



INDIVIDUAL RIGHTS

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	746.00	591.00	- 155.00	21	747.00	581.00	- 166.00	22	747.00	745.00	- 2.00	0
EXPENDITURES (\$1000's)	143,948	135,542	- 8,406	6	37,734	24,019	- 13,715	36	106,396	120,059	+ 13,663	13
TOTAL COSTS												
POSITIONS	746.00	591.00	- 155.00	21	747.00	581.00	- 166.00	22	747.00	745.00	- 2.00	0
EXPENDITURES (\$1000's)	143,948	135,542	- 8,406	6	37,734	24,019	- 13,715	36	106,396	120,059	+ 13,663	13
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	86	- 7	8	93	100	+ 7	8
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 2025 AND FY 2026

PROGRAM TITLE: INDIVIDUAL RIGHTS

10**PART I - EXPENDITURES AND POSITIONS**

See Lowest Level Programs for explanation of variances.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for explanation of variances.

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	544.00	427.00	- 117.00	22	546.00	422.00	- 124.00	23	546.00	544.00	- 2.00	0
EXPENDITURES (\$1000's)	120,305	114,557	- 5,748	5	31,669	19,598	- 12,071	38	88,148	100,220	+ 12,072	14
TOTAL COSTS												
POSITIONS	544.00	427.00	- 117.00	22	546.00	422.00	- 124.00	23	546.00	544.00	- 2.00	0
EXPENDITURES (\$1000's)	120,305	114,557	- 5,748	5	31,669	19,598	- 12,071	38	88,148	100,220	+ 12,072	14
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	86	- 7	8	93	100	+ 7	8
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 2025 AND FY 2026

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

PART I - EXPENDITURES AND POSITIONS

See Lowest Level Programs for explanation of variances.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for explanation of variances.

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	317.00	248.00	- 69.00	22	319.00	240.00	- 79.00	25	319.00	319.00	+ 0.00	0
EXPENDITURES (\$1000's)	69,474	64,568	- 4,906	7	19,203	11,732	- 7,471	39	51,682	59,153	+ 7,471	14
TOTAL COSTS												
POSITIONS	317.00	248.00	- 69.00	22	319.00	240.00	- 79.00	25	319.00	319.00	+ 0.00	0
EXPENDITURES (\$1000's)	69,474	64,568	- 4,906	7	19,203	11,732	- 7,471	39	51,682	59,153	+ 7,471	14
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS-DFI					93	99	+ 6	6	93	99	+ 6	6
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS-PVL					97	NO DATA	- 97	100	97	NO DATA	- 97	100
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	78	- 12	13	90	90	+ 0	0
4. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS					99	99	+ 0	0	99	99	+ 0	0
5. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
6. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	86	- 7	8	93	100	+ 7	8

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

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

12/2/25

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	6.00	5.00	- 1.00	17	6.00	6.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,664	2,304	- 360	14	636	362	- 274	43	1,875	2,149	+ 274	15
TOTAL COSTS												
POSITIONS	7.00	5.00	- 2.00	29	6.00	5.00	- 1.00	17	6.00	6.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,664	2,304	- 360	14	636	362	- 274	43	1,875	2,149	+ 274	15
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE					99	99	+ 0	0	99	99	+ 0	0
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS					99	99	+ 0	0	99	99	+ 0	0
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS					99	99	+ 0	0	99	99	+ 0	0
4. % OF BROADBAND PROJECTS/ACTIVITIES COMPLETED					99	99	+ 0	0	99	0	- 99	100
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)					545	570	+ 25	5	545	571	+ 26	5
2. HAWAII BUSINESSES (000)					36	33	- 3	8	36	33	- 3	8
3. CABLE TELEVISION SUBSCRIBERS (000)					340	315	- 25	7	340	310	- 30	9
4. CABLE TELEVISION COMPANIES					2	2	+ 0	0	2	2	+ 0	0
5. PEG ACCESS ORGANIZATIONS					4	4	+ 0	0	4	4	+ 0	0
6. BROADBAND SUBSCRIBERS (000)					395	400	+ 5	1	395	0	- 395	100
PART IV: PROGRAM ACTIVITY												
1. # OF APPLICATIONS UNDER REVIEW BY CATV					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
3. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS					4	4	+ 0	0	4	4	+ 0	0
4. # OF COMPLAINTS AND INQUIRIES RECEIVED					260	260	+ 0	0	260	260	+ 0	0
5. # OF INET PROJ REQUESTS RECEIVED/PROCESSED					40	23	- 17	43	40	23	- 17	43
6. # OF PEG ACCESS RELATED ACTIVITIES					200	210	+ 10	5	200	215	+ 15	8
7. # OF BROADBAND RELATED ACTIVITIES					120	120	+ 0	0	120	0	- 120	100

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The positions and expenditure variances are based on vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 4: For FY 26 variance, pursuant to Act 201, SLH 2025, the Department of Commerce and Consumer Affairs' (DCCA) broadband duties were transferred to the Hawaii Broadband Office under the Department of Accounting and General Services. Thus, no DCCA broadband activities/projects are anticipated for future years.

PART III - PROGRAM TARGET GROUPS

Item 6: Please see Part II, Measures of Effectiveness, Item No. 4, above.

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 the Cable Television Division. The State's INET is a robust network supplied primarily by Charter Spectrum. Because State and county government is not expanding, in terms of physical locations to serve the public, INET requests will decrease from the budgeted number of 40.

Item 7: Please see Part II, Measures of Effectiveness, Item No. 4, above.

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

12/2/25

PROGRAM-ID:

CCA-103

PROGRAM STRUCTURE NO:

10010302

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	25.00	17.00	- 8.00	32	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,876	4,432	- 444	9	1,258	1,010	- 248	20	3,686	3,934	+ 248	7
TOTAL COSTS												
POSITIONS	25.00	17.00	- 8.00	32	25.00	17.00	- 8.00	32	25.00	25.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,876	4,432	- 444	9	1,258	1,010	- 248	20	3,686	3,934	+ 248	7
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AVG % PUC DECSNS ACCPT AGRMNT ENTRD BY CA W/RU					75	87	+ 12	16	75	75	+ 0	0
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)					10000	1625	- 8375	84	10000	1000	- 9000	90
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)					0	0	+ 0	0	1000	1000	+ 0	0
4. % PROCEDURAL DEADLINES MET					100	100	+ 0	0	100	100	+ 0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS					4500	15814	+ 11314	251	4500	15000	+ 10500	233
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS					85	33	- 52	61	85	0	- 85	100
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES					39	37	- 2	5	39	37	- 2	5
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000'S)					1585	1585	+ 0	0	1585	1585	+ 0	0
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)					439	447	+ 8	2	439	447	+ 8	2
3. # OF NON-RESIDENTIAL USERS (000'S)					67	63	- 4	6	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					47	54	+ 7	15	47	55	+ 8	17
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI					210	264	+ 54	26	210	264	+ 54	26
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC					43	56	+ 13	30	43	56	+ 13	30
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY					555	663	+ 108	19	555	660	+ 105	19
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY					1060	1352	+ 292	28	1060	1350	+ 290	27
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	14	+ 7	100	7	5	- 2	29
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	65	- 15	19	80	80	+ 0	0
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	5	- 5	50	10	5	- 5	50
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED					8	25	+ 17	213	8	20	+ 12	150
7. # OF NEWSLETTERS/PUBLICATIONS CREATED					4	1	- 3	75	4	4	+ 0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 02
CCA 103

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

PART I - EXPENDITURES AND POSITIONS

The variance in the number of positions in FY 25 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, certain anticipated projects being delayed beyond FY 25, and efforts to restrict expenditures due to fiscal uncertainty.

PART II - MEASURES OF EFFECTIVENESS

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

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 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 savings. