	- 19.00	11	171.00	148.00	- 23.00	13	171.00	148.00	- 23.00	13
EXPENDITURES (\$1000's)	1,381,162	1,361,867	- 19,295	1	343,693	198,386	- 145,307	42	1,082,357	837,284	- 245,073	23
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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	9	- 6	40	15	15	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: EMPLOYEE FRINGE BENEFIT ADMINISTRATION**

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**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 2019-20				THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	111.00	100.00	- 11.00	10	111.00	97.00	- 14.00	13	111.00	97.00	- 14.00	13
<b>EXPENDITURES (\$1000's)</b>	20,427	17,779	- 2,648	13	4,669	3,186	- 1,483	32	14,011	15,494	+ 1,483	11
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	111.00	100.00	- 11.00	10	111.00	97.00	- 14.00	13	111.00	97.00	- 14.00	13
<b>EXPENDITURES (\$1000's)</b>	20,427	17,779	- 2,648	13	4,669	3,186	- 1,483	32	14,011	15,494	+ 1,483	11
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
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	5	- 2	29	7	7	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. ACTIVE MEMBERS					66000	66753	+ 753	1	66000	66000	+ 0	0
2. RETIRED MEMBERS					50000	51154	+ 1154	2	50000	53000	+ 3000	6
3. INACTIVE VESTED MEMBERS					9200	9145	- 55	1	9200	9200	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. ANNUAL NUMBER OF NEW MEMBERS					4000	4988	+ 988	25	4000	4000	+ 0	0
2. ANNUAL NUMBER OF MEMBERS COUNSELED					45000	61000	+ 16000	36	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	1546	+ 55	4	1491	1622	+ 131	9
6. ANNUAL NUMBER OF DECEASED MEMBER CLAIMS					800	666	- 134	17	800	800	+ 0	0
7. ANNUAL NUMBER OF REFUND PAYMENTS					1000	1157	+ 157	16	1000	1000	+ 0	0
8. ASSETS (BILLIONS OF DOLLARS)					17	17	+ 0	0	17	18	+ 1	6
9. ANNUAL NET INVESTMENT INCOME (MILLIONS)					1155	132	- 1023	89	1155	1200	+ 45	4
10. ANNUAL RETURN ON INVESTMENTS					7	1	- 6	86	7	7	+ 0	0



# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 06 01  
BUF 141

## PROGRAM TITLE: EMPLOYEES RETIREMENT SYSTEM

### 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.

The variance in expenditures is due to lower-than-expected software-related costs for the transition of the Employees' Retirement System's (ERS) computer operations to the cloud environment and position vacancies.

### PART II - MEASURES OF EFFECTIVENESS

Item 1. The standard has been changed from three weeks to eight weeks since 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 and the impact of the COVID-19 pandemic.

### PART III - PROGRAM TARGET GROUPS

There are no significant variances for the program target groups.

### PART IV - PROGRAM ACTIVITIES

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

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. The 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 impacted by the COVID-19 pandemic and ERS focusing on maintaining the 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. 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.

Item 7. The higher number of refunds is dependent on the turnover of former State and county employees.

Items 9 and 10. The variances are due to the downturn in global markets resulting from the COVID-19 pandemic.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	60.00	52.00	- 8.00	13	60.00	51.00	- 9.00	15	60.00	51.00	- 9.00	15
<b>EXPENDITURES (\$1000's)</b>	18,532	18,154	- 378	2	1,985	1,839	- 146	7	7,239	7,239	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	60.00	52.00	- 8.00	13	60.00	51.00	- 9.00	15	60.00	51.00	- 9.00	15
<b>EXPENDITURES (\$1000's)</b>	18,532	18,154	- 378	2	1,985	1,839	- 146	7	7,239	7,239	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. PERCENTAGE OF DOCUMENTS PROCESSED WITHIN 60 DAYS					90	100	+ 10	11	90	90	+ 0	0
2. AV NO. DAYS REQUIRED TO PROCESS ENROLLMNT TRNSCTNS					15	9	- 6	40	15	15	+ 0	0
3. PERCENTAGE OF ABANDONED CALLS					5	7	+ 2	40	5	5	+ 0	0
4. PERCENTAGE OF CALLS ANSWERED WITH 30 SECONDS					65	72	+ 7	11	65	65	+ 0	0
5. AMOUNT OF REFUNDS OUTSTANDING GREATER THAN 60 DAYS					13500	5520	- 7980	59	13500	13500	+ 0	0
6. AMT OF MEDICARE PART B PREMIUM OVERPAYMENTS OS YE					180	2064	+ 1884	1047	180	180	+ 0	0
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	3	+ 0	0	3	3	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. TOTAL EMPLOYEES - (ACTIVES) FULL-TIME (STATE/CNTY)					68600	67049	- 1551	2	68600	68600	+ 0	0
2. TOTAL EMPLOYEES - RETIRED					46800	50592	+ 3792	8	46800	46800	+ 0	0
3. TOTAL DEPENDENT BENEFICIARIES					83500	82656	- 844	1	83500	83500	+ 0	0
4. MEDICARE PREMIUM REIMBURSEMENT RECIPIENTS					50000	55436	+ 5436	11	50000	50000	+ 0	0
5. PERSONNEL AND FINANCE OFFICERS					500	500	+ 0	0	500	500	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NEW ENROLLMENTS (ADDITIONS)					9300	12975	+ 3675	40	9300	9300	+ 0	0
2. TERMINATIONS (DELETIONS, CANCELLATIONS)					11000	15269	+ 4269	39	11000	11000	+ 0	0
3. ENROLLMNT DATA CHGS (INS PLAN, NAME, ADDRESS, ETC.)					30000	25631	- 4369	15	30000	30000	+ 0	0
4. COBRA ENROLLMENTS					1450	1195	- 255	18	1450	1450	+ 0	0
5. OUTREACH/EDUC BENEFIT BRIEFING SESSIONS CONDUCTED					137	207	+ 70	51	137	137	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 06 03  
BUF 143

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**PROGRAM TITLE: HAWAII EMPLOYER-UNION TRUST FUND**

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**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 and 2. The variances are positive outcomes of efforts to ensure documents and enrollment forms are processed in a timely manner.

Item 3. The percentage of abandoned calls increased from the planned due to the COVID-19 pandemic and the stay-at-home-work-from-home orders.

Item 4. The variance is a positive outcome of efforts to improve customer service.

Item 5. Current refunds are being processed on a timely basis; however, there is a backlog of approximately 5,520 employee-beneficiary refunds over 60 days in the amount of \$719,270 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, 2022. The planned figures will be updated for the upcoming years to better reflect the actuals.

Item 6. There are approximately 2,064 retirees with Medicare Part B overpayments totaling \$561,684.30. Staff is working with the Department of the Attorney General to collect these overpayments. The planned figures will be updated for the upcoming years to better reflect the actuals.

**PART III - PROGRAM TARGET GROUPS**

Item 4. The number of Medicare Premium Reimbursement Recipients has been steadily increasing over time; however, planned figures were not updated to reflect this trend. The planned figures will be updated for the upcoming years to better reflect the actuals.

**PART IV - PROGRAM ACTIVITIES**

Item 1-3. The planned figures will 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 (COBRA).

