



INDIVIDUAL RIGHTS

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	745.00	603.50	- 141.50	19	746.00	630.50	- 115.50	15	746.00	744.00	- 2.00	0
EXPENDITURES (\$1000's)	128,398	109,568	- 18,830	15	33,671	22,941	- 10,730	32	110,277	120,191	+ 9,914	9
TOTAL COSTS												
POSITIONS	745.00	603.50	- 141.50	19	746.00	630.50	- 115.50	15	746.00	744.00	- 2.00	0
EXPENDITURES (\$1000's)	128,398	109,568	- 18,830	15	33,671	22,941	- 10,730	32	110,277	120,191	+ 9,914	9
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	88	- 5	5	93	93	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2024 AND FY 2025

PROGRAM TITLE: INDIVIDUAL RIGHTS

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 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	543.00	435.00	- 108.00	20	544.00	445.00	- 99.00	18	544.00	542.00	- 2.00	0
EXPENDITURES (\$1000's)	105,802	91,179	- 14,623	14	27,914	18,717	- 9,197	33	92,391	101,589	+ 9,198	10
TOTAL COSTS												
POSITIONS	543.00	435.00	- 108.00	20	544.00	445.00	- 99.00	18	544.00	542.00	- 2.00	0
EXPENDITURES (\$1000's)	105,802	91,179	- 14,623	14	27,914	18,717	- 9,197	33	92,391	101,589	+ 9,198	10
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	88	- 5	5	93	93	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				

PROGRAM TITLE: PROTECTION OF THE CONSUMER

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PART I - EXPENDITURES AND POSITIONS

Details of the position and expenditures 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 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	316.00	255.00	- 61.00	19	317.00	257.00	- 60.00	19	317.00	317.00	+ 0.00	0
EXPENDITURES (\$1000's)	65,372	54,850	- 10,522	16	18,004	11,670	- 6,334	35	51,470	57,804	+ 6,334	12
TOTAL COSTS												
POSITIONS	316.00	255.00	- 61.00	19	317.00	257.00	- 60.00	19	317.00	317.00	+ 0.00	0
EXPENDITURES (\$1000's)	65,372	54,850	- 10,522	16	18,004	11,670	- 6,334	35	51,470	57,804	+ 6,334	12
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS-DFI	94	99	+ 5	5	93	93	+ 0	0				
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS-PVL	95	55	- 40	42	95	85	- 10	11				
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS-INS	90	47	- 43	48	90	80	- 10	11				
4. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				
5. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
6. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	88	- 5	5	93	93	+ 0	0				

PROGRAM TITLE: REGULATION OF SERVICES

10 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.

PROGRAM TITLE: CABLE TELEVISION

PROGRAM-ID: CCA-102

PROGRAM STRUCTURE NO: 10010301

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	5.00	- 2.00	29	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,612	1,578	- 1,034	40	663	418	- 245	37	2,001	2,246	+ 245	12
TOTAL COSTS												
POSITIONS	7.00	5.00	- 2.00	29	7.00	5.00	- 2.00	29	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,612	1,578	- 1,034	40	663	418	- 245	37	2,001	2,246	+ 245	12
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
4. % OF BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0	99	99	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)	545	572	+ 27	5	545	575	+ 30	6	545	575	+ 30	6
2. HAWAII BUSINESSES (000)	36	33	- 3	8	36	33	- 3	8	36	33	- 3	8
3. CABLE TELEVISION SUBSCRIBERS (000)	345	320	- 25	7	340	315	- 25	7	340	315	- 25	7
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0	2	2	+ 0	0
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0	4	4	+ 0	0
6. BROADBAND SUBSCRIBERS (000)	395	395	+ 0	0	395	402	+ 7	2	395	402	+ 7	2
PART IV: PROGRAM ACTIVITY												
1. # OF APPLICATIONS UNDER REVIEW BY CATV	6	6	+ 0	0	6	6	+ 0	0	6	6	+ 0	0
2. # INSP, TST,INVSTGN, COMPL REV BEGUN/ENDED BY CATV	6	6	+ 0	0	6	6	+ 0	0	6	6	+ 0	0
3. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0	4	4	+ 0	0
4. # OF COMPLAINTS AND INQUIRIES RECEIVED	260	260	+ 0	0	260	260	+ 0	0	260	260	+ 0	0
5. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	40	40	+ 0	0	40	30	- 10	25	40	30	- 10	25
6. # OF PEG ACCESS RELATED ACTIVITIES	200	200	+ 0	0	200	200	+ 0	0	200	200	+ 0	0
7. # OF BROADBAND RELATED ACTIVITIES	120	110	- 10	8	120	110	- 10	8	120	110	- 10	8

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variance is due to two positions that were vacated due to retirement and not yet filled, a reduction in neighbor island broadband expenses due to the termination of the Big Island (Hi Wi-Fi Project) contract, and delay in the Kauai satellite agreement (anticipated for December 2024).

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances to report for measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 5: Number of Institutional Network (INET) Project Requests Received/Processed. The variance in FY 25 is based on the number of actual INET requests received by our division. New franchises by Hawaiian Tel on the neighbor islands and franchise renewal agreements for Charters on Kauai, Maui, and Hawaii Island will result in a decrease of INET requests as INET Partners will now have to pay for their initial connections. There is also an uncertainty of whether future Operation and Maintenance of INET lines will have to be paid by the INET Partners themselves, too.

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

PROGRAM-ID: CCA-103

PROGRAM STRUCTURE NO: 10010302

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	25.00	20.00	- 5.00	20	25.00	19.00	- 6.00	24	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,658	3,651	- 1,007	22	947	766	- 181	19	3,929	4,110	+ 181	5
TOTAL COSTS												
POSITIONS	25.00	20.00	- 5.00	20	25.00	19.00	- 6.00	24	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,658	3,651	- 1,007	22	947	766	- 181	19	3,929	4,110	+ 181	5

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	75	82	+ 7	9	75	80	+ 5	7
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	2725	- 12275	82	15000	7500	- 7500	50
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	0	- 1000	100	0	0	+ 0	0
4. % PROCEDURAL DEADLINES MET	100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	90868	+ 86368	1919	4500	3000	- 1500	33
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	85	98	+ 13	15	85	95	+ 10	12
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	37	35	- 2	5	39	39	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000'S)	1403	1585	+ 182	13	1403	1585	+ 182	13
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	438	469	+ 31	7	439	469	+ 30	7
3. # OF NON-RESIDENTIAL USERS (000'S)	66	63	- 3	5	67	63	- 4	6
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+ 0	0	4	4	+ 0	0
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	45	53	+ 8	18	47	51	+ 4	9
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	210	237	+ 27	13	210	237	+ 27	13
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	60	+ 17	40	43	60	+ 17	40
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	555	653	+ 98	18	555	653	+ 98	18
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	1055	1356	+ 301	29	1060	1356	+ 296	28
10. # WATER CARRIERS REGULATED BY PUC	2	2	+ 0	0	2	2	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	11	+ 4	57	7	6	- 1	14
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	0	+ 0	0	0	0	+ 0	0
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	80	61	- 19	24	80	61	- 19	24
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	1	- 1	50	2	1	- 1	50
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	8	- 2	20	10	8	- 2	20
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	8	12	+ 4	50	8	7	- 1	13
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	6	+ 2	50	4	4	+ 0	0

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

PART I - EXPENDITURES AND POSITIONS

The Division of Consumer Advocacy (DCA) was successful in decreasing the number of vacancies from the previous fiscal year. However, DCA faces continued challenges in finding qualified and interested candidates at the current levels of pay, which is reflected by the variance in the number of positions in FY 24. The variance in expenditures is primarily due to personnel vacancies, deferral of certain cases, certain anticipated projects being delayed beyond FY 24, and efforts to restrict expenditures due to fiscal uncertainty.

PART II - MEASURES OF EFFECTIVENESS

Items 2 and 3: The variances reflect forecasting uncertainties from unknown factors such as if and when a company will file an application and when and how the Public Utilities Commission (PUC) will rule on that application. With the adoption of the Performance Based Regulation Framework, the elimination of rate cases by the Hawaiian Electric Companies have affected opportunities for directly quantifiable savings and Young Brothers has not filed a new rate case since receiving an emergency increase in FY 21.

Item 5: The number of people reached through outreach events and distributed publications in FY 24 was higher than historical targets because the division was successful in hiring an Educational Specialist (ES) who significantly increased the number of people interacted with through events and publications, which included significant social media announcements and interaction.

