

## **INDIVIDUAL RIGHTS PROGRAM**

### LEVEL I PROGRAM

10

PROGRAM TITLE: INDIVIDUAL RIGHTS

OBJECTIVE: TO INCREASE OPPORTUNITIES AND PROTECTION OF INDIVIDUAL RIGHTS TO ENABLE INDIVIDUALS TO FULFILL THEIR SOCIO-ECONOMIC NEEDS AND ASPIRATIONS, TO UPHOLD AND PROTECT THE LEGAL RIGHTS OF EVERY INDIVIDUAL, AND TO ENSURE EQUAL OPPORTUNITIES FOR INDIVIDUAL PARTICIPATION IN SOCIETY.

#### MEASURES OF EFFECTIVENESS:

1. PERCENT OF FINANCIAL INSTITUTIONS (INCLUDES BANKS, SAVINGS BANKS AND FINANCIAL SERVICE LOAN COMPANIES), BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTE AND RULE.
2. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
3. PERCENTAGE OF LEGAL ACTIONS RESOLVED IN FAVOR OF THE OFFICE OF CONSUMER PROTECTION (OCP).

### LEVEL II PROGRAM

10 01

PROGRAM TITLE: PROTECTION OF THE CONSUMER

OBJECTIVE: TO PROVIDE EFFECTIVE SERVICES AND ACTIVITIES THAT PROTECT INDIVIDUALS FROM ILLEGAL ACTS AND UNFAIR PRACTICES AND THAT ALLEVIATE THE CONSEQUENCES OF THESE ACTS AND PRACTICES IN ORDER TO FOSTER A SAFE AND SECURE ENVIRONMENT, AND TO ASSURE THE ACCESS TO, AND AVAILABILITY OF, LEGAL ASSISTANCE, CONSUMER PROTECTION, AND OTHER PUBLIC SERVICES WHICH STRIVE TO ATTAIN SOCIAL JUSTICE.

#### MEASURES OF EFFECTIVENESS:

1. PERCENT OF FINANCIAL INSTITUTIONS (INCLUDES BANKS, SAVINGS BANKS AND FINANCIAL SERVICE LOAN COMPANIES), BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTE AND RULE.
2. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
3. PERCENTAGE OF LEGAL ACTIONS RESOLVED IN FAVOR OF THE OFFICE OF CONSUMER PROTECTION (OCP).

### LEVEL III PROGRAM

10 01 03

PROGRAM TITLE: REGULATION OF SERVICES

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, DEPENDABILITY, AND SAFETY BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS.

#### MEASURES OF EFFECTIVENESS:

1. PERCENT OF LICENSE RENEWALS REVIEWED AND PROCESSED IN A TIMELY MANNER PURSUANT TO INTERNAL STANDARDS, WHICH RANGE FROM 30 - 60 DAYS (DFI).
2. PERCENT OF LICENSEES RENEWED WITHIN 10 - 12 BUSINESS DAYS (PVL).
3. PERCENT OF COMPLAINTS AND WRITTEN INQUIRIES RESOLVED WITHIN 90 DAYS (INS).
4. PERCENT OF COMPLIANCE BY CABLE TELEVISION COMMUNICATIONS SYSTEMS WITH STATE STATUTORY AND REGULATORY REPORTING REQUIREMENTS.
5. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
6. PERCENT OF FINANCIAL INSTITUTIONS (INCLUDES BANKS, SAVINGS BANKS AND FINANCIAL SERVICE LOAN COMPANIES), BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTE AND RULE.

PROGRAM TITLE: CABLE TELEVISION

OBJECTIVE: TO FOSTER THE DEVELOPMENT OF RESPONSIVE AND RELIABLE CABLE TELEVISION COMMUNICATIONS SERVICES FOR THE PEOPLE OF HAWAII, BY PROMOTING THE PUBLIC INTEREST IN AUTHORIZATIONS BY THE STATE REGARDING CABLE TELEVISION FRANCHISES; REGULATE CABLE TELEVISION OPERATORS TO ENSURE COMPLIANCE WITH APPLICABLE STATE AND FEDERAL LAW; EXPAND THE STATEWIDE INSTITUTIONAL NETWORK ("INET"); CONTINUE THE AVAILABILITY OF PUBLIC, EDUCATIONAL AND GOVERNMENT ("PEG") CABLE ACCESS; AND TO ENGAGE IN ACTIVITIES PROMOTING THE EXPANSION OF, AND ACCELERATING, THE DEPLOYMENT OF BROADBAND INFRASTRUCTURE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF HOMES FOR WHICH CABLE TELEVISION IS AVAILABLE IN THE STATE.
2. PERCENT OF COMPLIANCE BY CABLE TELEVISION COMMUNICATIONS SYSTEMS WITH STATE STATUTORY AND REGULATORY REPORTING REQUIREMENTS.
3. PERCENT OF COMPLAINTS ADDRESSED WITHIN 30 DAYS.
4. PERCENT OF BROADBAND PROJECTS/ACTIVITIES COMPLETED..

TARGET GROUPS:

1. HAWAII HOUSEHOLDS (THOUSANDS).
2. HAWAII BUSINESSES (THOUSANDS).
3. CABLE TELEVISION SUBSCRIBERS (THOUSANDS).
4. CABLE TELEVISION COMPANIES.
5. PEG ACCESS ORGANIZATIONS.
6. BROADBAND SUBSCRIBERS (THOUSANDS).