Item 5. The variance is due to an increase in Outreach and Training Section staff, which facilitated an increase in outreach and training sessions offered to pre-retirees, new hires, and personnel officers. The planned figures will be updated for the upcoming years to better reflect the actuals.

## 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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	407,863	389,890	- 17,973	4	94,931	94,931	+ 0	0	344,160	344,160	+ 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)	407,863	389,890	- 17,973	4	94,931	94,931	+ 0	0	344,160	344,160	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 06 05  
BUF 741

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**PROGRAM TITLE: RETIREMENT BENEFITS PAYMENTS - STATE**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures is due to lower-than-budgeted retirement benefits costs for employees of the Executive Branch, excluding employees of the Department of Education and the University of Hawaii.

**PART II - MEASURES OF EFFECTIVENESS**

No measures have been developed for this program for FY 20 and FY 21.

**PART III - PROGRAM TARGET GROUPS**

No program target groups have been developed for FY 20 and FY 21.

**PART IV - PROGRAM ACTIVITIES**

No program activities have been developed for FY 20 and FY 21.

## 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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	119,681	121,385	+ 1,704	1	31,494	31,494	+ 0	0	85,105	85,105	+ 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)	119,681	121,385	+ 1,704	1	31,494	31,494	+ 0	0	85,105	85,105	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 06 07  
BUF 761

**PROGRAM TITLE: HEALTH PREMIUM PAYMENTS - STATE**

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### **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 having the funds transferred into the program's account to cover health premium payments.

### **PART II - MEASURES OF EFFECTIVENESS**

No measures have been developed for this program for FY 20 and FY 21.

### **PART III - PROGRAM TARGET GROUPS**

No program target groups have been developed for FY 20 and FY 21.

### **PART IV - PROGRAM ACTIVITIES**

No program activities have been developed for FY 20 and FY 21.

## 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	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	814,659	814,659	+ 0	0	210,614	66,936	- 143,678	68	631,842	385,286	- 246,556	39
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)	814,659	814,659	+ 0	0	210,614	66,936	- 143,678	68	631,842	385,286	- 246,556	39
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM.					NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0



## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 06 09  
BUF 762

**PROGRAM TITLE: HEALTH PREMIUM PAYMENTS - ARC**

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### **PART I - EXPENDITURES AND POSITIONS**

No significant variance in expenditures in FY 20. In FY 21, the expected variance in expenditures is due to the suspension of Other Post-Employment Benefits (OPEB) Pre-funding to help address budget shortfalls.

### **PART II - MEASURES OF EFFECTIVENESS**

No measures have been developed for this program for FY 20 and FY 21.

### **PART III - PROGRAM TARGET GROUPS**

No program target groups have been developed for FY 20 and FY 21.

### **PART IV - PROGRAM ACTIVITIES**

No program activities have been developed for FY 20 and FY 21..

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	74.00	72.00	- 2.00	3	74.00	72.00	- 2.00	3	74.00	74.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	73,912	57,757	- 16,155	22	15,808	5,560	- 10,248	65	58,088	58,361	+ 273	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	74.00	72.00	- 2.00	3	74.00	72.00	- 2.00	3	74.00	74.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	73,912	57,757	- 16,155	22	15,808	5,560	- 10,248	65	58,088	58,361	+ 273	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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
2. AV NO. OF DAYS TO COMPLETE A QUIET TITLE REPORT					5	5	+ 0	0	5	5	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: PROPERTY MANAGEMENT**

**11 03 07**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

(See Lowest Level Programs for Explanation of Variances)

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	56.00	55.00	- 1.00	2	56.00	55.00	- 1.00	2	56.00	56.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	21,845	17,434	- 4,411	20	3,673	2,676	- 997	27	18,187	19,184	+ 997	5
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	56.00	55.00	- 1.00	2	56.00	55.00	- 1.00	2	56.00	56.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	21,845	17,434	- 4,411	20	3,673	2,676	- 997	27	18,187	19,184	+ 997	5
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NUMBER OF ACRES ON LEASE OR EASEMENT (THOUSANDS)					144	132	- 12	8	144	132	- 12	8
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	4	- 7	64	11	4	- 7	64
4. \$ AMOUNT OF GEOTHERMAL REVENUES COLLECTED (000S)					0	0	+ 0	0	0	20000	+ 20000	0
5. \$ AMT OF REVS GENERATED/DEPOSITD INTO SLDF (000'S)					20637	17226	- 3411	17	20637	17226	- 3411	17
6. AMOUNT OF TOTAL REVENUES GENERATED (THOUSANDS)					30037	27134	- 2903	10	30037	27134	- 2903	10
PART III: PROGRAM TARGET GROUP												
1. NO. ACRES SET ASIDE BY EXEC ORDERS FOR GOV'T PURP					408	417	+ 9	2	408	417	+ 9	2
2. DOLLAR AMOUNT OF REVENUES TRANSFERRED TO OHA (000)					2470	2900	+ 430	17	2470	2900	+ 430	17
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF SALES IN FEE					2	3.5	+ 1.5	75	2	3.5	+ 1.5	75
2. NUMBER OF GENERAL LEASES ISSUED					2	1	- 1	50	2	1	- 1	50
3. NUMBER OF REVOCABLE PERMITS ISSUED					9	0	- 9	100	9	0	- 9	100
4. NUMBER OF EXECUTIVE ORDERS ISSUED					28	47	+ 19	68	28	47	+ 19	68
5. NO. ACQUISTNS PRVTE LND PUBLIC OR CONSERVTN PURPS					3	1.5	- 1.5	50	3	1.5	- 1.5	50
6. NUMBER OF INSPECTIONS OF PUBLIC LANDS MADE					91	88	- 3	3	91	88	- 3	3
7. NUMBER OF EASEMENTS GRANTED					24	21	- 3	13	24	21	- 3	13
8. DOLLAR AMOUNT DELINQUENT RECEIVABLES (THOUSANDS)					781	865	+ 84	11	781	865	+ 84	11

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 07 01  
LNR 101

## **PROGRAM TITLE: PUBLIC LANDS MANAGEMENT**

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### **PART I - EXPENDITURES AND POSITIONS**

The allocation for the beach fund was not completely expended due to an overestimation of anticipated expenditures. In addition, the expenditure of beach funds is project driven. It is not always possible to expend all expected funds due to the difficulty in obtaining all permit entitlements and contracts. Planning and executing beach restoration projects may span several budget cycles, which is why there are carry overs; e.g., Waikiki Beach.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 3: The planned figure for FY 20 was overstated.

Items 5 and 6: COVID-19 has negatively impacted rent revenues, with some tenants being placed on approved deferral plans.

### **PART III - PROGRAM TARGET GROUPS**

Item 2: Land Division'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 number of quitclaim conveyances of highways to the counties was greater than expected, resulting in an understatement of the planned figure for FY 20.

Item 2: Only one lease was issued in FY 20. Multiple variables, like market conditions and site availability, dictate the actual number of leases issued.

Item 3: The requirements for issuance of revocable permits have become stricter in recent years; thus, the planned figure for FY 20 was overstated.

Item 4: The issuance of executive orders depends on the circumstances of the individual agencies; thus, the planned figure for FY 20 was understated.

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 for FY 20 was overstated.

Item 7: Processing of easements involves other agencies or entities, including the Legislature in some cases. It is a challenge to forecast an actual number for the following year.

Item 8: COVID-19 has negatively impacted rent revenues, with some tenants being placed on approved deferral plans.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	35,372	27,281	- 8,091	23	8,208	347	- 7,861	96	27,164	27,163	- 1	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	35,372	27,281	- 8,091	23	8,208	347	- 7,861	96	27,164	27,163	- 1	0

  

	FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
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	88	- 2	2	90	90	+ 0	0
5. AV TIME TO PROCESS LIABILITY LOSS POTHOLE CLAIMS	70	86	+ 16	23	70	70	+ 0	0
6. AV LENGTH OF TIME TO PROCESS AUTO LOSS CLAIMS	90	95	+ 5	6	90	90	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>								
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	99	- 1	1	100	100	+ 0	0
3. TOTAL LIABILITY CLAIMS PROCESSED - EXCL. POTHOLE	500	492	- 8	2	500	500	+ 0	0
4. TOTAL NO. OF LIABILITY POTHOLE CLAIMS PROCESSED	150	264	+ 114	76	150	150	+ 0	0
5. TOTAL NUMBER OF AUTOMOBILE LOSS CLAIMS PROCESSED	400	281	- 119	30	400	400	+ 0	0
6. NUMBER OF STATE OFFICIALS AND EMPLOYEES	55000	54834	- 166	0	55000	55000	+ 0	0
7. FAIR MARKET VALUE OF STATE BLDGS/CONTENTS (\$ MILL)	18000	19500	+ 1500	8	18000	18000	+ 0	0
8. NUMBER OF STATE VEHICLES	5800	5936	+ 136	2	5800	5800	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>								
1. TOTAL NUMBER OF STATEWIDE INSURANCE POLICIES	4	4	+ 0	0	4	4	+ 0	0
2. TOTAL NUMBER OF PROPERTY LOSS CLAIMS RECEIVED	80	99	+ 19	24	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	492	- 158	24	650	650	+ 0	0
5. TOTAL NUMBER OF AUTOMOBILE CLAIMS RECEIVED	375	281	- 94	25	375	375	+ 0	0
6. NUMBER OF RISK ASSESSMENT REPORTS ISSUED	1	0	- 1	100	1	1	+ 0	0
7. NUMBER OF BUILDING INSPECTION REPORTS ISSUED	1	0	- 1	100	2	2	+ 0	0
8. NO. OF TRAINING SESSIONS PROVIDED TO STATE DEPTS	2	0	- 2	100	2	2	+ 0	0
9. NUMBER OF STATEMENTS OF SELF-INSURANCE ISSUED	500	409	- 91	18	500	500	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 07 02  
AGS 203

## **PROGRAM TITLE: STATE RISK MANAGEMENT & INSURANCE ADMIN**

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### **PART I - EXPENDITURES AND POSITIONS**

The expenditure variance for FY 20 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**

Item 5: The time to process pothole claims increased due to a staffing shortage at the Department of Transportation, Highways Division, which resulted in longer response time to risk management's investigations.

### **PART III - PROGRAM TARGET GROUPS**

Item 4: The total pothole claims processed increased due to the increase in claims filed against the State.

Item 5: The amount of automobile loss claims to process decreased due to lower amount of claims filed as a result of the pandemic. State auto use was reduced tremendously.

Item 7: The fair market value of State buildings increased due to a large number of updates and new construction occurring within the State.

### **PART IV - PROGRAM ACTIVITIES**

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

Item 4: The number of liability loss claims decreased due to less claims submitted, probably due to the pandemic.

Item 5: The number of automobile loss claims decreased due to the pandemic stay-at-home directive, which drastically reduced the usage of State automobiles.

Item 6: The number of risk assessments issued reduced due to the pandemic stay-at-home directive; no department requested for assessments.

Item 7: The number of building inspections reduced due to the pandemic directive, which affected the field work necessary for the inspections.

Item 8: The number of training sessions were reduced due to the pandemic directive, which slowed the demand for trainings due to technical adjustments that had to be made.

Item 9: The number of Statements of Self-Insurances issued was reduced due to the pandemic event, which reduced the number of departmental activities.

PROGRAM TITLE:

LAND SURVEY

PROGRAM-ID:

AGS-211

PROGRAM STRUCTURE NO:

11030703

12/5/20

	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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	10.00	9.00	- 1.00	10	10.00	9.00	- 1.00	10	10.00	10.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,054	769	- 285	27	237	166	- 71	30	786	603	- 183	23
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	10.00	9.00	- 1.00	10	10.00	9.00	- 1.00	10	10.00	10.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,054	769	- 285	27	237	166	- 71	30	786	603	- 183	23
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
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	81	+ 21	35	60	60	+ 0	0
3. AVE NO. OF DAYS TO PROCESS LC & FP MAPS					15	60	+ 45	300	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
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NO. REQUESTS FOR QUIET TITLE REPORTS					20	15	- 5	25	20	20	+ 0	0
2. NO. REQUESTS FOR DESCRIPTIONS - STATE-OWNED LANDS					110	74	- 36	33	110	110	+ 0	0
3. OWNERS OF LD CT & OTHER LANDS(TTL NO. MAPS RECD)					150	98	- 52	35	150	150	+ 0	0
4. OWNERS OF BEACHFRONT PROPRTY(TTL NO CERT REQ RECD)					140	87	- 53	38	140	140	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NO. OF REQUESTS FOR QUIET TITLE REPORTS COMPLETED					20	15	- 5	25	20	20	+ 0	0
2. NO OF REQUESTS FOR DESCRIPTION OF LANDS COMPLETED					66	60	- 6	9	66	66	+ 0	0
3. NO. OF LAND COURT AND FILE PLAN MAPS COMPLETED					150	54	- 96	64	150	150	+ 0	0
4. NO. OF SHORELINE CERTIFICATIONS COMPLETED					140	87	- 53	38	140	140	+ 0	0



# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 07 03  
AGS 211

## **PROGRAM TITLE: LAND SURVEY**

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### **PART I - EXPENDITURES AND POSITIONS**

For FY 20, the variance in expenditures is due to one vacant position for 3-1/2 months and no contracts for licensed surveyors.

For FY 21, 1st quarter, the variance in expenditures is due to one vacant position for the entire quarter and no contracts for licensed surveyors.

### **PART II - MEASURES OF EFFECTIVENESS**

Item 2: The variance is due to a greater percentage of less complex requests.

Item 3: The variance is due to a greater percentage of complex requests and surveyors delayed response to request for map corrections.

### **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**

Items 1 and 2: The variance is due to a decrease in requests from State agencies.

Item 3: The variance is due to a decrease in requests from private landowners and surveyors delayed response to requests for corrections.

Item 4: The variance is due to a decrease in requests from private land owners.