Item 6: The number of complaints responded to within 24 hours increased because DCA was successful in hiring an ES who aided in responding to complaints and also due to an increase in the number of complaints received related to increased outages from the electrical companies.

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

Item 5: Successful Request for Proposals efforts resulted in a higher-than-expected number of suppliers.

Item 6: The number of telecom carriers reflects the increase in the companies interested in providing telecommunications services in Hawaii. No specific factor is causing this increase, and it may be reasonable to expect a decrease in the number of providers due to the competitive nature of the industry.

Item 7: The increase is due to new water and wastewater companies being certificated.

Items 8 and 9: The number of property and passenger carriers is subject to various factors, such as general economic conditions. Thus, the increase in both the number of property and passenger carriers may reflect optimism that the recovery from the COVID-19 pandemic will support a higher number of carriers than even before the COVID-19 pandemic started.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance reflects the forecasting uncertainties associated with when utility companies file applications or when PUC might open generic dockets.

Items 3 to 5: The Consumer Advocate has attempted to participate in less of the non-rate and non-policy applications to better allocate its available resources to assess the electric utilities' proposed plans for power generation, interconnection, and rate structures. Due to State renewable and energy portfolio standards, there have been proceedings that deal with increasing the amount of renewable generation and energy efficiency measures. DCA has also focused on electric utility filings related to the

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

Maui wildfires.

Items 6 and 7: DCA was successful in hiring an ES who conducted significant outreach throughout the year and was tasked with developing a comprehensive resource to help utility customers permanently lower their bills and obtain access to temporary utility assistance programs. The ES took the initiative to develop an outreach program to help educate the public on that resource through a "How to Navigate Utility Assistance Programs and Resources?" series at public libraries.

PROGRAM TITLE:

FINANCIAL SERVICES REGULATION

12/3/24

PROGRAM-ID:

CCA-104

PROGRAM STRUCTURE NO:

10010303

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	43.00	35.00	- 8.00	19	43.00	33.00	- 10.00	23	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,455	5,506	- 949	15	1,848	1,317	- 531	29	4,855	5,386	+ 531	11
TOTAL COSTS												
POSITIONS	43.00	35.00	- 8.00	19	43.00	33.00	- 10.00	23	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,455	5,506	- 949	15	1,848	1,317	- 531	29	4,855	5,386	+ 531	11
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	88	- 5	5	93	93	+ 0	0				
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	90	92	+ 2	2	90	90	+ 0	0				
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	80	80	+ 0	0	80	80	+ 0	0				
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	96	+ 2	2				
5. % AUDITED FINANCIAL STATEMTS REVIEWED PRS TO STAT	93	93	+ 0	0	93	93	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1403	1585	+ 182	13	1403	1585	+ 182	13				
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	5500	4122	- 1378	25	5000	4000	- 1000	20				
PART IV: PROGRAM ACTIVITY												
1. TTL \$ AMT ASSTS OF INSTITUTIONS EXAMIND (\$000,000)	57967	57536	- 431	1	58546	58000	- 546	1				
2. # OF APPLICATIONS REVIEWED	1750	1715	- 35	2	1500	1500	+ 0	0				
3. # OF INQUIRIES RECEIVED	4000	3686	- 314	8	4000	3500	- 500	13				
4. # OF LICENSES RENEWED	2500	3819	+ 1319	53	2000	3000	+ 1000	50				
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	91	82	- 9	10	92	82	- 10	11				
6. # OF COMPLAINTS OPENED FOR INVESTIGATION	78	77	- 1	1	76	76	+ 0	0				
7. # OF NON-DEPOSITORY FINANCIAL INSTITUTION EXAMINED	52	37	- 15	29	52	36	- 16	31				
8. # OF CONSUMERS WHO RECEIVED RESTITUTION	300	644	+ 344	115	300	100	- 200	67				

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

FY 24: It was difficult to fill open positions during FY 24, which has been the case not only across the State, but across the nation. The corresponding variance in expenditures is largely due to vacancies.

FY 25: Fortunately, the Division of Financial Institutions (DFI) has seen much success in filling vacant positions with new employees coming on board or soon to come on board in the second quarter of FY 25.

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances to report for measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

Item 2: The respective variances (25% and 20%) are a result from the number of licensees dropped due to the non-renewal of mortgage loan originators (MLO) (individuals). The rapid rise in rates and increase in property values prompted less productive MLOs to not renew their license.

PART IV - PROGRAM ACTIVITIES

Items 3: In FY 24, the number of inquiries decreased due to the decrease in phone calls. DFI continues to encourage the use of email and continues to enhance the "Frequently Asked Questions" on their website.

Item 4: In FY 24, the number of licenses renewed continues to decrease. Because of the sharp rise in interest rates, a larger runoff was anticipated. We continue to anticipate a slight decline in renewals for FY 25.

Item 5: In FY 24, the number of audited financial statements received for review had a variance of 10%, which was primarily due to eight less money transmitters licensed in Hawaii year after year. For FY 25, the number of audited financial statements received for review projected a

variance of 11% primarily due to eight fewer money transmitters and one fewer escrow depository licensed in Hawaii.

Item 7: In FY 24, the number of non-depository financial institutions examined was 37, for a variance of 29% due to the exam frequency cycle for the fiscal year included large entities requiring more examiner hours per exam. The number of non-depository financial institutions examined variance of 31% for FY 25 is due to two bank compliance exams are scheduled at four weeks per exam which will reduce the number of non-depository exams examiners will be able to conduct.

Item 8: The number of consumers who received restitution in FY 24 was 644 for a variance of 115% due to examinations of several problem mortgage lenders where examiners identified systemic violations of consumer harm, requiring a scrub of all loans the lenders originated during the review period. For FY 25, the estimated number of consumers who received restitution variance of 67% is due to the exam frequency cycle where DFI will be performing more mortgage broker exams where restitution is unlikely versus mortgage lender and servicer exams.

PROGRAM TITLE:

PROFESSIONAL & VOCATIONAL LICENSING

12/3/24

PROGRAM-ID:

CCA-105

PROGRAM STRUCTURE NO:

10010304

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	79.00	52.00	- 27.00	34	80.00	50.00	- 30.00	38	80.00	80.00	+ 0.00	0
EXPENDITURES (\$1000's)	12,252	8,752	- 3,500	29	5,275	1,919	- 3,356	64	7,472	10,828	+ 3,356	45
TOTAL COSTS												
POSITIONS	79.00	52.00	- 27.00	34	80.00	50.00	- 30.00	38	80.00	80.00	+ 0.00	0
EXPENDITURES (\$1000's)	12,252	8,752	- 3,500	29	5,275	1,919	- 3,356	64	7,472	10,828	+ 3,356	45

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	55	- 40	42	95	80	- 15	16
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	97	+ 0	0	97	85	- 12	12
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	0	- 90	100	90	90	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1403	1585	+ 182	13	1403	1585	+ 182	13
2. PERS/BUS LIC BY PVL (ALL STATUSES)	540000	533403	- 6597	1	555000	559000	+ 4000	1
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	160000	178091	+ 18091	11	160000	175000	+ 15000	9
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	52	52	+ 0	0	52	52	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF PROF & VOC APPLICATIONS RECEIVED	24000	23654	- 346	1	24000	26000	+ 2000	8
2. # OF EXAMINEES & REEXAMINEES	10900	6614	- 4286	39	10900	7400	- 3500	32
3. # OF APPLICANTS LICENSED	16000	18199	+ 2199	14	16000	20000	+ 4000	25
4. # OF PERMITS ISSUED	800	1141	+ 341	43	800	1000	+ 200	25
5. # OF LICENSES RENEWED	70500	69882	- 618	1	70500	74000	+ 3500	5
6. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	96000	78438	- 17562	18	96000	96000	+ 0	0
7. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	158000	142408	- 15592	10	158000	158000	+ 0	0
8. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	110	77	- 33	30	230	230	+ 0	0
9. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	0	- 3	100	3	3	+ 0	0

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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

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

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance is due to the filling of position vacancies and staff turnovers, which require a retraining of staff and, in turn, impacts the Professional and Vocational Licensing Division's normal operations and processing timelines.

Item 2: The variance for FY 25 is based on licenses that are dependent on another license to renew.

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

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

Item 3: The variance is due to the inclusion of nurse aides and temporary licenses issued.

PART IV - PROGRAM ACTIVITIES

Item 2: The variance is attributed to a slower-than-expected increase in exam applicants following the COVID-19 pandemic and a change in nursing exam rules which limit applicants to three attempts before requiring them to complete remedial courses to retake the exam.

Item 3: The variance is due to improvements in workflow processes and

staff reassignments.

Item 4: The variance is due to the higher number of permits issued in the areas of barbering and cosmetology.

Item 6: The variance is likely due to an increase in interest rates reducing the rate of projects coming to market and the associated decline in developer and buyer inquiries, resulting in fewer governance calls, emails, and requests received. Staff have also expanded the number of brochures and "Frequently Asked Questions" (FAQs) available online via the branch's website. There has also been a marked decline in developer inquiries regarding Chapter 514A, HRS, as many developers have made the transition via re-registration in prior years. These re-registrations would generate a sizable number of inquiries per registration from the developer and their agents given the complexity of the process.

Item 7: The real estate request variances were caused due to fewer telephone calls, along with written requests and applications. The Real Estate Branch (REB) has increased the number of resources, such as How-To Guides and FAQs, on the website. In addition, in FY 24, REB saw a typical decline in the number of inquiries as it is not a renewal year. We expect to see a higher number of inquiries for the upcoming fiscal year.

Item 8. The variance is due to less applications received for Plan Managers, Developer Amendments and Subdivision Annual Reports, possibly due to some subdivisions being sold out.

Item 9. The variance is due to ongoing revisions made by the Board, which has not resulted in the completion and promulgation of rules.

PROGRAM TITLE:

INSURANCE REGULATORY SERVICES

12/3/24

PROGRAM-ID:

CCA-106

PROGRAM STRUCTURE NO:

10010306

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	94.00	80.00	- 14.00	15	94.00	82.00	- 12.00	13	94.00	94.00	+ 0.00	0
EXPENDITURES (\$1000's)	20,429	17,389	- 3,040	15	4,436	2,808	- 1,628	37	17,802	19,430	+ 1,628	9
TOTAL COSTS												
POSITIONS	94.00	80.00	- 14.00	15	94.00	82.00	- 12.00	13	94.00	94.00	+ 0.00	0
EXPENDITURES (\$1000's)	20,429	17,389	- 3,040	15	4,436	2,808	- 1,628	37	17,802	19,430	+ 1,628	9

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	47	- 43	48	90	80	- 10	11
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	100	60	- 40	40	100	80	- 20	20
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	95	+ 0	0	95	95	+ 0	0
5. % OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+ 0	0	100	100	+ 0	0
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	3.0	3.1	+ 0.1	3	3.0	3.0	+ 0	0
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	90	90	+ 0	0	90	90	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1403	1585	+ 182	13	1403	1585	+ 182	13
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1397	1403	+ 6	0	1404	1404	+ 0	0
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	268	269	+ 1	0	275	277	+ 2	1
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	123000	113882	- 9118	7	135000	130000	- 5000	4
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	1075	1119	+ 44	4	1075	1075	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	225026	309103	+ 84077	37	247143	314890	+ 67747	27
2. # OF COMPLAINTS	550	507	- 43	8	560	510	- 50	9
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	77	82	+ 5	6	79	79	+ 0	0
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	52	52	+ 0	0	52	52	+ 0	0
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2611	2702	+ 91	3	2624	2746	+ 122	5
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	34	41	+ 7	21	34	40	+ 6	18
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	50	45	- 5	10	50	58	+ 8	16
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	3810	4475	+ 665	17	3810	4110	+ 300	8
9. # OF PREMIUM TAX STATEMENTS FILED	11242	9978	- 1264	11	11299	9167	- 2132	19
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	341	333	- 8	2	341	340	- 1	0

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count and Expenditures for FY 24 and the first quarter of FY 25: The variances are a result of position vacancies pending recruitment and filling or recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in the percentage of complaints resolved within 90 days is attributable to a vacant investigator and a vacant administrative support position during the majority of FY 24. Both vacancies have recently been filled, and we expect the percentage to increase in FY 25. Additionally, complaints related to the 2023 Maui wildfires have been more complex and files are left open to monitor arbitration/litigation.

Item 3: For the beginning portion of FY 24, the Captive Branch (CB) was dealing with undergoing a National Association of Insurance Commissioners (NAIC) Accreditation Re-Review for financial analysis, which lead to less time to perform and complete examinations. In addition, there were seven risk retention group examinations that were required to be completed. These examinations are subject to accreditation and take three to four times longer to complete than other examinations performed. Typically, CB completes two to three of risk retention group exams a year. For FY 25, CB has passed the Accreditation Re-Review, and there are three scheduled Risk Retention Group examinations. As such, CB expects to complete more examinations than in the prior year.

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

PART IV - PROGRAM ACTIVITIES

Item 1: Licensing activities substantially increased when we transitioned to a new information technology administration system and expanded all online services available in 2023. This ease of processing contributed to

the 38% increase in transactions handled in FY 24, while maintaining existing staff levels.

Item 6: The number of applications received each year can be difficult to estimate. There was no identifiable factor that contributed to the increase in applications received during the fiscal year.

Item 7: The estimated decrease in FY 24 and corresponding increase in FY 25 is attributable to shifting of resources needed for accreditation review with NAIC in FY 24

Item 8: The variance in FY 24 was due to a higher number of property and casualty filings than anticipated. This is due to the continued rate need across many product lines due to inflation and reinsurance costs.

Item 9: The decrease in premium tax statements filed in FY 24 were mainly attributable to less surplus lines insurers not conducting business in Hawaii and, therefore, not required to file a premium tax return. This downward trend is expected to continue in FY 25.

PROGRAM TITLE:

POST-SECONDARY EDUCATION AUTHORIZATION

12/3/24

PROGRAM-ID:

CCA-107

PROGRAM STRUCTURE NO:

10010307

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	229	169	- 60	26	59	41	- 18	31	182	200	+ 18	10
TOTAL COSTS												
POSITIONS	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0	1.00	1.00	+ 0.00	0
EXPENDITURES (\$1000's)	229	169	- 60	26	59	41	- 18	31	182	200	+ 18	10
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS	85	85	+ 0	0	85	85	+ 0	0				
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS	80	80	+ 0	0	80	80	+ 0	0				
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS	75	75	+ 0	0	75	75	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD	25	21	- 4	16	25	19	- 6	24				
PART IV: PROGRAM ACTIVITY												
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN	120	110	- 10	8	120	120	+ 0	0				
2. # OF APPLICATIONS RECEIVED AND REVIEWED	21	12	- 9	43	5	7	+ 2	40				
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS	21	12	- 9	43	5	7	+ 2	40				
4. NUMBER OF COMPLAINTS RECEIVED	3	2	- 1	33	3	3	+ 0	0				

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

FY 24 expenditure variance is due to expense monitoring, and first quarter FY 25 expenditure variance due to timing of transactions.

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances to report for measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

Out-of-state schools continue to reevaluate the necessity of operating a physical location in Hawaii and may decide not to get reauthorized with the growing use of distance education via online delivery. Knowing planned closures and barring any new institutions applying for authorization, it is estimated that 19 schools will remain authorized in Hawaii.

PART IV - PROGRAM ACTIVITIES

Items 2 and 3: Authorizations are on a biennial renewal period determined by the date of initial approval - there is no set date to file an initial application. Thus, the 19 schools are split between the two fiscal years, 12 in FY 24 and 7 in FY 25.

Item 4: A few complaints are received annually; thus, a single unit reflects a third of the total. The Hawaii Post-secondary Education Authorization Program (HPEAP) receives hundreds of written and phone inquiries, but it is difficult to predict the number of official complaints that may be filed. Historically, the amount of official complaints filed with HPEAP is low, resulting in a continued conservative estimate as it relates to complaints.

VARIANCE REPORT

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	67.00	62.00	- 5.00	7	67.00	67.00	+ 0.00	0	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,737	17,805	- 932	5	4,776	4,401	- 375	8	15,229	15,604	+ 375	2
TOTAL COSTS												
POSITIONS	67.00	62.00	- 5.00	7	67.00	67.00	+ 0.00	0	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,737	17,805	- 932	5	4,776	4,401	- 375	8	15,229	15,604	+ 375	2

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+ 0	0	100	100	+ 0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+ 0	0	100	100	+ 0	0
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME	85	99	+ 14	16	85	99	+ 14	16
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	90	65	- 25	28	90	65	- 25	28
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD	2	2	+ 0	0	2	2	+ 0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	3	+ 1	50	2	3	+ 1	50

PART III: PROGRAM TARGET GROUP								
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0
2. PROPERTY CARRIERS	526	541	+ 15	3	526	541	+ 15	3
3. PASSENGER CARRIERS	943	1073	+ 130	14	943	1073	+ 130	14
4. WATER COMMON CARRIERS	2	2	+ 0	0	2	2	+ 0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	39	36	- 3	8	39	36	- 3	8
6. TELECOMMUNICATIONS COMPANIES	185	206	+ 21	11	185	206	+ 21	11
7. OPERATORS OF SUBSURFACE INSTALLATIONS	47	50	+ 3	6	47	50	+ 3	6

PART IV: PROGRAM ACTIVITY								
1. NUMBER OF APPLICATIONS FILED	435	350	- 85	20	435	350	- 85	20
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	870	588	- 282	32	870	588	- 282	32
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	20	9	- 11	55	20	9	- 11	55
4. NUMBER OF CITATIONS ISSUED	30	55	+ 25	83	30	55	+ 25	83
5. NUMBER OF INFORMAL COMPLAINTS FILED	90	117	+ 27	30	90	117	+ 27	30

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

There are no significant variances to report for positions and expenditures.

PART II - MEASURES OF EFFECTIVENESS

Item 3: The variance increase can be attributed to improved processing of informal complaints within the Consumer Affairs and Compliance Section (CACS).

Item 4: The variance in reportable utility is attributable to a decrease in reportable accidents at Hawaiian Electric Company, Inc., Hawaii Electric Light Company, Inc., and Maui Electric Company, Limited.

Item 6: The variance in the number of telecom service disruptions longer than one hour was a result of the Incumbent Local Exchange Carrier reporting three outages in FY 24.

PART III - PROGRAM TARGET GROUPS

Item 3: The increase in passenger motor carriers can be attributed to increases in demand for both tour-related services and non-emergency medical transport services.

Item 6: the increase is due to new telecommunications companies in FY 24. These companies include voice, data, internet, and cloud-based telecoms services.

PART IV - PROGRAM ACTIVITIES

Item 1: There were fewer applications filed by regulated utilities in FY 24 compared to FY 23.

Item 2: The Commission issued fewer Decisions and Orders for various reasons, including, but not limited to: fewer new applications were submitted by regulated utilities; docket suspensions; Public Utilities Commission (PUC) staff turnover; and fewer staff resources.

Item 3: The hearings that PUC had to schedule for the fiscal year were fewer than originally anticipated and varies with the number of filings submitted by regulated entities.

Item 4: CACS filled a vacant enforcement officer position and increased enforcement activity on Maui and Oahu, which lead to an increase in citations issued for FY 24.

Item 5: The increase in informal complaints is attributed to changes in certain renewable energy programs, issues with fiber optic conversion for telecom, and damage claims attributed to power outages. There was also an increase in informal complaints against non-regulated entities.

VARIANCE REPORT

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	174.00	131.00	- 43.00	25	173.00	134.00	- 39.00	23	173.00	171.00	- 2.00	1
EXPENDITURES (\$1000's)	22,038	17,968	- 4,070	18	5,379	4,344	- 1,035	19	17,856	18,891	+ 1,035	6
TOTAL COSTS												
POSITIONS	174.00	131.00	- 43.00	25	173.00	134.00	- 39.00	23	173.00	171.00	- 2.00	1
EXPENDITURES (\$1000's)	22,038	17,968	- 4,070	18	5,379	4,344	- 1,035	19	17,856	18,891	+ 1,035	6
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	446	- 554	55	1000	1000	+ 0	0				
3. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	95	+ 0	0	95	95	+ 0	0				
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	95	+ 0	0	95	95	+ 0	0				

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

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PART I - EXPENDITURES AND POSITIONS

See Lowest Level Programs for explanation of variances.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for explanation of variances.

PROGRAM TITLE:

OFFICE OF CONSUMER PROTECTION

12/3/24

PROGRAM-ID:

CCA-110

PROGRAM STRUCTURE NO:

10010401

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	19.00	16.00	- 3.00	16	19.00	19.00	+ 0.00	0	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,278	2,085	- 1,193	36	921	676	- 245	27	2,561	2,806	+ 245	10
TOTAL COSTS												
POSITIONS	19.00	16.00	- 3.00	16	19.00	19.00	+ 0.00	0	19.00	19.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,278	2,085	- 1,193	36	921	676	- 245	27	2,561	2,806	+ 245	10
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	50	50	+ 0	0	50	50	+ 0	0				
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	900	934	+ 34	4	900	900	+ 0	0				
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	700	1500	+ 800	114	700	700	+ 0	0				
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	446	- 554	55	1000	1000	+ 0	0				
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1400	1435	+ 35	3	1400	1435	+ 35	3				
2. VISITORS TO HAWAII (000)	8000	8200	+ 200	3	8000	8000	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1000	965	- 35	4	1000	1000	+ 0	0				
2. # OF COMPLAINTS INITIATED BY OCP	75	142	+ 67	89	75	75	+ 0	0				
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	19000	+ 9000	90	10000	17500	+ 7500	75				
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	515	- 185	26	700	700	+ 0	0				
5. # OF MULTISTATE CASES	8	30	+ 22	275	8	20	+ 12	150				
6. # OF LEGAL ACTIONS	15	14	- 1	7	15	15	+ 0	0				
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	10000	12500	+ 2500	25	10000	10000	+ 0	0				
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	52000	+ 42000	420	10000	10000	+ 0	0				
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	27	+ 7	35	20	20	+ 0	0				

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position and Expenditures: The FY 24 variances are due to unexpected staff departures and lack of claims paid out. In the first quarter of FY 25, planned expenditures were deferred to subsequent quarter(s).

PART II - MEASURES OF EFFECTIVENESS

Items 3 and 4: Fines or costs recovered in non-multistate cases vary based on the nature and number of cases resolved during the fiscal year.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 2: The Office of Consumer Protection (OCP) is participating in more multi-state investigations and has initiated more investigations based on publicly available information. The number of reported data breaches has also increased substantially.

Item 3: The Governor's Emergency Proclamations related to the 2023 Maui Wildfires suspended a number of laws affecting residential landlords and tenants on Maui, contributing to increased uncertainty and a corresponding increase in landlord-tenant inquiries.

Item 4: Investigator time and attention focused on complex cases involving numerous victims. These ongoing project cases could not be closed at the investigative level and, in many cases, have been transferred to the Legal Section for further action.

Item 5: States other than Hawaii initiated more multistate investigations of potential violations of consumer protection laws.

Item 7. Frequent online interaction via OCP's website and business complaint history search feature contributed to increased inquiries in FY 24.

Item 8. The increase in the number of persons reached through educational efforts is due primarily to increased usage of OCP's website and participation in webinars and consumer fairs.

Item 9. During the 2024 Legislative Session, hearings were held on bills that impacted Hawaii consumers, and OCP endeavors to testify on bills that impact Hawaii consumers.

PROGRAM TITLE:

MEASUREMENT STANDARDS

12/3/24

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO:

10010402

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	697	480	-	217	31	161	161	+	0	0	609	609	+	0	0
TOTAL COSTS															
POSITIONS	10.00	6.00	-	4.00	40	10.00	6.00	-	4.00	40	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	697	480	-	217	31	161	161	+	0	0	609	609	+	0	0

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	95	97	+	2	2	95	97	+	2	2
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	51	+	1	2	50	50	+	0	0
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	95	-	5	5	100	90	-	10	10
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	90	90	+	0	0	90	90	+	0	0
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	75	75	+	0	0	75	75	+	0	0
6. COMPLIANCE RATE FOR PRICING	95	98	+	3	3	95	98	+	3	3
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	20	-	5	20	25	20	-	5	20
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	50	+	0	0	50	50	+	0	0
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	50	+	0	0	50	50	+	0	0

PART III: PROGRAM TARGET GROUP												
1. BUSINESSES USING WEIGHING DEVICES	2000	1975	-	25	1	2000	2000	+	0	0		
2. BUSINESSES USING VOLUMETRIC DEVICES	420	410	-	10	2	420	410	-	10	2		
3. BUSINESSES USING LINEAR DEVICES	1800	1825	+	25	1	1800	1825	+	25	1		
4. SERVICE AGENCIES FOR MEASURING DEVICES	55	55	+	0	0	55	55	+	0	0		
5. STORES USING PRICE SCANNERS	1200	1200	+	0	0	1200	1200	+	0	0		
6. MEASUREMASTER	81	353	+	272	336	81	350	+	269	332		
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1590	1416	-	174	11	1590	1416	-	174	11		