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS UNDER REVIEW BY THE CABLE TELEVISION DIVISION..
2. NUMBER OF INSPECTIONS, TESTINGS, INVESTIGATIONS, AND COMPLIANCE REVIEWS COMMENCED AND COMPLETED..
3. NUMBER OF MEETINGS ATTENDED BY PROGRAM PERSONNEL RELATING TO THE DEVELOPMENT, CONSTRUCTION, AND USE OF FACILITIES RELATING TO APPLICATION OF CABLE COMMUNICATIONS SERVICES..
4. NUMBER OF COMPLAINTS AND INQUIRIES RECEIVED..
5. NUMBER OF INET PROJECT REQUESTS RECEIVED AND PROCESSED..
6. NUMBER OF PEG ACCESS RELATED ACTIVITIES..
7. NUMBER OF BROADBAND RELATED ACTIVITIES..

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMMUNICATIONS, UTIL & TRANSPORTATION SVCS

OBJECTIVE: THROUGH ADVOCACY, EDUCATION, AND LONG-RANGE PLANNING, TO ENSURE SUSTAINABLE, RELIABLE, SAFE AND QUALITY COMMUNICATIONS, UTILITY AND TRANSPORTATION SERVICES AT FAIR COST FOR HAWAII'S CONSUMERS FOR THE SHORT AND LONG-TERM.

MEASURES OF EFFECTIVENESS:

1. AVERAGE PERCENT OF PUBLIC UTILITY COMMISSION DECISIONS THAT ADOPT OR ACCEPT THE ESSENTIAL TERMS OF ANY SETTLEMENT AGREEMENT ENTERED INTO BY THE CONSUMER ADVOCATE WITH THE REGULATED UTILITY.
2. SAVINGS TO CONSUMERS DUE TO THE DIVISION'S PARTICIPATION IN PUBLIC UTILITIES COMMISSION (PUC) AND OTHER REGULATORY AGENCIES' PROCEEDINGS ON UTILITY COMPANIES' REQUESTS FOR RATE INCREASES AND MERGER OR ACQUISITION PROCEEDINGS.
3. SAVINGS TO CONSUMERS DUE TO THE DIVISION'S PARTICIPATION IN PUC AND OTHER REGULATORY AGENCIES' PROCEEDINGS ON WATER CARRIER COMPANIES' REQUESTS FOR RATE INCREASES AND MERGER OR ACQUISITION PROCEEDINGS..

4. PERCENTAGE OF PROCEDURAL SCHEDULE DEADLINES MET (SET ON A CASE-BY-CASE BASIS THAT IS DETERMINED BY PUC. A NORMAL PROCEDURAL SCHEDULE HAS ANYWHERE FROM 3 TO 30 DEADLINES RANGING FROM 3 MONTHS TO YEARS).
5. NUMBER OF PEOPLE REACHED THROUGH EVENTS OR DISTRIBUTED PUBLICATIONS.
6. PERCENTAGE OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS.
7. PERCENTAGE OF ALTERNATIVE ENERGY SOURCES USED BY ELECTRIC UTILITIES.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. NUMBER OF RESIDENTIAL ELECTRICAL METERS (THOUSANDS).
3. NUMBER OF NON-RESIDENTIAL USERS (THOUSANDS).
4. NUMBER OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC.
5. NUMBER OF SUPPLIERS OF ELECTRIC ENERGY TO ELECTRIC PUBLIC UTILITIES.
6. NUMBER OF TELECOMMUNICATIONS COMMON CARRIERS (FEDERAL AND STATE LICENSED) OPERATING IN HAWAII.
7. NUMBER OF PIPED GAS, WATER, AND WASTEWATER PUBLIC UTILITIES REGULATED BY PUC.
8. NUMBER OF PROPERTY MOTOR CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY.
9. NUMBER OF PASSENGER CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY.
10. NUMBER OF WATER CARRIERS REGULATED BY PUC.

PROGRAM ACTIVITIES:

1. NUMBER OF UTILITY GENERAL RATE APPLICATIONS REVIEWED BY THE DIVISION.
2. NUMBER OF GENERAL TARIFF CHANGES FILED BY MOTOR CARRIERS REVIEWED BY THE DIVISION.
3. NUMBER OF NON-RATE APPLICATIONS FILED BY UTILITY COMPANIES REVIEWED BY THE DIVISION.
4. NUMBER OF INVESTIGATIONS FOR QUALITY SERVICE AND/OR OPERATIONAL INTEGRITY PARTICIPATED IN BY THE DIVISION.
5. NUMBER OF RULEMAKING PROCEEDINGS/GENERIC DOCKETS PARTICIPATED IN BY THE DIVISION.
6. NUMBER OF EDUCATION/OUTREACH EVENTS ATTENDED.
7. NUMBER OF NEWSLETTERS/PUBLICATIONS CREATED.

LEVEL IV PROGRAM

10 01 03 03

CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

OBJECTIVE: TO ENSURE THE SAFETY AND SOUNDNESS OF STATE-CHARTERED AND STATE-LICENSED FINANCIAL INSTITUTIONS, AND ENSURE REGULATORY COMPLIANCE BY STATE-LICENSED FINANCIAL INSTITUTIONS, ESCROW DEPOSITORIES, MONEY TRANSMITTERS, MORTGAGE SERVICERS, MORTGAGE LOAN ORIGINATORS, MORTGAGE LOAN ORIGINATOR COMPANIES, AND INSTALLMENT LENDERS, BY FAIRLY ADMINISTERING APPLICABLE STATUTES AND RULES, IN ORDER TO PROTECT THE RIGHTS AND FUNDS OF DEPOSITORS, BORROWERS, CONSUMERS AND OTHER MEMBERS OF THE PUBLIC.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF STATE CHARTERED AND LICENSED FINANCIAL INSTITUTIONS (INCLUDES BANKS, SAVINGS BANKS AND FINANCIAL SERVICE LOAN COMPANIES), BRANCHES AND OTHER OFFICES EXAMINED IN A TIMELY MANNER PURSUANT TO STATUTE AND RULE.
2. PERCENT OF COMPLETED FINANCIAL INSTITUTION, ESCROW DEPOSITORY, MONEY TRANSMITTER, MORTGAGE SERVICER, MORTGAGE LOAN ORIGINATOR COMPANY, MORTGAGE LOAN ORIGINATOR, AND INSTALLMENT LENDER APPLICATIONS REVIEWED AND PROCESSED IN A TIMELY MANNER PURSUANT TO STATUTE AND INTERNAL GUIDELINES, WHICH RANGE FROM 30 - 90 DAYS FROM RECEIPT.
3. PERCENT OF WRITTEN INQUIRIES REVIEWED AND PROCESSED WITHIN 30 DAYS.
4. PERCENT OF LICENSE RENEWALS REVIEWED AND PROCESSED IN A TIMELY MANNER PURSUANT TO INTERNAL STANDARDS, WHICH RANGE FROM 30 - 60 DAYS.
5. PERCENT OF AUDITED FINANCIAL STATEMENTS REVIEWED PURSUANT TO STATUTE.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. FINANCIAL INSTITUTIONS, ESCROW DEPOSITORIES, MONEY TRANSMITTERS, MORTGAGE SERVICE COMPANIES, MORTGAGE LOAN ORIGINATOR COMPANIES, MORTGAGE LOAN ORIGINATORS, AND INSTALLMENT LENDERS, BRANCHES, OTHER OFFICES, AND AUTHORIZED DELEGATE LOCATIONS.

PROGRAM ACTIVITIES:

1. TOTAL DOLLAR AMOUNT OF ASSETS OF INSTITUTIONS EXAMINED. (MILLIONS OF DOLLARS).
2. NUMBER OF APPLICATIONS REVIEWED..
3. NUMBER OF INQUIRIES RECEIVED.
4. NUMBER OF LICENSES RENEWED.
5. NUMBER OF AUDITED FINANCIAL STATEMENTS RECEIVED FOR REVIEW.
6. NUMBER OF COMPLAINTS OPENED FOR INVESTIGATION..
7. NUMBER OF NON-DEPOSITORY FINANCIAL INSTITUTIONS EXAMINED..
8. NUMBER OF CONSUMERS WHO RECEIVED RESTITUTION..

LEVEL IV PROGRAM

10 01 03 04

CCA 105

PROGRAM TITLE: PROFESSIONAL AND VOCATIONAL LICENSING

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS PROVIDED WITH PROFESSIONAL, VOCATIONAL, AND PERSONAL SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, EQUITY AND DEPENDABILITY BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS; TO REGULATE ACTIVITIES FOR THE PROTECTION, WELFARE AND SAFETY OF THE PARTICIPANTS AS WELL AS THE PUBLIC.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF NEW LICENSES ISSUED WITHIN 10 - 12 BUSINESS DAYS.
2. PERCENT OF LICENSEES RENEWED WITHIN 10 - 12 BUSINESS DAYS.
3. PERCENT OF PROFESSIONAL AND VOCATIONAL LICENSING (PVL) PROPOSED LEGISLATIVE MEASURES ENACTED.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. PERSONS AND BUSINESSES LICENSED BY PROFESSION AND VOCATIONAL LICENSING (ALL STATUSES).
3. PERSONS AND BUSINESSES LICENSED BY PROFESSIONAL AND VOCATIONAL LICENSING (CURRENT AND ACTIVE).
4. REGULATORY BOARDS, COMMISSIONS AND PROGRAMS THAT ARE ASSIGNED TO PVL.

PROGRAM ACTIVITIES:

1. NUMBER OF PROFESSIONAL AND VOCATIONAL LICENSE APPLICATIONS RECEIVED.
2. NUMBER OF EXAMINEES AND REEXAMINEES.
3. NUMBER OF APPLICANTS LICENSED.
4. NUMBER OF PERMITS ISSUED.
5. NUMBER OF LICENSES RENEWED.
6. NUMBER OF CONDOMINIUM REQUESTS, APPLICATIONS, REPORTS AND EDUCATIONAL OFFERINGS..
7. NUMBER OF REAL ESTATE REQUESTS AND EDUCATIONAL OFFERINGS..
8. NUMBER OF TIME SHARE/SUBDIVISION FILINGS RECEIVED..
9. NUMBER OF NEW/REVISED HAWAII ADMINISTRATIVE RULES PROMULGATED..

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

OBJECTIVE: TO ENSURE THAT CONSUMERS ARE PROVIDED WITH INSURANCE SERVICES MEETING ACCEPTABLE STANDARDS OF QUALITY, EQUITY, AND DEPENDABILITY AT FAIR RATES BY ESTABLISHING AND ENFORCING APPROPRIATE SERVICE STANDARDS AND FAIRLY ADMINISTERING THE INSURANCE CODE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF COMPLAINTS AND WRITTEN INQUIRIES RESOLVED WITHIN 90 DAYS.
2. PERCENT OF INSURER'S EXAMINATION WORKLOAD COMPLETED AT LEAST ONCE EVERY 5 YEARS.
3. PERCENT OF CAPTIVE INSURANCE EXAMINATION WORKLOAD COMPLETED WITHIN THE THREE OR FIVE YEAR REQUIREMENT.
4. PERCENT OF RATE AND POLICY FILINGS REVIEWED WITHIN STATUTORY TIME REQUIREMENTS.
5. PERCENT OF INSURANCE FRAUD CASES INDICTED BY THE STATE.
6. PERCENT OF CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES.
7. PERCENT OF SCREENING OF APPLICANTS TO THE ASSIGNED CLAIMS PROGRAM COMPLETED WITHIN 60 DAYS.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. INSURER LICENSEES REGULATED BY THE INSURANCE DIVISION.
3. CAPTIVE LICENSEES REGULATED BY THE INSURANCE DIVISION.
4. OTHER LICENSEES AND REGISTRANTS REGULATED BY THE INSURANCE DIVISION (PRODUCERS, ADJUSTERS, CONTINUING EDUCATION PROVIDERS, MANAGING GENERAL AGENTS, SURPLUS LINES BROKERS, INDEPENDENT BILL REVIEWERS, REINSURANCE INTERMEDIARIES, SERVICE CONTRACT PROVIDERS, SETTLEMENT BROKERS AND PROVIDERS, LIMITED LINES PRODUCERS, VEHICLE PROTECTION PRODUCT WARRANTORS).
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000).

PROGRAM ACTIVITIES:

1. NUMBER OF LICENSE APPLICATIONS, RENEWALS AND UPDATES PROCESSED.
2. NUMBER OF COMPLAINTS.
3. NUMBER OF FRAUD REFERRALS AND COMPLAINTS OPENED FOR INVESTIGATION.
4. NUMBER OF INFORMATION BRIEFINGS AND CAPTIVE DEVELOPMENT ACTIVITIES UNDERTAKEN DURING THE YEAR.
5. NUMBER OF ANNUAL COMPANY FILINGS PROCESSED.
6. NUMBER OF INSURERS' AND CAPTIVES' APPLICATIONS FOR CERTIFICATES OF AUTHORITY REVIEWED.
7. NUMBER OF EXAMINATIONS OF DOMESTIC INSURER AND INSURER-TYPE ENTITIES.
8. NUMBER OF INSURER AND ISSUER RATE AND POLICY FILINGS ANALYZED.
9. NUMBER OF PREMIUM TAX STATEMENTS FILED BY INSURERS, SURPLUS LINES BROKERS, CAPTIVES AND RISK RETENTION GROUPS.
10. NUMBER OF INSURER REPORTS ANALYZED FOR CAPTIVES AND RISK RETENTION GROUPS.

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

OBJECTIVE: TO ENSURE THE SOUNDNESS OF ACCREDITED DEGREE-GRANTING POST-SECONDARY EDUCATIONAL INSTITUTIONS BY FAIRLY ADMINISTERING APPLICABLE STATUTES AND RULES IN ORDER TO PROTECT STUDENTS, CONSUMERS, AND OTHER MEMBERS OF THE COMMUNITY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS.
2. PERCENT OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS.
3. PERCENT OF COMPLAINTS ADDRESSED WITHIN 90 DAYS.

TARGET GROUPS:

1. ACCREDITED DEGREE-GRANTING POST-SECONDARY EDUCATIONAL INSTITUTIONS REGULATED BY THE PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF WRITTEN INQUIRIES RECEIVED CONCERNING THE LAW'S REQUIREMENTS FOR AUTHORIZATION.
2. NUMBER OF APPLICATIONS RECEIVED AND REVIEWED.
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS.
4. NUMBER OF COMPLAINTS RECEIVED.

LEVEL IV PROGRAM

10 01 03 08

CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

OBJECTIVE: TO ENSURE THAT REGULATED COMPANIES EFFICIENTLY AND SAFELY PROVIDE THEIR CUSTOMERS WITH ADEQUATE AND RELIABLE SERVICES AT JUST AND REASONABLE RATES, WHILE PROVIDING REGULATED COMPANIES WITH A FAIR OPPORTUNITY TO EARN A REASONABLE RATE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF RATE CASES COMPLETED WITHIN THE APPLICABLE STATUTORY TIME PERIOD.
2. PERCENT OF NON-RATE CASES COMPLETED WITHIN THE APPLICABLE STATUTORY OR REGULATORY TIME PERIOD.
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME.
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES.
5. AVERAGE NO. ELECTRIC SERVICE INTERRUPTIONS PER CUSTOMER SERVICED.
6. NO. TELECOMM SERVICE DISRUPTIONS LONGER THAN 1 HR.

TARGET GROUPS:

1. ELECTRIC AND GAS COMPANIES.
2. PROPERTY CARRIERS.
3. PASSENGER CARRIERS.
4. WATER COMMON CARRIERS.
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES.
6. TELECOMMUNICATIONS COMPANIES.
7. OPERATORS OF SUBSURFACE INSTALLATIONS.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS FILED.
2. NUMBER OF DECISIONS AND ORDERS AND ORDERS ISSUED RELATED TO DOCKETED MATTERS.
3. NUMBER OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS.
4. NUMBER OF CITATIONS ISSUED.
5. NUMBER OF INFORMAL COMPLAINTS FILED.

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

OBJECTIVE: TO ENSURE THAT THE INDIVIDUAL IS FULLY AND ACCURATELY INFORMED ON ALL ASPECTS OF BUSINESS AND RETAIL TRANSACTIONS BY ESTABLISHING AND ENFORCING APPROPRIATE REGULATIONS AND BY INVESTIGATING AND CORRECTING ABUSES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF LEGAL ACTIONS RESOLVED IN FAVOR OF THE OFFICE OF CONSUMER PROTECTION (OCP).
2. DOLLAR AMOUNTS RECOVERED THROUGH MULTISTATE CASES (THOUSANDS)..
3. PERCENT OF RICO SETTLEMENT AGREEMENTS ADOPTED.
4. PERCENT OF RECOMMENDED ORDERS IN FAVOR OF STATE IN RICO ACTIONS.

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

OBJECTIVE: TO PROTECT CONSUMERS BY INVESTIGATING ALLEGED VIOLATIONS OF CONSUMER PROTECTION LAWS, TAKING LEGAL ACTION TO STOP UNFAIR OR DECEPTIVE TRADE PRACTICES IN THE MARKETPLACE, AND EDUCATING CONSUMERS AND BUSINESSES ABOUT THEIR RESPECTIVE RIGHTS AND OBLIGATIONS IN THE MARKETPLACE UNDER HAWAII CONSUMER PROTECTION LAWS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTION (THOUSANDS).
2. NUMBER OF BUSINESSES DIRECTLY AFFECTED BY OFFICE INVESTIGATIONS.
3. DOLLAR AMOUNT OF FINES ASSESSED OR COSTS IMPOSED (THOUSANDS).
4. DOLLAR AMOUNTS RECOVERED THROUGH MULTISTATE CASES (THOUSANDS).
5. PERCENTAGE OF LEGAL ACTIONS RESOLVED IN FAVOR OF THE OFFICE OF CONSUMER PROTECTION (OCP).

TARGET GROUPS:

1. RESIDENT STATE POPULATION (THOUSANDS).
2. VISITORS TO HAWAII (THOUSANDS).

PROGRAM ACTIVITIES:

1. NUMBER OF CONSUMER COMPLAINTS RECEIVED, EXCLUSIVE OF LANDLORD-TENANT MATTERS.
2. NUMBER OF COMPLAINTS INITIATED BY OCP.
3. NUMBER OF LANDLORD-TENANT INQUIRIES RECEIVED.
4. NUMBER OF COMPLAINTS RESOLVED AT INVESTIGATIVE LEVEL.
5. NUMBER OF MULTISTATE CASES.
6. NUMBER OF LEGAL ACTIONS.
7. NUMBER OF INQUIRIES RECEIVED CONCERNING BUSINESS COMPLAINT HISTORIES.
8. NUMBER OF PERSONS REACHED THROUGH EDUCATIONAL EFFORTS.
9. NUMBER OF LEGISLATIVE PROPOSALS FOR WHICH OCP PROVIDED TESTIMONY.

PROGRAM TITLE: MEASUREMENT STANDARDS

OBJECTIVE: TO MINIMIZE INACCURACY OR FRAUDULENT PRACTICES IN COMMERCIAL MEASUREMENT, LABELING, AND PRICING TO REDUCE LOSSES FOR SELLERS AND CONSUMERS THROUGH A PROGRAM OF LICENSING, INSPECTING, TESTING, CALIBRATING, AND INVESTIGATING COMPLAINTS.

MEASURES OF EFFECTIVENESS:

1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES.
2. PERCENTAGE OF MEASURING DEVICES INSPECTED.
3. COMPLIANCE RATE FOR SERVICE AGENCIES.
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING.
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED.
6. COMPLIANCE RATE FOR PRICING.
7. PERCENTAGE OF STORES INSPECTED FOR PRICING.
8. COMPLIANCE RATE FOR PACKAGE CONTENT.
9. COMPLIANCE RATE FOR PACKAGE LABELING.

TARGET GROUPS:

1. BUSINESSES USING WEIGHING DEVICES.
2. BUSINESSES USING VOLUMETRIC DEVICES.
3. BUSINESSES USING LINEAR DEVICES.
4. SERVICE AGENCIES FOR MEASURING DEVICES.
5. STORES USING PRICE SCANNERS.
6. MEASUREMASTERS.
7. DE FACTO POPULATION OF HAWAII (THOUSANDS).

PROGRAM ACTIVITIES:

1. NUMBER OF MEASURING DEVICES INSPECTED - WEIGHT.
2. NUMBER OF MEASURING DEVICES INSPECTED - VOLUME.
3. NUMBER OF MEASURING DEVICES INSPECTED - LINEAR.
4. NUMBER OF REPAIR SERVICES MONITORED FOR QUALITY.
5. NUMBER OF MEASUREMENT STANDARDS CALIBRATED.
6. NUMBER OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL.
7. NUMBER OF CONSUMER PACKAGES INSPECTED FOR QUANTITY OF CONTENTS (THOUSANDS OF PACKAGES).
8. NUMBER OF CONSUMER PACKAGE LABELS INSPECTED.
9. NUMBER OF CONSUMER PRODUCTS INSPECTED FOR PRICE VERIFICATION.
10. NUMBER MEASURING DEVICES LICENSED.

LEVEL IV PROGRAM

10 01 04 03

CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION AND SECURITIES REGULATION

OBJECTIVE: TO ENSURE THAT BUSINESS REGISTRATION INFORMATION IS ACCURATELY MAINTAINED FOR CORPORATIONS, PARTNERSHIPS, LIMITED LIABILITY COMPANIES, TRADE NAMES, TRADEMARKS, SERVICE MARKS AND OTHER ENTITIES; TO RUN BUSINESS CENTERS TO PROVIDE PERSONALIZED ASSISTANCE TO SMALL AND STARTUP BUSINESSES; TO ENSURE COMPLIANCE WITH AND ENFORCEMENT OF SECURITIES AND FRANCHISE LAWS; AND TO CONDUCT STATEWIDE OUTREACH RELATING TO INVESTMENT FRAUD PROTECTION.