PROGRAM TITLE:

OFFICE LEASING

PROGRAM-ID:

AGS-223

PROGRAM STRUCTURE NO:

11030704

12/5/20

	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	4.00	4.00	+	0.00	0	4.00	4.00	+	0.00	0	4.00	4.00	+	0.00	0
EXPENDITURES (\$1000's)	15,641	12,273	-	3,368	22	3,690	2,371	-	1,319	36	11,951	11,411	-	540	5
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)	15,641	12,273	-	3,368	22	3,690	2,371	-	1,319	36	11,951	11,411	-	540	5
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS															
1. # OF LEASING SVCS REQUESTS PROC AS % REQ RECEIVED						98	98	+	0	0	98	98	+	0	0
2. AV NO. OF DAYS FROM REQUEST TO EXECUTED LEASE						300	260	-	40	13	270	300	+	30	11
3. # LEASE PAYMTS TO VENDORS COMPL BY PAYMT DUE DATE						1420	1434	+	14	1	1442	1422	-	20	1
PART III: PROGRAM TARGET GROUP															
1. TOTAL NUMBER OF STATE DEPARTMENTS AND AGENCIES						14	14	+	0	0	13	13	+	0	0
2. NUMBER OF EMPLOYEES						3270	2939	-	331	10	2880	2795	-	85	3
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	26	+	1	4	25	25	+	0	0
3. NO. OF OFFICE LEASE PAYMENTS COMPLETED						1420	1434	+	14	1	1442	1330	-	112	8

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 07 04  
AGS 223

## PROGRAM TITLE: OFFICE LEASING

### PART I - EXPENDITURES AND POSITIONS

Actual expenditures in FY 20 were \$3,368,092 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 less than budgeted in the 1st quarter of FY 21 since no funds were expended for the COP.

The position count for the last three quarters of FY 21 is anticipated to remain the same.

For the last three quarters of FY 21, estimated expenses are expected to be within budget.

### PART II - MEASURES OF EFFECTIVENESS

Item 2: In FY 20, the actual number of days from approval of lease request to lease execution was 40 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 21 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 (AAFES) Building to the Keoni Ana State Building, and as a result of COVID-19. With COVID-19, there are uncertainties as to whether State agencies will be required to downsize its leased spaces due to employees teleworking or downsizing of the programs/agencies and/or the possibility of early termination of leases.

Item 3: There was not a significant variance for the planned number of lease payments to vendors by the due date for FY 20, but will decrease upon PSD relocating from lease space to State Office Building.

### PART III - PROGRAM TARGET GROUPS

Item 2: For FY 20, there was a slight difference between the planned and actual number of employees due to the relocation of various Department of Health agencies to State Office Buildings. This decrease will continue in FY 21, upon the relocation of PSD to State Office Buildings.

### PART IV - PROGRAM ACTIVITIES

Item 1: The actual number of lease requests for FY 20 was five less than planned, as the planned figure was overstated. For FY 21, the estimated number of requests is anticipated to be 25 due to the relocation of the Department of the Attorney General's Family Law and Department of Budget and Finance's Public Defender offices to be in close proximity to the new Kona Judiciary, along with our normal requests for office lease renewals.

Item 2: In FY 20, the actual number of leases completed was one 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 20. For FY 21, the estimated number of lease payments to be made was reduced by 112 due to the relocation of agencies from lease space to State Office facilities.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	277.00	246.50	- 30.50	11	277.00	244.50	- 32.50	12	277.00	244.50	- 32.50	12
<b>EXPENDITURES (\$1000's)</b>	42,957	38,533	- 4,424	10	9,409	7,992	- 1,417	15	27,436	22,052	- 5,384	20
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	277.00	246.50	- 30.50	11	277.00	244.50	- 32.50	12	277.00	244.50	- 32.50	12
<b>EXPENDITURES (\$1000's)</b>	42,957	38,533	- 4,424	10	9,409	7,992	- 1,417	15	27,436	22,052	- 5,384	20
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	122.9	+ 22.9	23	100	100	+ 0	0
2. AV VAR BTW EST CMPL DATE & ACTUAL CONST CMPL DATE					3	7.3	+ 4.3	143	3	3	+ 0	0
3. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST					3	9.4	+ 6.4	213	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

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: FACILITIES CONSTRUCTION AND MAINTENANCE**

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**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)

## 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	91.00	76.00	-	15.00	16	91.00	76.00	-	15.00	16	91.00	76.00	-	15.00	16
EXPENDITURES (\$1000's)	15,332	11,372	-	3,960	26	2,493	1,358	-	1,135	46	7,675	4,193	-	3,482	45
TOTAL COSTS															
POSITIONS	91.00	76.00	-	15.00	16	91.00	76.00	-	15.00	16	91.00	76.00	-	15.00	16
EXPENDITURES (\$1000's)	15,332	11,372	-	3,960	26	2,493	1,358	-	1,135	46	7,675	4,193	-	3,482	45
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. AV VARIANCE BETWEEN EST & ACTUAL BID OPENING DATES					3	.5	-	2.5	83	3	3	+	0	0	
2. AV PRE-BID CONSTRUCTION EST AS % OF AV BID PRICE					100	122.9	+	22.9	23	100	100	+	0	0	
3. AV VAR BTWN EST & ACTUAL CONSTR COMPLETIN DATES					3	7.3	+	4.3	143	3	3	+	0	0	
4. AV COST CHANGE ORDERS AS % AV ACTUAL CONST COST					3	9.4	+	6.4	213	3	3	+	0	0	
5. FOR TTL CIP REQUIRED, % OF FUNDS ACTUALLY APPROP					100	61	-	39	39	100	81	-	19	19	
PART III: PROGRAM TARGET GROUP															
1. CAPITAL IMPROV APPROPRIATIONS (IN \$100,000)					300	98	-	202	67	0	299	+	299	0	
2. PUBLIC BUILDINGS, REPAIRS & ALTERATIONS (\$100,000)					250	286	+	36	14	0	0	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. TOTAL COSTS OF FAC OR PROJECT UNDER DESIGN (\$MILL)					400	499	+	99	25	400	400	+	0	0	
2. PROJ UNDER CONSTRUCTION DURING FY (EST COST \$MILL)					500	470	-	30	6	500	500	+	0	0	

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 08 01  
AGS 221

## PROGRAM TITLE: PUBLIC WORKS-PLANNING, DESIGN & CONSTRUCTION

### PART I - EXPENDITURES AND POSITIONS

The budget for FY 20 is comprised of the general fund appropriation for payroll and related costs, three revolving funds (accrued vacation and sick leave, automotive and related costs, and supplies), and three Capital Improvement Program (CIP)-like projects: re-carpeting of portions of the Capitol Building; security improvements to the Capitol Building; and development of a Proof of Concept for proposed improvements to the Wahiawa Civic Center.

The variance in general funds is attributable to the following factors: application of restrictions totaling 10%; 15 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 no expenditures, reflecting the move from the prior CIP project funding of the majority of Public Works Division (PWD) staff costs, to the current general funding of those costs.

Approximately 70% of the Capitol Building re-carpeting project was completed during FY 20, and the remainder of the three CIP projects are anticipated to be completed in FY 21. Expenditures from the automotive and supplies revolving fund accounts, which are supported by the PWD Project Assessment Fund, totaled approximately \$250,179, against a total budget of \$2.65M, reflecting implementation of policies to control related expenditures.

For the first quarter of FY 21, the majority of the variance is attributable to three primary factors: the 10% restriction on general fund appropriations; vacancies and hiring freeze; and delays in the Capitol Building re-carpeting and security improvement projects.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in variance for FY 20 between the estimated and actual bid dates can be attributed to the team's focus to ensure projects

were bid out as scheduled. Less than 1% of the bids went beyond the estimated opening bid date.

Item 2: The positive variance for FY 20 in the average pre-bid construction estimate as a percentage of average bid price is reflective of the slower growth and increased competition in the construction industry.

Item 3: The increase in variance for FY 20 between the estimated and actual construction completion dates can be attributed to the excessive delays brought on by nearly 20% of the projects. These projects incurred time extensions due to various unforeseen site conditions.

Item 4: The variance for FY 20 is due to numerous unforeseen site conditions and additional user requests.

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 20 and FY 21. The planned number for FY 20-21 is reported as 0, but should show 300.

Item 2: Our facilities' health and safety needs were recognized for FY 20. Fortunately, however, some funding was restored in FY 21. The planned figure for FY 20-21 is reported as 0, but should show 250.

### PART IV - PROGRAM ACTIVITIES

Item 1: The variance for FY 20 is due to the completion of design of large value projects ready for bid.

Item 2: The variance for FY 20 is due to the program and State agencies encountering challenges in obtaining sufficient construction funding and allocation of lump sum funding.

## 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	123.00	115.50	- 7.50	6	123.00	115.50	- 7.50	6	123.00	115.50	- 7.50	6
EXPENDITURES (\$1000's)	21,899	21,747	- 152	1	5,730	5,448	- 282	5	15,933	14,532	- 1,401	9
TOTAL COSTS												
POSITIONS	123.00	115.50	- 7.50	6	123.00	115.50	- 7.50	6	123.00	115.50	- 7.50	6
EXPENDITURES (\$1000's)	21,899	21,747	- 152	1	5,730	5,448	- 282	5	15,933	14,532	- 1,401	9
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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



# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 08 02  
AGS 231

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**PROGRAM TITLE: CENTRAL SERVICES - CUSTODIAL SERVICES**

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**PART I - EXPENDITURES AND POSITIONS**

The expenditure variance of \$152,384 for FY 20 was primarily due to reimbursements received being less than projected by \$150,520. This leaves a variance of \$1,864, which is less than 1% and is insignificant.

The variance in the 1st quarter of FY 21 of \$282,285 is due to uncollected reimbursements of \$189,170 and unspent funds of \$93,115 due to adherence to Executive Memorandum (E.M.) No. 20-08, which directs programs to use fiscal restraint with expenditures. For the remaining nine months of FY 21, an expected variance of \$1,401,527 is primarily due to program restrictions of \$1,683,812.

For FY 20, there were 7.50 vacant positions. The vacancies are as follows: 6.50 Janitor IIs (Pos. Nos. 1259, 7317, 8067, 27135, 34886, 41619, and 17436 (50%)); and 1.00 Janitor III (Pos. No. 18994). No recruitment action was initiated due to E.M. No. 20-01, which initiated a hiring freeze.

For the 1st Quarter of FY 21, there were 7.50 vacant positions. The vacancies are as follows: 6.50 Janitor IIs (Pos. Nos. 1259, 7317, 8067, 27135, 34886, 41619, and 17436 (50%)); and 1.00 Janitor III (Pos. No. 18994). No recruitment action was initiated due to E.M. No. 20-08, which continues the hiring freeze in FY 21. For the remaining nine months of FY 21, all current and future vacancies will be subject to the continuation of E.M. No. 20-08 regarding the hiring freeze.

**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 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	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20
EXPENDITURES (\$1000's)	2,361	2,213	- 148	6	439	439	+ 0	0	1,335	1,158	- 177	13
TOTAL COSTS												
POSITIONS	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20	30.00	24.00	- 6.00	20
EXPENDITURES (\$1000's)	2,361	2,213	- 148	6	439	439	+ 0	0	1,335	1,158	- 177	13
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EVALUATIONS FROM GROUNDS SURVEY FROM BLDG OCCUPNTS					70	72	+ 2	3	70	72	+ 2	3
2. ANNUAL FACILITY ASSESSMENT SCORES					85	85	+ 0	0	85	85	+ 0	0
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

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 08 03  
AGS 232

### **PROGRAM TITLE: CENTRAL SERVICES - GROUNDS MAINTENANCE**

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#### **PART I - EXPENDITURES AND POSITIONS**

For FY 20 the variance in expenditures of \$147,895 is primarily due to payroll savings of \$133,789, leaving an overall variance of \$14,106, which is less than 1% and insignificant.

For FY 21, the 1st Quarter variance of \$48 is less than 1% and insignificant. For the remaining nine months of FY 21, the expected variance of \$177,380 is primarily due to the program restrictions of \$177,428.

For FY 20, there were six vacant positions as follows: three Groundskeeper Is (Pos. Nos. 28055, 118108, and 122920); one Power Mower Operator I (Pos. No. 21597); One Nursery Worker I (Pos. No. 15211); and One Landscape Architect V (Pos. No. 2691). No recruitment action was initiated due to the hiring freeze implemented by Executive Memorandum (E.M.) No. 20-01.

For the 1st Quarter of FY 21, there were six vacant positions as follows: Three Groundskeeper Is (Pos. Nos. 28055, 118108, and 122920); One Power Mower Operator I (Pos. No. 21597); One Nursery Worker I (Pos. No. 15211); and One Landscape Architect V (Pos. No. 2691). No recruitment action has been initiated due to the hiring freeze continued from FY 20 by E.M. No. 20-08. For the remaining nine months of FY 21, all current and future vacancies will be subject to the continuation of E.M. No. 20-08 regarding the hiring freeze.

#### **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 2019-20					THREE MONTHS ENDED 09-30-20				NINE MONTHS ENDING 06-30-21					
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)  OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)  TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
	33.00	31.00	-	2.00	6	33.00	29.00	-	4.00	12	33.00	29.00	-	4.00	12
	3,365	3,201	-	164	5	747	747	+	0	0	2,493	2,169	-	324	13
	33.00	31.00	-	2.00	6	33.00	29.00	-	4.00	12	33.00	29.00	-	4.00	12
	3,365	3,201	-	164	5	747	747	+	0	0	2,493	2,169	-	324	13
						FISCAL YEAR 2019-20				FISCAL YEAR 2020-21					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % OF PROGRAM PROJECTS COMPLETED WITHIN TIMETABLE						100	100	+	0	0	100	100	+	0	0
2. % EMERGENCY REP & ALTERATNS RESPNDEN TO IN 48 HRS						100	100	+	0	0	100	100	+	0	0
3. % OF SATISFACTORY SURVEY EVALUATIONS OF R&A SVCS						90	85	-	5	6	90	90	+	0	0
4. % OF SATISFACTORY SURVEY EVAL OF SPECIAL PROJECTS						90	85	-	5	6	90	90	+	0	0
PART III: PROGRAM TARGET GROUP															
1. TOTAL NUMBER OF ASSIGNED STATE BUILDINGS						164	164	+	0	0	164	164	+	0	0
PART IV: PROGRAM ACTIVITY															
1. TTL NO. OF NORMAL REPAIRS & ALTERATIONS PROJECTS						3600	3678	+	78	2	3600	3700	+	100	3
2. TOTAL NUMBER OF EMERGENCY PROJECTS						1000	992	-	8	1	1000	995	-	5	1

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 08 04  
AGS 233

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### **PROGRAM TITLE: CENTRAL SERVICES - BUILDING REPAIRS & ALT**

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#### **PART I - EXPENDITURES AND POSITIONS**

For FY 20, the expenditure variance of \$164,461 was primarily due to \$154,369 in payroll savings, resulting in a residual variance of \$10,092 which is less than 1% and is insignificant.

The expenditure variance of \$127 in the 1st quarter of FY 21 is less than 1% and is insignificant. The expected expenditure variance for the remaining nine months of FY 21 of \$323,829 is due primarily to the program restrictions of \$323,956.

For FY 20, there were two vacant positions as follows: One Engineer V (Pos. No. 2329); and One Electrician I (Pos. No. 15619). Due to Executive Memorandum (E.M.) No. 20-01 issued in April 2020, all hiring was frozen; therefore, no recruitment action was undertaken.

For the 1st quarter of FY 21, a total of four positions were vacant as follows: One Engineer VI (Pos. No. 22339); One Engineer V (Pos. No. 2329); and Two Electrician Is (Pos. Nos. 118758 and 15619). Due to E.M. No. 20-08, all vacancies are frozen. For the remaining nine months of FY 21, the filling of vacant positions and future vacancies will depend on the continuation of E.M. No. 20-08 and the hiring freeze.

#### **PART II - MEASURES OF EFFECTIVENESS**

There are no significant variances in the measures of effectiveness.

#### **PART III - PROGRAM TARGET GROUPS**

There is no significant variances in the program target group.

#### **PART IV - PROGRAM ACTIVITIES**

There are no significant variances in the program activities.

## VARIANCE REPORT

	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	29.00	22.00	- 7.00	24	29.00	22.00	- 7.00	24	29.00	24.00	- 5.00	17
EXPENDITURES (\$1000's)	3,565	1,937	- 1,628	46	802	382	- 420	52	2,540	1,467	- 1,073	42
TOTAL COSTS												
POSITIONS	29.00	22.00	- 7.00	24	29.00	22.00	- 7.00	24	29.00	24.00	- 5.00	17
EXPENDITURES (\$1000's)	3,565	1,937	- 1,628	46	802	382	- 420	52	2,540	1,467	- 1,073	42
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EST COST SAVINGS BY JURISIC UTLIZ SPO PL/VL(\$1000)					25000	34023	+ 9023	36	25000	35000	+ 10000	40
2. COST SAVINGS OF HI ELECT PROC AWARDS (1000)					50000	37747	- 12253	25	50000	45000	- 5000	10
3. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)					3000	6270	+ 3270	109	3000	3000	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: PROCUREMENT, INVENTORY & SURPLUS PROP MGT**

**11 03 09**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

(See Lowest Level Programs for Explanation of Variances)

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	24.00	19.00	- 5.00	21	24.00	19.00	- 5.00	21	24.00	19.00	- 5.00	21
<b>EXPENDITURES (\$1000's)</b>	1,699	1,648	- 51	3	382	308	- 74	19	1,093	1,167	+ 74	7
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	24.00	19.00	- 5.00	21	24.00	19.00	- 5.00	21	24.00	19.00	- 5.00	21
<b>EXPENDITURES (\$1000's)</b>	1,699	1,648	- 51	3	382	308	- 74	19	1,093	1,167	+ 74	7
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. EST COST SAVINGS BY JURISIC UTLIZ SPO PL/VL(\$1000)					25000	34023	+ 9023	36	25000	35000	+ 10000	40
2. PROPERTY TRANSFERRED BETWEEN AGENCIES (\$1000)					4800	4424	- 376	8	4800	4500	- 300	6
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	37747	- 12253	25	50000	45000	- 5000	10
5. % OF SPO WS EVAL W/ MEANINGFUL/PRACTICAL RATINGS					54	61	+ 7	13	54	60	+ 6	11
6. REBATES REC FR PCARD FOR PARTICIPATNG (THOU DOLLR)					1630	1409	- 221	14	1630	1300	- 330	20
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	1005	- 5	0	1010	1000	- 10	1
3. NO. AGENCIES ISSUING HLTH & HUMN SVS SOLICITATIONS					10	10	+ 0	0	10	10	+ 0	0
4. NO. OF PCARD HOLDERS FOR ALL PARTICIPATING JURISDI					3650	3158	- 492	13	3650	3000	- 650	18
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF AWARDS FOR PRICE & VENDOR LIST CONTRACTS					100	100	+ 0	0	100	123	+ 23	23
2. NO. OF HANDS SOLICITNS					1425	1407	- 18	1	1425	1000	- 425	30
3. NO. OF PROCURMT TRAINING WORKSHOP ATTENDEES					9500	13220	+ 3720	39	9500	12500	+ 3000	32
4. RATIO PCARD TRANS/PO TRANS OBJ CODE EX DOE,UH,HHSC					14	14	+ 0	0	14	14	+ 0	0
5. NUMBER OF ITEMS TRANSFERRED BETWEEN AGENCIES					2000	894	- 1106	55	2000	1500	- 500	25
6. NO. OF INVENTORY TRANSACTIONS AUDITED & PROCESSED					33500	26402	- 7098	21	33500	2500	- 31000	93
7. TOTAL VALUE OF PROP ADDED TO INVENTORY (\$1000)					555000	854634	+ 299634	54	555000	555000	+ 0	0
8. NO. OF COMP/RESTRICT HLTH & HMN SVC SOLICITATIONS					75	63	- 12	16	75	70	- 5	7
9. NO. OF AWARDS NOTICES POSTED IN HANDS					4000	1122	- 2878	72	4100	1200	- 2900	71
10. NO. OF VENDORS REGISTERED IN HCE					15825	16666	+ 841	5	15825	160000	+ 144175	911



# VARIANCE REPORT NARRATIVE

## FY 2020 AND FY 2021

11 03 09 01  
AGS 240

### PROGRAM TITLE: STATE PROCUREMENT

#### PART I - EXPENDITURES AND POSITIONS

The majority of the FY 20 lapsed funds is from Personal Services caused by vacant positions. In FY 20, the State Procurement Office's (SPO) vacancy rate reached 20.83% (5 out of 24) due to retirements, transfers, lengthy delays in establishing two new positions and hiring, and the COVID-19 pandemic which closed down physical offices, creating yet another burden to hiring qualified candidates. In FY 21, as of October 2020, SPO cannot hire any new employees due to the COVID-19 budget cuts and plans to spend its entire allocated budget as it is extremely tight.

Retirements, transfers, and delays in hiring prevented SPO from maintaining full staffing levels in FY 20. Due to the hiring freeze and general fund restriction, SPO is unable to fill all of its vacant positions and does not have any extra funding to do so, despite the need to fill the positions and remain fully operational.

#### PART II - MEASURES OF EFFECTIVENESS

Item 1: FY 20 should have been reported as a higher savings of \$38,187; FY 21 will be forecasted at a higher amount.

Item 4: This decrease is due to COVID-19 and the shutdown of State offices.