PART IV: PROGRAM ACTIVITY												
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	300	47	-	253	84	300	50	-	250	83		
2. # OF MEASURING DEVICES INSPECTED - VOLUME	2500	2371	-	129	5	2500	2500	+	0	0		
3. # OF MEASURING DEVICES INSPECTED - LINEAR	1500	1475	-	25	2	1500	1500	+	0	0		
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	1800	1825	+	25	1	1800	1825	+	25	1		
5. # OF MEASUREMENT STANDARDS CALIBRATED	1700	1703	+	3	0	1700	1700	+	0	0		
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	50	0	-	50	100	50	50	+	0	0		
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	50	22	-	28	56	50	50	+	0	0		
8. # OF CONSUMER PACKAGE LABELS INSPECTED	50	50	+	0	0	50	50	+	0	0		
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	50	50	+	0	0	50	50	+	0	0		
10. NUMBER OF MEASURING DEVICES LICENSED	22000	22359	+	359	2	22000	22359	+	359	2		

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

The variances in expenditures are due to vacancies. The variance in positions are due to lack of qualified applicants for vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 7 - The variance is due to staff shortages in the package and labeling section.

PART III - PROGRAM TARGET GROUPS

Item 6 - The variance is due to reclassification of the data provided from measure master individual businesses to actual individual measure masters licensed annually.

Item 7 - The de facto population entered from 2024 Census numbers for the State of Hawaii.

PART IV - PROGRAM ACTIVITIES

Item 1 - The variance was due to fewer inspections being performed due to a lack of personnel available to do field inspections due to long term injury/illness.

Item 6 - The variance was due to a lack of personnel to assist in field inspections for this fiscal year. It was also due to a perfect compliance rate last fiscal year and inspections not being deemed necessary due to no individual complaints.

Item 7 - The variance is due to shortages in staff needed to perform activities related to net weight package checking inspections.

PROGRAM TITLE:

BUSINESS REGISTRATION & SECURITIES REGULATN

PROGRAM-ID:

CCA-111

PROGRAM STRUCTURE NO:

10010403

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	79.00	53.00	- 26.00	33	78.00	53.00	- 25.00	32	78.00	78.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,635	7,968	- 1,667	17	2,147	1,723	- 424	20	7,911	8,335	+ 424	5
TOTAL COSTS												
POSITIONS	79.00	53.00	- 26.00	33	78.00	53.00	- 25.00	32	78.00	78.00	+ 0.00	0
EXPENDITURES (\$1000's)	9,635	7,968	- 1,667	17	2,147	1,723	- 424	20	7,911	8,335	+ 424	5
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0				
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	4	+ 1	33	3	4	+ 1	33				
3. AV DAYS PROC APPS FOR BROKER-DEALERS/INV ADVISORS	25	35	+ 10	40	25	35	+ 10	40				
4. AV DAYS TO PROCESS APPS FOR SALES AGENTS	15	20	+ 5	33	15	20	+ 5	33				
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISER REPS	15	20	+ 5	33	15	20	+ 5	33				
PART III: PROGRAM TARGET GROUP												
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC	220000	255933	+ 35933	16	220000	260000	+ 40000	18				
2. BRKR, SALES, SECURITIES OFF, FRANCH, INV ADV & REP	130000	196564	+ 66564	51	130000	160000	+ 30000	23				
PART IV: PROGRAM ACTIVITY												
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	180000	196992	+ 16992	9	180000	197000	+ 17000	9				
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	75000	196564	+ 121564	162	75000	150000	+ 75000	100				
3. # OF ENFORCEMENT CASES OPENED	65	42	- 23	35	65	30	- 35	54				
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1500	878	- 622	41	1500	1000	- 500	33				
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	30	18	- 12	40	30	30	+ 0	0				
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	70	108	+ 38	54	70	75	+ 5	7				
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	20	37	+ 17	85	20	20	+ 0	0				
8. # OF SUSPENSIONS OR BARS IMPOSED	10	11	+ 1	10	10	10	+ 0	0				
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25000	9027	- 15973	64	25000	15000	- 10000	40				

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variances are due in large part to staff attrition. The Business Registration Division (BREG) works quickly to recruit and expects to fill its vacancies in the near future.

Expenditures: The variances are due in part to the timing of expenditure payments.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The average number of days to process business registration documents under regular handling was higher than the planned number in FY 24. Since the kickoff of BREG's Information Technology Project in July 2022, higher-level staff are required to attend hours-long planning and design meetings several times a week. This, combined with staff attrition and the training process for new staff, resulted in an increase in processing times. As the project continues, and the volume of document filings trends slightly higher, the number is projected to remain at the higher than planned number for FY 25.

Items 3 to 5: The average number of days to process securities applications was higher than the planned number in FY 24. Ongoing changes to internal processes and staff attrition contributed to the increase in processing time. The number is projected to remain at the higher than planned number for FY 25.

PART III - PROGRAM TARGET GROUPS

Item 1: The actual number of business registrations was higher than the planned number in FY 24. These numbers fluctuate and are difficult to predict. The number of registrations is projected to be higher than the planned number for FY 25 based on current trends.

Item 2: The actual number of securities and franchise registrations was higher than the planned number in FY 24 and is projected to remain at the higher number for FY 25. This number fluctuates and is difficult to predict. The reported number better represents BREG's activities for the

fiscal year through refined reports based on new procedures and systems implemented.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of securities compliance applications received is higher than the planned number. The reported numbers better represent the division's activities for the fiscal year as they represent refined reports based on new procedures and systems in place.

Item 3: The number of Securities Enforcement cases opened was lower than the planned number in FY 24. This number is difficult to predict and is dependent on a number of factors, including the number of complaints filed with the office, and the nature of the complaints.

Item 4: The number of inquiries received by the Securities Enforcement Branch was lower than the planned number in FY 24 and is projected to be lower than the planned number for FY 25. This number is difficult to predict and can be affected by various factors that include, but are not limited to, financial trends, scams, outreach efforts, etc.

Item 5: The number of complaints resolved at the investigative level was lower than the planned number in FY 24. The variance can be attributed to the unpredictability of complex factors of each case. This number represents cases that do not get referred to our Legal Section, as they are resolved in investigation due to factors such as insufficient evidence, no violations, no jurisdiction, etc., all of which are difficult to predict. The division has submitted a request to edit this activity and planned number.

Item 6: The number of enforcement cases closed during the fiscal year was higher than the planned number in FY 24. Because of the complex nature of the cases, it is difficult to predict the timing of resolving cases. The division has submitted a request to edit this activity.

Item 7: The number of orders, consent agreements, and settlements completed was higher than the planned number in FY 24. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

Item 8: The number of suspensions or bars imposed was slightly higher than the planned number in FY 24. Because of the complex nature of securities enforcement cases, it is difficult to predict the final disposition of a case.

Item 9: The number of persons reached through BREG's Investor Education Program activity was lower than the planned number in FY 24 and the division has adjusted its projection for FY 25 accordingly. The program went through some staffing changes but continues to attend in-person activities and presentations to share its investor education, financial literacy, and investor protection information. The program also continuously tries to reach new audiences, and it is difficult to predict the number of people who will attend public events.