MEASURES OF EFFECTIVENESS:

1. AVERAGE NUMBER OF DAYS TO PROCESS CORPORATION, PARTNERSHIP, LIMITED LIABILITY COMPANY, TRADE NAME OR OTHER DOCUMENTS UNDER EXPEDITED HANDLING (BENCHMARK: 1 DAY).
2. AVERAGE NUMBER OF DAYS TO PROCESS CORPORATION, PARTNERSHIP, LIMITED LIABILITY COMPANY, TRADE NAME, OR OTHER DOCUMENTS UNDER REGULAR HANDLING (BENCHMARK: 3 DAYS).
3. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR BROKER-DEALERS AND INVESTMENT ADVISERS (BENCHMARK: 30 DAYS).
4. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR SALES AGENTS (BENCHMARK: 15 DAYS).
5. AVERAGE NUMBER OF DAYS TO PROCESS APPLICATIONS FOR INVESTMENT ADVISER REPRESENTATIVES (BENCHMARK: 15 DAYS).



TARGET GROUPS:

1. CORPORATIONS, PARTNERSHIPS, LIMITED LIABILITY COMPANIES, TRADE NAMES, TRADEMARKS, AND SERVICE MARKS ON RECORD.
2. BROKER-DEALERS, SALES AGENTS, SECURITIES OFFERINGS, FRANCHISES, INVESTMENT ADVISERS AND INVESTMENT ADVISER REPRESENTATIVES.

PROGRAM ACTIVITIES:

1. NUMBER OF DOCUMENTS RECEIVED FOR PROCESSING AND ANNUAL REPORTS.
2. NUMBER OF SECURITIES COMPLIANCE APPLICATIONS RECEIVED.
3. NUMBER OF ENFORCEMENT CASES OPENED.
4. NUMBER OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT.
5. NUMBER OF COMPLAINTS RESOLVED AT THE INVESTIGATIVE LEVEL DURING THE FISCAL YEAR.
6. NUMBER OF ENFORCEMENT CASES CLOSED DURING THE FISCAL YEAR.
7. NUMBER OF ORDERS, CONSENT AGREEMENTS AND SETTLEMENTS COMPLETED.
8. NUMBER OF SUSPENSIONS OR BARS IMPOSED.
9. NUMBER OF PERSONS REACHED THROUGH INVESTOR EDUCATION PROGRAM ACTIVITY.

LEVEL IV PROGRAM

10 01 04 04

CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

OBJECTIVE: TO ASSIST THE GENERAL PUBLIC THROUGH CONSUMER EDUCATION AND BY ENFORCING THE STATE'S LICENSING LAWS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF REGULATED INDUSTRIES COMPLAINTS OFFICE(RICO) SETTLEMENT AGREEMENTS ADOPTED.
2. PERCENT OF RECOMMENDED ORDERS IN FAVOR OF STATE IN RICO ACTIONS.
3. PERCENT OF FINAL ORDERS SUSTAINED ON APPEAL.
4. NUMBER OF LEGAL ACTIONS.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. LICENSEES (THOUSANDS).
3. BOARDS AND COMMISSIONS ADMINISTRATIVELY ASSIGNED TO DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS.

PROGRAM ACTIVITIES:

1. NUMBER OF INQUIRIES TO CONSUMER RESOURCE CENTER.
2. NUMBER OF COMPLAINT HISTORY INQUIRIES.
3. NUMBER OF COMPLAINTS RECEIVED.
4. NUMBER OF PEOPLE REACHED THROUGH CONSUMER EDUCATION EFFORTS AND COMPLAINTS PROCESSING..
5. NUMBER OF ASSISTS BY NEIGHBOR ISLAND OFFICES TO THE PUBLIC REGARDING NON-RICO MATTERS.
6. NUMBER OF ORDERS AND JUDGMENTS.
7. NUMBER OF COMPLETED INVESTIGATIONS.
8. NUMBER OF SITE INSPECTIONS AND LICENSURE COMPLIANCE CHECKS..

PROGRAM TITLE: GENERAL SUPPORT

OBJECTIVE: TO UPHOLD FAIRNESS AND PUBLIC CONFIDENCE IN THE MARKETPLACE, AND PROMOTE SOUND CONSUMER PRACTICES BY INCREASING KNOWLEDGE AND OPPORTUNITY FOR OUR BUSINESSES AND CITIZENS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CASES COMPLETED WITHIN THE DESIGNATED TIME FRAMES FOR COMPLETING CONTESTED CASE HEARINGS.
2. PERCENTAGE OF HEARINGS OFFICERS' RECOMMENDED ORDERS ADOPTED BY THE FINAL ADMINISTRATIVE AUTHORITIES.
3. PERCENTAGE OF HEARINGS OFFICERS' RECOMMENDED ORDERS ADOPTED BY FINAL ADMINISTRATIVE AUTHORITIES AND SUSTAINED ON APPEAL.
4. PERCENT OF ERROR-FREE INVOICES PROCESSED.
5. PERCENT OF COMPLAINTS/INQUIRIES ADDRESSED IN A TIMELY MANNER.
6. PERCENTAGE OF DEPARTMENT-RELATED LEGISLATIVE HEARINGS TO WHICH TIMELY WRITTEN TESTIMONY IS SUBMITTED.
7. PERCENT OF REQUESTS FOR SYSTEMS ADDITIONS OR ENHANCEMENTS FULFILLED.
8. PERCENT OF INFORMATION SYSTEMS WORK REQUESTS COMPLETED IN THE REQUIRED TIME.