Item 5: Projected to receive more meaningful and practical ratings as we transfer to the new Department of Human Resources Development's (DHRD) Learning Management System (LMS), which is expected to run smoother than Percepium. Some new courses were added that were professionally designed for adult learners.

Item 6: This decrease has to do with the City and County (C&C) of Honolulu, Board of Water Supply (BWS), and City Council withdrawing from the contract. There was also a reduction in the rebate percentage due to the contract expiring.

#### PART III - PROGRAM TARGET GROUPS

Item 4: The variance is due to C&C of Honolulu, BWS, and the City Council withdrawing from the pCard (purchasing Card) contract.

#### PART IV - PROGRAM ACTIVITIES

Item 1: In FY 21, SPO anticipates more price and vendor list contracts.

Item 2: In FY 21, SPO anticipates less Hawaii Awards and Notices Data System (HANDS) solicitations.

Item 3: SPO is projecting to have more participation due to our upcoming transfer to DHRD LMS, the new Percepium.

Item 5: FY 20 actual was 55% lower due to agencies retaining their property longer; FY 21 is also lower due to the same reason.

Item 6: FY 20 actual was 21% lower due to a decreased number of properties transferred between agencies; FY 21 figures is also lower due to the same reason.

Item 7: FY 20 actual was 54% higher due to an increase in the number of land, land improvement, and building and infrastructure additions to the inventory.

Item 8: The decrease is because more multiterm contracts in the previous years seem to have influenced the slightly declining number of overall solicitations. Less new purchases were necessary due to optional and executed contract extensions.

Item 9: The COVID-19 pandemic and budget cuts contributed to the low number of solicitations.

Item 10: In FY 21, SPO anticipates an increase in the number of vendors registered in Hawaii Compliance Express (HCE).

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	5.00	3.00	- 2.00	40	5.00	3.00	- 2.00	40	5.00	5.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,866	289	- 1,577	85	420	74	- 346	82	1,447	300	- 1,147	79
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	5.00	3.00	- 2.00	40	5.00	3.00	- 2.00	40	5.00	5.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	1,866	289	- 1,577	85	420	74	- 346	82	1,447	300	- 1,147	79
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. SURPLUS PROPERTY TRANSFERRED TO DONEES (\$1000)					3000	6270	+ 3270	109	3000	3000	+ 0	0
2. RATIO SVS FEE OVER PROPERTY TRANSFER VALUE (%)					2	0.029	- 1.971	99	2	1.5	- 0.5	25
3. ACTUAL DONEES AS % OF ELIGIBLE DONEES					84	46	- 38	45	84	80	- 4	5
PART III: PROGRAM TARGET GROUP												
1. NON-PROFIT TAX-EXMPT EDUC & PUBLIC HTH INSTUTNS					70	14	- 56	80	70	50	- 20	29
2. PUBLIC AGENCY THAT SERVES OR PROMOTES PUB PURPOSE					60	67	+ 7	12	60	60	+ 0	0
3. 8(A) BUSINESS DEV/SMALL DISADVANTAGED BUSINESSES					40	20	- 20	50	40	35	- 5	13
PART IV: PROGRAM ACTIVITY												
1. FED PERSONAL PROP RECEIVED (LINE ITEMS)					300	252	- 48	16	300	300	+ 0	0
2. FED PROP DONATED (LINE ITEMS)					500	337	- 163	33	500	450	- 50	10
3. ACQ OF STATE PROP FOR UTIL/SALE (LINE ITEMS)					235	566	+ 331	141	235	335	+ 100	43
4. DIST OF STATE PROP FOR REUTIL (LINE ITEMS)					235	409	+ 174	74	235	235	+ 0	0
5. STATE PROP DISP OF BY PUBLIC SALE (LINE ITEMS)					80	157	+ 77	96	80	100	+ 20	25

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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## PROGRAM TITLE: SURPLUS PROPERTY MANAGEMENT

### PART I - EXPENDITURES AND POSITIONS

The position variances in 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 20 can be attributed to lower than anticipated vehicle purchases. More expenditures are projected for FY 21.

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 Meals Ready to Eat, with an acquisition cost of \$2,291,024, was transferred to a donee, Hawaii Food Bank.

Item 2: The decrease in ratio is due to Surplus being charged service and handling of \$0 for Meals Ready to Eat, with a Federal acquisition cost of \$2,291,024.

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

### PART III - PROGRAM TARGET GROUPS

Item 1: The number of nonprofit organizations is decreasing due to a lack of desirable items from the Federal Government.

Item 2: The increase is due to COVID-19 State budget cuts; more State agencies are searching for used/affordable items from Surplus.

Item 3: The variance is due to less 8(A) businesses interested in acquiring Federal surplus, coupled with a decrease in the number of small

businesses due to the businesses graduating after nine (9) years.

### PART IV - PROGRAM ACTIVITIES

Item 1: The decrease in the Federal personal property received is due to the fact that most Federal agencies were closed due to COVID-19.

Item 2: The decrease in Federal Personal Property donated is due to the Federal Holding Agencies being closed due to COVID-19 therefore the property cannot be picked up.

Item 3: The increase of disposals is due to all State agencies were required to offer excess/surplus property to the Surplus Property Office prior to disposal.

Item 4: The increase is due to the Surplus warehouse being open for screening and pickup during the COVID-19 lockdown.

Item 5: The increase of disposals is due to the on-line auction booming because of COVID-19.

## 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	40.00	38.00	- 2.00	5	40.00	39.00	- 1.00	3	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,858	5,902	- 956	14	1,546	1,327	- 219	14	5,324	5,279	- 45	1
TOTAL COSTS												
POSITIONS	40.00	38.00	- 2.00	5	40.00	39.00	- 1.00	3	40.00	40.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,858	5,902	- 956	14	1,546	1,327	- 219	14	5,324	5,279	- 45	1
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE					3870	3864	- 6	0	3870	3870	+ 0	0
2. PERCENTAGE UTILIZATION OF PARKING SPACES					105	105	+ 0	0	105	105	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

**PROGRAM TITLE: AUTOMOTIVE MANAGEMENT**

**11 03 10**

### **PART I - EXPENDITURES AND POSITIONS**

(See Lowest Level Programs for Explanation of Variances)

### **PART II - MEASURES OF EFFECTIVENESS**

No Measures Have Been Developed for this Program.

## 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	13.00	12.00	- 1.00	8	13.00	13.00	+ 0.00	0	13.00	13.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,020	2,111	- 909	30	682	418	- 264	39	2,349	2,349	+ 0	0
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)	3,020	2,111	- 909	30	682	418	- 264	39	2,349	2,349	+ 0	0
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. MOTOR POOL VEHICLES-AVERAGE OPER COST PER VEHICLE					3870	3864	- 6	0	3870	3870	+ 0	0
2. PERCENTAGE OF REVENUES OVER EXPENDITURES					96	94	- 2	2	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
PART IV: PROGRAM ACTIVITY												
1. MOTOR POOL FLEET RENTAL REVENUES					1980	2304	+ 324	16	1980	1980	+ 0	0
2. OTHER NON-MOTOR POOL VEHICLE SERVICE REVENUES					185	180	- 5	3	185	185	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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### **PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - MOTOR POOL**

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#### **PART I - EXPENDITURES AND POSITIONS**

For FY 20, the Department of Accounting and General Services' Motor Pool purchased less fleet cars than projected.