PROGRAM TITLE:

REGULATED INDUSTRIES COMPLAINTS OFFICE

12/3/24

PROGRAM-ID:

CCA-112

PROGRAM STRUCTURE NO:

10010404

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	66.00	56.00	- 10.00	15	66.00	56.00	- 10.00	15	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,428	7,435	- 993	12	2,150	1,784	- 366	17	6,775	7,141	+ 366	5
TOTAL COSTS												
POSITIONS	66.00	56.00	- 10.00	15	66.00	56.00	- 10.00	15	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,428	7,435	- 993	12	2,150	1,784	- 366	17	6,775	7,141	+ 366	5

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	95	+ 0	0	95	95	+ 0	0
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	95	+ 0	0	95	95	+ 0	0
3. % OF FINAL ORDERS SUSTAINED ON APPEAL	95	100	+ 5	5	95	100	+ 5	5
4. NUMBER OF LEGAL ACTIONS	350	164	- 186	53	350	250	- 100	29

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1403	1585	+ 182	13	1403	1585	+ 182	13
2. LICENSEES (000)	540	540	+ 0	0	555	540	- 15	3
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	52	52	+ 0	0	52	52	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # INQUIRIES TO CONSUMER RESOURCE CENTER	15000	7859	- 7141	48	15000	7000	- 8000	53
2. # COMPLAINT HISTORY INQUIRIES	70000	179000	+ 109000	156	70000	100000	+ 30000	43
3. # OF COMPLAINTS RECEIVED	3000	2777	- 223	7	3000	2500	- 500	17
4. # PEOPLE REACHED THRU CONS ED & COMPLAINT PROCESS	55000	1000	- 54000	98	55000	5000	- 50000	91
5. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS	2500	2713	+ 213	9	2500	2500	+ 0	0
6. # OF ORDERS & JUDGMENTS	350	164	- 186	53	350	250	- 100	29
7. # COMPLETED INVESTIGATIONS	900	1261	+ 361	40	900	900	+ 0	0
8. # SITE INSPECTIONS AND LICENSURE COMPLIANCE CHECKS	900	2336	+ 1436	160	900	1000	+ 100	11

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

The variances are the direct result of vacant positions that have not yet been filled despite ongoing recruitment efforts, including screening and interviewing candidates promptly. Candidates often want more pay and lifestyle benefits such as more generous work-from-home options. The oldest vacancies are on the neighbor islands where it is difficult to fill vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 4: The variances are the direct result of high attrition in the Legal Section and an increase of work in nontraditional areas. Expectations have been adjusted (down) to coincide with the current staffing level while allowing time to recover from the attrition, allow the team to handle the large volume of diverse work they did not have to handle traditionally, and enable staff to focus strained resources on enforcing the most complete and impactful investigations.

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance reflects the continued trend of more reliance on the internet and website by the public for information.

Item 2: The variance reflects the continued increase in the public's reliance on the complaints history portal for data.

Item 3: The variance reflects the historical average of processing an average of 2,500 to 3,000 complaints annually.

Item 4: The variance reflects more reliance on the internet and website by the public for information, and less in-person events and less attendance at community outreach events.

Item 6: Please refer to Part II, Measures of Effectiveness, Item 4, above.

Item 7: The variance reflects the result of the productivity and dedication of existing staff in completing work more efficiently and faster, especially with modernization.

Item 8: The variance reflects the result of the productivity and dedication of existing staff in completing work more efficiently and faster, especially with modernization, and returning as a presence in the community post-pandemic.

PROGRAM TITLE:

GENERAL SUPPORT

PROGRAM-ID:

CCA-191

12/3/24

PROGRAM STRUCTURE NO:

100105

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	53.00	49.00	- 4.00	8	54.00	54.00	+ 0.00	0	54.00	54.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,392	18,361	- 31	0	4,531	2,703	- 1,828	40	23,065	24,894	+ 1,829	8
TOTAL COSTS												
POSITIONS	53.00	49.00	- 4.00	8	54.00	54.00	+ 0.00	0	54.00	54.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,392	18,361	- 31	0	4,531	2,703	- 1,828	40	23,065	24,894	+ 1,829	8

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	98	+ 13	15	85	85	+ 0	0
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH	90	95	+ 5	6	90	90	+ 0	0
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	97	+ 7	8	90	90	+ 0	0
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	+ 0	0	99	99	+ 0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	95	+ 0	0	95	95	+ 0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	99	+ 4	4	95	99	+ 4	4
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	52	+ 2	4	50	50	+ 0	0
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	87	+ 2	2	85	85	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. DE FACTO POPULATION IN HAWAII (000)	1403	1585	+ 182	13	1403	1585	+ 182	13
2. LICENSEES (000)	540	540	+ 0	0	555	555	+ 0	0
3. DCCA DIVISIONS	13	13	+ 0	0	13	13	+ 0	0
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+ 0	0	53	53	+ 0	0
5. DCCA EMPLOYEES	551	551	+ 0	0	551	551	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	197	- 253	56	450	400	- 50	11
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	200	80	- 120	60	200	200	+ 0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	150	24	- 126	84	150	100	- 50	33
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	94	- 106	53	200	150	- 50	25
5. TOTAL EDUCATIONAL OUTREACH IMPRESSIONS	25000	2598000	+ 2573000	10292	25000	1000000	+ 975000	3900
6. # SYSTEMS ADDED OR ENHANCED	145	135	- 10	7	145	145	+ 0	0
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4300	3892	- 408	9	4300	4300	+ 0	0
8. # OF INVOICES PROCESSED	8000	8000	+ 0	0	8000	8000	+ 0	0

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

The FY 25 first quarter expenditure variance is based on low initial allotment totals.

PART II - MEASURES OF EFFECTIVENESS

Item 1: Hearings Officers strive to meet or exceed deadlines for completion of hearings. Statutory deadlines apply only to certain cases; all other matters are completed in a timely manner taking into consideration the legal issues involved and parties' reasonable requests for continuances.

PART III - PROGRAM TARGET GROUPS

Item 1: The variance is based on the State of Hawaii Data Book annual updating and increase in visitors.

PART IV - PROGRAM ACTIVITIES

Items 1 to 4: Hearings conducted, as well as recommended and final orders, are dependent on requests for hearing filed with the Office of Administrative Hearings. Statutory changes to the procurement laws and the pandemic-related decrease in motor vehicle traffic resulted in decreased filings in procurement and no-fault denial cases. There was also a decrease in disciplinary actions taken against licensees.

Item 5: The FY 24 variance is based on the 2023 Maui Wildfires and advertising spending spiking impressions, and the FY 25 variance is based on impression reporting and advertising spending.

VARIANCE REPORT

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	10.50	9.50	-	1.00	10	10.50	9.50	-	1.00	10	10.50	10.50	+	0.00	0
EXPENDITURES (\$1000's)	1,234	1,103	-	131	11	266	266	+	0	0	993	867	-	126	13
TOTAL COSTS															
POSITIONS	10.50	9.50	-	1.00	10	10.50	9.50	-	1.00	10	10.50	10.50	+	0.00	0
EXPENDITURES (\$1000's)	1,234	1,103	-	131	11	266	266	+	0	0	993	867	-	126	13

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. # OF INFORMAL REQUESTS (AOD) RECEIVED IN FY	1000	1551	+	551	55	1000	1000	+	0	0
2. % OF INFORMAL REQUESTS RESOLVED IN THE SAME FY	90	100	+	10	11	90	90	+	0	0
3. # OF FORMAL CASES OPENED IN FY (COR, RFA, ETC)	180	215	+	35	19	180	180	+	0	0
4. % OF FORMAL CASES OPEN AND CLOSED IN SAME FY	40	69	+	29	73	40	40	+	0	0
5. % OF TOTAL CASES OPEN AND CLOSED IN SAME FY	75	240	+	165	220	75	75	+	0	0
6. # OF FORMAL CASES PENDING AT END OF FY	100	108	+	8	8	100	100	+	0	0
7. # OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP	NO DATA	162369	+	162369	0	NO DATA	NO DATA	+	0	0

PART III: PROGRAM TARGET GROUP										
1. DE FACTO POPULATION OF HAWAII	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
2. ALL STATE, COUNTY, AND INDEPENDENT AGENCIES	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0

PART IV: PROGRAM ACTIVITY										
1. # OF FORMAL/INFORMAL OPINIONS ISSUED	10	20	+	10	100	10	10	+	0	0
2. # OF TRAINING MATERIALS ADDED/REVISED	1	21	+	20	2000	1	1	+	0	0
3. # OF SPECIAL PRESENTATIONS	0	4	+	4	0	0	0	+	0	0
4. # OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS	20	24	+	4	20	20	20	+	0	0
5. # OF LEGISLATIVE PROPOSALS MONITORED	140	152	+	12	9	70	70	+	0	0
6. # OF LAWSUITS MONITORED	35	24	-	11	31	35	35	+	0	0
7. # OF AGENCIES SUBMITTING UIPA LOGS	265	309	+	44	17	265	265	+	0	0
8. # OF FORMAL CASES CLOSED WITHOUT OPINIONS	0	195	+	195	0	0	0	+	0	0

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

In FY 24, the Office of Information Practices' (OIP) 10.50 full-time equivalent positions were fully staffed. OIP established and filled 1.00 new Staff Attorney position and 1.00 new Legal Assistant position in January 2024. OIP's Director retired at the end of March. There remains one vacant position. OIP received \$1,234,122 in legislative appropriations.