TARGET GROUPS:

1. DE FACTO POPULATION IN HAWAII (THOUSANDS).
2. LICENSEES (THOUSANDS).
3. DCCA DIVISIONS.
4. BOARDS AND COMMISSIONS ADMINISTRATIVELY ASSIGNED TO DCCA.
5. DCCA EMPLOYEES.

PROGRAM ACTIVITIES:

1. NUMBER OF WRITTEN NOTICES ISSUED BY HEARINGS OFFICERS TO INFORM PARTIES OF PROCEDURAL EVENTS (E.G., CONFERENCE, HEARINGS, RESCHEDULINGS, MOTIONS AND ORAL ARGUMENTS).
2. NUMBER OF PRE-HEARING EVENTS CONDUCTED BY HEARINGS OFFICERS INVOLVING THE PARTIES (PRE-HEARING CONFERENCES, STATUS CONFERENCES, HEARINGS ON MOTIONS).
3. NUMBER OF HEARINGS CONDUCTED BY HEARINGS OFFICERS.
4. NUMBER OF RECOMMENDED AND FINAL ORDERS ISSUED BY HEARINGS OFFICERS.
5. TOTAL EDUCATIONAL OUTREACH IMPRESSIONS..
6. NUMBER OF SYSTEMS ADDED OR ENHANCED.
7. NUMBER OF INFORMATION SYSTEMS WORK REQUESTS.
8. NUMBER OF INVOICES PROCESSED.

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

OBJECTIVE: TO PROMOTE GOVERNMENT TRANSPARENCY AND ACCOUNTABILITY BY PROVIDING NEUTRAL AND CONSISTENT DECISIONS AND GUIDANCE TO MEMBERS OF THE PUBLIC AND ALL STATE, COUNTY, AND INDEPENDENT AGENCIES REGARDING ACCESS TO RECORDS MAINTAINED UNDER HRS CHAPTER 92F (UNIFORM INFORMATION PRACTICES ACT) AND ACCESS TO PUBLIC MEETINGS SUBJECT TO PART I OF CHAPTER 92 (SUNSHINE LAW).

MEASURES OF EFFECTIVENESS:

1. NUMBER OF INFORMAL REQUESTS (AOD) RECEIVED IN FISCAL YEAR.
2. PERCENT OF INFORMAL REQUESTS RESOLVED IN THE SAME FISCAL YEAR.
3. NUMBER OF FORMAL CASES OPENED IN FISCAL YEAR (COR, RFA, ETC).
4. PERCENT OF FORMAL CASES OPEN AND CLOSED IN SAME FISCAL YEAR.
5. PERCENT OF TOTAL FORMAL/INFORMAL CASES OPENED AND CLOSED IN SAME FISCAL YEAR.
6. NUMBER OF FORMAL CASES PENDING AT END OF FISCAL YEAR, EX. LITIGATION.
7. NUMBER OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP.

TARGET GROUPS:

1. DE FACTO POPULATION OF HAWAII.
2. ALL STATE, COUNTY, AND INDEPENDENT AGENCIES.
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES.

PROGRAM ACTIVITIES:

1. NUMBER OF FORMAL/INFORMAL OPINIONS ISSUED.
2. NUMBER OF TRAINING MATERIALS ADDED/REVISED.
3. NUMBER OF SPECIAL PRESENTATIONS.
4. NUMBER OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS.
5. NUMBER OF LEGISLATIVE PROPOSALS MONITORED.
6. NUMBER OF LAWSUITS MONITORED.
7. NUMBER OF AGENCIES SUBMITTING UIPA LOGS.
8. NUMBER OF FORMAL CASES CLOSED WITHOUT OPINIONS.

LEVEL II PROGRAM

10 03

PROGRAM TITLE: LEGAL AND JUDICIAL PROTECTION OF RIGHTS

OBJECTIVE: TO ENSURE THAT AN INDIVIDUAL IS AFFORDED EQUAL PROTECTION OF LEGAL AND CIVIL RIGHTS AND INTERESTS BY PROVIDING EQUITABLE AND PROMPT ADJUDICATION PROCESS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MAXIMUM FELONY CASES ON A PER ATTORNEY BASIS.

LEVEL III PROGRAM

10 03 01

BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

OBJECTIVE: TO SAFEGUARD THE RIGHTS OF INDIVIDUALS BY PROVIDING STATUTORILY ENTITLED AND EFFECTIVE LEGAL REPRESENTATION IN CRIMINAL, MENTAL COMMITMENT, AND FAMILY CASES IN COMPLIANCE WITH THE HAWAII RULES OF PROFESSIONAL CONDUCT. PRUDENTLY MANAGE DEPUTY PUBLIC DEFENDER AND SUPPORT SERVICE RESOURCES AND CASELOADS AND MAINTAIN QUALITY TRAINING PROGRAM FOR DEPUTY PUBLIC DEFENDER STAFF.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MAXIMUM FELONY CASES ON A PER ATTORNEY BASIS.
2. PERCENTAGE BY WHICH ATTORNEY CASELOADS EXCEED NATIONAL STANDARDS FOR MISDEMEANOR CASES ON A PER ATTORNEY BASIS.
3. % ATTORNEY CASELOADS EXCEEDING NATIONAL STANDARD FOR FAMILY COURT.
4. % ATTORNEY CASELOADS EXCEEDING NATIONAL STANDARD FOR APPEALS CASES.
5. ANNUAL # TRAINING HOURS COMPLETED BY PROFESSIONAL STAFF AS % PLANNED HOURS.

TARGET GROUPS:

1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES.
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES.
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES.
4. INDIGENTS REQUIRING SERVICES FOR MENTAL COMMITMENT CASES.
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES.
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES.

PROGRAM ACTIVITIES:

1. CASES ACCEPTED - FELONY.
2. CASES ACCEPTED - MISDEMEANOR.
3. CASES ACCEPTED - FAMILY COURT.
4. CASES ACCEPTED - APPEAL.
5. CASES ACCEPTED - MENTAL COMMITMENT.

LEVEL III PROGRAM

10 03 03

LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

OBJECTIVE: TO PROTECT THE PUBLIC BY PROVIDING FOR AN ACCURATE, TIMELY, AND PERMANENT SYSTEM OF REGISTERING AND RECORDING LAND TITLE AND RELATED DOCUMENTS AND MAPS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF DAYS BETWEEN RECORDING AND COMPLETION - REGULAR SYSTEM.
2. NUMBER OF DAYS BETWEEN RECORDING AND COMPLETION - LAND COURT.
3. NUMBER OF DAYS BETWEEN REQUEST AND COMPLETION - COPIES.
4. NUMBER OF DAYS BETWEEN REQUEST AND COMPLETION - UNIFORM COMMERCIAL CODE SEARCHES.
5. NUMBER OF DAYS BETWEEN DOCUMENT SEARCH/COPY REQUEST AND COMPLETION.

TARGET GROUPS:

1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM.
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT.
3. LAND COURT CERTIFICATES OF TITLE ISSUED.
4. LAND COURT ORDERS RECORDED.
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM.
6. COPIES REQUESTED - LAND COURT AND REGULAR SYSTEM.
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED.

PROGRAM ACTIVITIES:

1. NUMBER OF DOCUMENTS PROCESSED - REGULAR SYSTEM.
2. NUMBER OF DOCUMENTS PROCESSED - LAND COURT.
3. LAND COURT CERTIFICATES OF TITLE PRODUCED.
4. LAND COURT ORDERS PROCESSED.
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM.
6. COPIES PROCESSED.
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED.

**PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN**

**OBJECTIVE:** TO ASSURE WOMEN FULL AND EQUAL COVERAGE UNDER THE LAW BY INFORMING GOVERNMENT AND NON-GOVERNMENT AGENCIES AND THE PUBLIC OF WOMEN'S RIGHTS, OPPORTUNITIES, AND RESPONSIBILITIES; ADVOCATING THE ENACTMENT OR REVISION OF LAWS TO ELIMINATE DISCRIMINATION; IDENTIFYING OR SUPPORTING PROGRAMS AND PROJECTS THAT ADDRESS WOMEN'S CONCERNS AND NEEDS; EDUCATING WOMEN IN THEIR POLITICAL RIGHTS AND RESPONSIBILITIES, PARTICULARLY WITH RESPECT TO THEIR VOTING DUTIES; AND ESTABLISHING AND MAINTAINING AN ACTIVE PRESENCE IN THE COMMUNITY.

**MEASURES OF EFFECTIVENESS:**

1. NUMBER OF WOMEN ELECTED TO LEGISLATIVE OFFICE AS A PERCENTAGE OF THE TOTAL NUMBER OF LEGISLATIVE ELECTIVE SEATS.
2. NUMBER OF CONSTITUENT CASES REFERRED TO AND TRACKED BY COMMISSION.
3. NUMBER OF LAWS RELATING TO WOMENS ISSUES ENACTED/REVISED AS A PERCENTAGE OF THOSE ADVOCATED.
4. NUMBER OF CSW MENTIONS, PRESS RELEASES, AND INTERVIEWS IN LOCAL AND NATIONAL PRESS.
5. NUMBER OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES.

**TARGET GROUPS:**

1. TOTAL STATE POPULATION (THOUSANDS).
2. TOTAL STATE FEMALE POPULATION (THOUSANDS).
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE).
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS).
5. FEMALES OVER 65 (THOUSANDS).
6. NUMBER OF NATIVE HAWAIIAN WOMEN IN THE STATE OF HAWAII.
7. NUMBER OF FOREIGN BORN WOMEN IN HAWAII.
8. NUMBER OF COMPACT OF FREE ASSOCIATION (COFA) WOMEN.
9. NUMBER OF TRANSGENDER WOMEN.

**PROGRAM ACTIVITIES:**

1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS.
2. NUMBER OF PROJECTS/EVENTS INITIATED, CO-SPONSORED OR SUPPORTED.
3. NUMBER OF VOLUNTEERS AND STAFF PARTICIPATING IN PROJECTS/EVENTS (HOURS).
4. NUMBER OF SEXUAL HARASSMENT AND GENDER BIAS TRAININGS.
5. NUMBER OF SPEAKING ENGAGEMENTS BY COMMISSIONERS AND STAFF.
6. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED.
7. NUMBER OF TRAINEES THAT ATTENDED PUBLIC TRAININGS, EVENTS, OR PROGRAMS.
8. TOTAL FUNDS SPENT ON COMMUNITY COLLABORATION EVENTS.
9. NUMBER OF INTERNS, EXTERNS, AND FELLOWS WITH THE COMMISSION.