For FY 21, 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**

Items 1 and 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: There are no significant variances for this program activity.

## 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	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	27.00	26.00	- 1.00	4	27.00	26.00	- 1.00	4	27.00	27.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	3,838	3,791	- 47	1	864	909	+ 45	5	2,975	2,930	- 45	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	27.00	26.00	- 1.00	4	27.00	26.00	- 1.00	4	27.00	27.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	3,838	3,791	- 47	1	864	909	+ 45	5	2,975	2,930	- 45	2
					FISCAL YEAR 2019-20				FISCAL YEAR 2020-21			
					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
2. PERCENTAGE OF REVENUES OVER EXPENDITURES					121	120	- 1	1	121	120	- 1	1
PART III: PROGRAM TARGET GROUP												
1. STATE OFFICIALS-EMPLOYEE & PUB CONDUCTG BUS W/STATE					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
2. NO. OF PARKING CITATIONS ISSUED (MONTHLY AVERAGE)					965	400	- 565	59	965	965	+ 0	0
3. EMPLOYEE PARKING & PUBLIC PARKING REVENUES					3000	3600	+ 600	20	3000	3000	+ 0	0



## VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

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AGS 252

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**PROGRAM TITLE: AUTOMOTIVE MANAGEMENT - PARKING CONTROL**

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**PART I - EXPENDITURES AND POSITIONS**

For the 1st quarter of FY 21, 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 the slow down of public parking caused by COVID-19 and State offices closed to the public.

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

## 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	38.00	31.00	-	7.00	18	38.00	31.00	-	7.00	18	38.00	38.00	+	0.00	0
EXPENDITURES (\$1000's)	3,683	2,935	-	748	20	829	631	-	198	24	2,557	2,755	+	198	8
TOTAL COSTS															
POSITIONS	38.00	31.00	-	7.00	18	38.00	31.00	-	7.00	18	38.00	38.00	+	0.00	0
EXPENDITURES (\$1000's)	3,683	2,935	-	748	20	829	631	-	198	24	2,557	2,755	+	198	8

FISCAL YEAR 2019-20					FISCAL YEAR 2020-21					
PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS										
1. % OF LATE (INTEREST) PAYMENTS TO TOTAL PAYMENTS	.2	.3	+	0.1	50	.2	+	0	0	
2. % OF INVOICE PAYMNTS PROCESSED W/IN 7 WORKING DAYS	95	100	+	5	5	95	95	+	0	0
3. AV TIME FOR NON-COMPETITIVE RECRUITMENT ACTION	30	42	+	12	40	30	45	+	15	50
4. AV TIME FOR DELEGATED CLASSIFICATION ACTION	10	8	-	2	20	10	20	+	10	100
5. NO. OF NON-ROUTINE PERSONNEL CONSULTATIVE SVCS	40	1283	+	1243	3108	40	1000	+	960	2400
6. PERCENTAGE OF DATA PROCESSING REQUESTS COMPLETED	80	84	+	4	5	80	80	+	0	0
7. % OF DP REQUESTS COMPLTD WHICH IMPROVED EFFICIENCY	70	73	+	3	4	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)	853	853	+	0	0	853	856	+	3	0
3.	TOTAL NO. OF PAYMENT TRANSACTIONS PROCESSED (000)	29	26	-	3	10	29	27	-	2	7
4.	NO. OF DEPARTMENTAL VACANCIES DURING THE YEAR	200	221	+	21	11	200	225	+	25	13
5.	TOTAL NO. OF DATA PROCESSING REQUESTS PROCESSED	400	430	+	30	8	400	430	+	30	8
6.	NO. OF COMPUTER APPLICATION PROGRAMS ADMINSTERED	3400	3500	+	100	3	3400	3500	+	100	3
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	35	35	+	0	0	35	35	+	0	0
2.	NUMBER OF PURCHASING CARDS OUTSTANDING	168	159	-	9	5	168	160	-	8	5
3.	NUMBER OF PAYROLL REGISTERS HANDLED	8	8	+	0	0	8	8	+	0	0
4.	NUMBER OF EPARS PROCESSED	2500	1562	-	938	38	2500	2500	+	0	0
5.	NUMBER OF NON-EPAR ACTIONS PROCESSED	4000	3665	-	335	8	4000	4000	+	0	0
6.	NO. OF REQUESTS FOR NON-COMPETITIVE RECRUITMENTS	100	70	-	30	30	100	30	-	70	70
7.	NO. OF REQUESTS FOR DELEGATED CLASSIFICATN ACTIONS	140	131	-	9	6	140	140	+	0	0
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	3	-	1	25	4	4	+	0	0

# VARIANCE REPORT NARRATIVE FY 2020 AND FY 2021

11 03 13  
AGS 901

## PROGRAM TITLE: GENERAL ADMINISTRATIVE SERVICES

### PART I - EXPENDITURES AND POSITIONS

The variances in the number of positions filled as of June 30, 2020, the three months ending September 30, 2020, and nine months ending June 30, 2021, are due to the defunding of positions and the hiring freeze.

The decrease in the expenditure for FY 20 is primarily due to funding restrictions and vacancy savings. The variance in expenditures for the three months ended September 30, 2020, is primarily due to vacancy savings, and the variance for the remaining nine months ending June 30, 2021, is due to delayed expenditures from the first quarter.

### PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance in FY 20 percentage of late (interest) payments to total payments is due to delays in receipt of invoices from the programs.

Item 3: Last fiscal year's forecasted number of 45 (from 30); this change reflects how time is counted based on an average of two internal vacancy announcements (IVA) runs per month.

Item 4: The average difference is 2 days. Perhaps there was a greater number of classification actions that took a shorter time to process, e.g., in preparing for Time & Leave, the Reports To field needed to be updated for many positions (December 2019).

Item 5: Since 2018, plan has been to change this performance measure as there is no explanation on how to accurately count this. Due to our office vacancies, three people are covering for four vacant positions, so the increase in our count reflects this. In addition, COVID-19 generated new work activities, some of which are hopefully temporary, such as deployments, Families First Coronavirus Response Act of 2020 (FFCRA), and Occupational Safety and Health Administration (OSHA) tracking of COVID-19 positives in the workplace, as well as Time & Leave deployment in May 2020.

### PART III - PROGRAM TARGET GROUPS

Item 3: For FY 20, the decrease in the number of payment transactions is due to the COVID-19 lock downs.

Item 4: A hiring freeze, effective April 3, 2020, may be the reason for the increase of 21 vacancies that potentially could have been filled by the end of the fiscal year.

### PART IV - PROGRAM ACTIVITIES

Item 4: Probable cause may be the extremely delayed Hawaii Government Employees Association (HGEA) pay adjustments, one of which is retroactive to July 1, 2019. These counts, along with the July 1, 2020 pay adjustments, will be reflected in the FY 21 counts.

Item 6: With budget restrictions every year, this could impact the number of vacancies programs are able to recruit for and explain the decrease in requests.

Item 9: In FY 20, there was a decrease in the number of reorganization requests since positions were defunded and programs decided not to go forward with the reorganizations.