In FY 25, the variance in positions is due to new positions authorized by Act 164, SLH 2023, and one retirement.

The variance in expenditures for FY 24 and nine months ended June 30, 2025, is due to funding restrictions and vacancy savings.

PART II - MEASURES OF EFFECTIVENESS

Item 1: While the number of informal requests received through OIP's Attorney of the Day (AOD) service have typically not exceeded 1,000 per year, OIP received in FY 24 the second highest number (1,551) in its history since 2001.

Item 2: All informal requests received through AODs are typically responded to within the same day, which is why 100% are resolved in the same year they are received.

Item 3: In FY 24, OIP received 215 formal cases consisting of Requests for Assistance, Correspondence, Uniform Information Practices Act (UIPA) record requests, Appeals to OIP, Requests for Opinions, and Requests for Reconsideration. This was a 19% increase from the planned number of requests that OIP received from government agencies and the public.

Item 4: OIP closed 157 formal cases in FY 24.

Item 5: Of all formal cases opened in FY 24 (240), 159 were closed in the same year; this was 220% more than planned.

Item 7: Excluding home page hits and OIP's own usage of its website, OIP had 162,369 website page hits in FY 24, although we had no "Planned" data.

PART III - PROGRAM TARGET GROUPS

No data available; future revisions to be made.

PART IV - PROGRAM ACTIVITIES

Item 1: OIP issued 20 formal or informal opinions in FY 24, which was 100% more than planned.

Item 2: OIP added or revised 21 training materials in FY 24, which is 2,000% more than planned.

Item 4: OIP issued 24 written public communications and reports in the form of What's New articles, its annual report, and its summary reports of State and county UIPA Record Request Log reports. This was 20% more than planned for FY 24.

Item 5: OIP monitored 152 legislative proposals in FY 24, which is 8.6% more than planned.

Item 6: OIP monitored 24 lawsuits relating to UIPA, the Sunshine Law or OIP, which was 11 more than planned for FY 24.

Item 7: OIP planned for 265 agencies to submit logs but received 309 for FY 24, which was 44 more than planned.

Item 8: OIP closed 195 formal cases without opinions. As there was no estimate for this statistic, OIP closed with 195 unplanned cases for FY 24.

VARIANCE REPORT

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	191.50	159.00	- 32.50	17	191.50	176.00	- 15.50	8	191.50	191.50	+ 0.00	0
EXPENDITURES (\$1000's)	21,362	17,286	- 4,076	19	5,491	3,958	- 1,533	28	16,893	17,735	+ 842	5
TOTAL COSTS												
POSITIONS	191.50	159.00	- 32.50	17	191.50	176.00	- 15.50	8	191.50	191.50	+ 0.00	0
EXPENDITURES (\$1000's)	21,362	17,286	- 4,076	19	5,491	3,958	- 1,533	28	16,893	17,735	+ 842	5
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	96	+ 96	0	0	96	+ 96	0				

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

See Lowest Level Programs for explanation of variances.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for explanation of variances.

PROGRAM TITLE:

OFFICE OF THE PUBLIC DEFENDER

12/3/24

PROGRAM-ID:

BUF-151

PROGRAM STRUCTURE NO:

100301

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	133.50	121.00	- 12.50	9	133.50	119.00	- 14.50	11	133.50	133.50	+ 0.00	0
EXPENDITURES (\$1000's)	13,141	11,709	- 1,432	11	3,395	2,765	- 630	19	10,184	10,184	+ 0	0
TOTAL COSTS												
POSITIONS	133.50	121.00	- 12.50	9	133.50	119.00	- 14.50	11	133.50	133.50	+ 0.00	0
EXPENDITURES (\$1000's)	13,141	11,709	- 1,432	11	3,395	2,765	- 630	19	10,184	10,184	+ 0	0
	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	96	+ 96	0	0	96	+ 96	0				
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	654	+ 173	36	481	654	+ 173	36				
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT	197	201	+ 4	2	197	201	+ 4	2				
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	6	+ 1	20	5	6	+ 1	20				
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	14	- 76	84	90	14	- 76	84				
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	6134	5371	- 763	12	6134	5371	- 763	12				
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	41855	22698	- 19157	46	41855	22698	- 19157	46				
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	157	56	- 101	64	157	56	- 101	64				
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	265	616	+ 351	132	265	616	+ 351	132				
5. INDIGENTS REQUIRING SERVICES FOR FAMILY COURT CASES	8698	2699	- 5999	69	8698	2699	- 5999	69				
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2469	1321	- 1148	46	2469	1321	- 1148	46				
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY	5495	5100	- 395	7	5495	5100	- 395	7				
2. CASES ACCEPTED - MISDEMEANOR	40449	22260	- 18189	45	40449	22260	- 18189	45				
3. CASES ACCEPTED - FAMILY COURT	7214	2419	- 4795	66	7214	2419	- 4795	66				
4. CASES ACCEPTED - APPEAL	157	56	- 101	64	157	56	- 101	64				
5. CASES ACCEPTED - MENTAL COMMITMENT	265	616	+ 351	132	265	616	+ 351	132				

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

The variance between the budgeted and actual amounts in expenditures are due to employee turnover and the difficulty of hiring attorneys on the Neighbor Islands. The difficulty in filling positions on the Neighbor Islands is due to the large pay discrepancy between the Office of the Public Defender (OPD) and the prosecutors and corporation counsels offices on those islands.

PART II - MEASURES OF EFFECTIVENESS

Item 1. There is an inherent difficulty in determining a planned figure for attorney caseloads due to the unpredictability of variables that determine how many cases are initiated by the State (county prosecutors offices and Department of the Attorney General) in a given year. The OPD maintains statistics for felonies (which includes but does not differentiate between murder, Class A, Class B, Class C) and misdemeanors (which includes but does differentiate between petty misdemeanors and misdemeanors) but does not maintain statistics for specific grade levels of felonies or misdemeanors (i.e., high-level versus low-level). Therefore, the Planned figures utilized in Part II are based on mid-level felonies as all attorneys in the felony section of the OPD are assigned mid-level felonies. Applying mid-level felony cases per year as the standard, the percentage of attorney caseloads exceed the national standard for felony cases.

Item 2. Applying the low-level misdemeanor cases per year as the standard, the percentage of attorney caseloads exceed the standard for misdemeanor cases. This figure is based on only a consideration of district court cases. It should be noted that abuse of a family household member (FC-M) cases are generally charged as misdemeanor cases as well. If the FC-M cases are added, the percentage of caseloads exceeding the standard for misdemeanor cases would be even higher.

Item 4. The RAND study did not set forth a workload standard for appeals cases; therefore, the Planned number was based on the variance report for 2022-23. While the percentage of variation is 20%, this only reflects an Actual count of one case over the Planned number and is not a significant variation.

Item 5. The variance is due to training hours completed by professional staff being less than budgeted.

PART III - PROGRAM TARGET GROUPS

Items 1, 2, and 5. The variance reflects the unpredictability of the variables that determine the program target group.

Item 3. The variance reflects the unpredictability of the variables that determine the program target group. An additional factor which may have contributed to the lower number of appeal cases is that appeals are taken from post-sentencing cases that have usually been charged several months to several years earlier. As the number of trial cases that proceeded to sentencing was lower during the pandemic (2020-2022), this may have affected the number of cases which were appealed in FY 24. An additional factor which may have resulted in a lower number of appeals was that many cases were resolved via plea agreement versus trial during the pandemic. In general, cases resolved via plea agreement are not appealed. With a 64% variance, the OPD exceeds the national per-attorney case standards for felony cases.

Item 4. The variance may be due to an under-estimation in the Planned number of cases. In FY 22, the actual number of indigent defendants requiring services for mental commitment cases was 470. In FY 23, the number was 528, and for FY 24, the number was 616. It appears that the Planned number should be revised in future reports to set more realistic goals that are consistent with the actual number of cases that the OPD handles each year.

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

Item 6. The variance may be due to the greater number of defendants who were not sentenced to open terms during the pandemic. Only defendants who are sentenced to open terms (as opposed to probation) enter the parole system (i.e., prison cases). Therefore, a decrease in sentencing to open terms would result in a decrease in the number of parole cases in the following years. The decreased number of parole cases may also be due to a change in policies by the Hawaii Paroling Authority (HPA) in initiating parole violation cases. Parole cases consist of minimum term hearings, parole consideration hearings and parole violation hearings. Any change in policy or discretion by the HPA in which cases will actually be charged as parole violations would result in a lower number of total parole (i.e., prison) cases.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance in felony cases accepted reflects the unpredictability of the variables that determine the program activity. Even with the variance, the OPD still exceeds national per-attorney case standards for felony cases.

Items 2-4. The variances reflect the unpredictability of the variables that determine the program activity.

Item 5. The variance in mental commitment cases accepted may be due to an under-estimation in the Planned number of cases. In FY 22, the actual number of indigent defendants requiring services for mental commitment cases was 470. In FY 23, the number was 528, and for FY 24, the number was 616. It appears that the Planned number should be revised in future reports to set more realistic goals that are consistent with the actual number of cases that the OPD handles each year.

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

12/3/24

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO:

100303

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	57.00	38.00	- 19.00	33	57.00	57.00	+ 0.00	0	57.00	57.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,043	5,545	- 2,498	31	2,055	1,193	- 862	42	6,566	7,428	+ 862	13
TOTAL COSTS												
POSITIONS	57.00	38.00	- 19.00	33	57.00	57.00	+ 0.00	0	57.00	57.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,043	5,545	- 2,498	31	2,055	1,193	- 862	42	6,566	7,428	+ 862	13

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. NO. OF DAYS BETWN RECORDNG & COMPLTN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0
2. NO. OF DAYS BETWN RECORDNG & COMPLETN - LAND COURT	45	45	+ 0	0	45	45	+ 0	0
3. NO. OF DAYS BETWEEN REQUEST & COMPLETION - COPIES	3	3	+ 0	0	3	3	+ 0	0
4. NO. OF DAYS BETWEEN REQUEST & COMPLTN-UCC SEARCHES	7	7	+ 0	0	7	7	+ 0	0
5. NO. OF DAYS BETW DOC SEARCH/COPY REQUEST & COMPLTN	3	3	+ 0	0	3	3	+ 0	0

PART III: PROGRAM TARGET GROUP								
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	225000	195809	- 29191	13	225000	200000	- 25000	11
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	76000	48269	- 27731	36	76000	70000	- 6000	8
3. LAND COURT CERTIFICATES OF TITLE ISSUED	18000	15710	- 2290	13	18000	15000	- 3000	17
4. LAND COURT ORDERS RECORDED	4000	3391	- 609	15	4000	3500	- 500	13
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	148	126	- 22	15	148	148	+ 0	0
6. COPIES REQUESTED - LAND COURT & REGULAR SYSTEM	850000	753483	- 96517	11	850000	800000	- 50000	6
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	120	90	- 30	25	120	120	+ 0	0

PART IV: PROGRAM ACTIVITY								
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	225000	195809	- 29191	13	225000	200000	- 25000	11
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	76000	48269	- 27731	36	76000	70000	- 6000	8
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	18000	1570	- 16430	91	18000	15000	- 3000	17
4. LAND COURT ORDERS PROCESSED	4000	3391	- 609	15	4000	3500	- 500	13
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	148	126	- 22	15	148	148	+ 0	0
6. COPIES PROCESSED	850000	753483	- 96517	11	850000	800000	- 50000	6
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	120	90	- 30	25	120	120	+ 0	0

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 24: The positions were below budget due to the lack of qualified candidates by virtue of the specialized skills and experience required for the Bureau of Conveyances (BOC) operations. The specialized skills and experience requirements also drive internal promotions, which does not decrease the number of total vacancies. The expenditures were below budget due to these vacancies in permanent positions.

FY 25: Positions are below budget due to recent retirements and resignations as well as the lack of qualified candidates by virtue of the specialized skills and experience required for the BOC. Expenditures are also below budget due to the same vacancies in permanent positions.

PART II - MEASURES OF EFFECTIVENESS

There are no significant variances to report for measures of effectiveness.

PART III - PROGRAM TARGET GROUPS

Items 1 to 7: The variances in FY 24 are due to unpredictable changes in government, business and consumer market and economic conditions and resulting fluctuations in activities.

Items 1 to 4: For the variances in FY 25, BOC estimates a continued decrease in recordings due to the continued decline in government, business and consumer market and economic conditions and resulting fluctuations in activities.

PART IV - PROGRAM ACTIVITIES

Items 1 to 7: See Part III, Program Target Groups, Item Nos. 1 to 7, above.

Items 1 to 4: See Part III, Program Target Groups, Item Nos. 1 to 4, above.

PROGRAM TITLE:

COMMISSION ON THE STATUS OF WOMEN

12/3/24

PROGRAM-ID:

HMS-888

PROGRAM STRUCTURE NO:

100304

	FISCAL YEAR 2023-24				THREE MONTHS ENDED 09-30-24				NINE MONTHS ENDING 06-30-25						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	178	32	-	146	82	41	0	-	41	100	143	123	-	20	14
TOTAL COSTS															
POSITIONS	1.00	0.00	-	1.00	100	1.00	0.00	-	1.00	100	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	178	32	-	146	82	41	0	-	41	100	143	123	-	20	14

	FISCAL YEAR 2023-24				FISCAL YEAR 2024-25					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	30	NO DATA	-	30	100	30	12	-	18	60
2. # CONSTITUENT CASES REFERRED TO & TRACKED BY COMM	150	NO DATA	-	150	100	150	125	-	25	17
3. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	20	NO DATA	-	20	100	20	2	-	18	90
4. # CSW MENTIONS, PRESS RELEASES, AND INTERVIEWS	100	NO DATA	-	100	100	100	10	-	90	90
5. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	3500	NO DATA	-	3500	100	3500	250	-	3250	93

PART III: PROGRAM TARGET GROUP														
1. TOTAL STATE POPULATION (THOUSANDS)	1425	NO DATA	-	1425	100	1425	727	-	698	49				
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	NO DATA	-	719	100	719	351	-	368	51				
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	352	NO DATA	-	352	100	352	153	-	199	57				
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	NO DATA	-	453	100	453	215	-	238	53				
5. FEMALES OVER 65 (THOUSANDS)	146	NO DATA	-	146	100	146	75	-	71	49				
6. NATIVE HAWAIIAN WOMEN IN THE STATE OF HAWAII	143000	NO DATA	-	143000	100	143000	71501	-	71499	50				
7. FOREIGN BORN WOMEN IN HAWAII	250000	NO DATA	-	250000	100	250000	128136	-	121864	49				
8. COMPACT OF FREE ASSOCIATION (COFA) WOMEN	6000	NO DATA	-	6000	100	6000	3000	-	3000	50				
9. TRANSGENDER WOMEN	4208	NO DATA	-	4208	100	4208	2104	-	2104	50				

PART IV: PROGRAM ACTIVITY														
1. # INTER-ORGANIZATION/AGENCY MEETINGS	350	NO DATA	-	350	100	350	50	-	300	86				
2. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	100	NO DATA	-	100	100	100	12	-	88	88				
3. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	100	NO DATA	-	100	100	100	12	-	88	88				
4. # SEXUAL HARASSMENT AND GENDER BIAS TRAININGS	20	NO DATA	-	20	100	20	10	-	10	50				
5. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	65	NO DATA	-	65	100	65	32	-	33	51				
6. # BILLS RESEARCHED, INITIATED, SUPPORTED	75	NO DATA	-	75	100	75	48	-	27	36				
7. # TRAINEES ATTENDED TRAININGS, EVNTS, OR PRGMS	10	NO DATA	-	10	100	10	5	-	5	50				
8. FUNDS SPENT ON COMMUNITY COLLABORATION EVENTS	5000	NO DATA	-	5000	100	5000	32	-	4968	99				
9. # INTERNS, EXTERNS, AND FELLOWS	10	NO DATA	-	10	100	10	2	-	8	80				

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in filled permanent positions is due to difficulties in recruiting qualified candidates.

The variance in expenditures is due to the Executive Director and Administrative Assistant positions being vacant.

PART II - MEASURES OF EFFECTIVENESS

No data is available due to vacancies making the program non-operational. Operations are anticipated to resume in the latter half of FY 25.

PART III - PROGRAM TARGET GROUPS

No data is available due to vacancies making the program non-operational. Operations are anticipated to resume in the latter half of FY 25.

PART IV - PROGRAM ACTIVITIES

No data is available due to vacancies making the program non-operational. Operations are anticipated to resume in the latter half of FY 25.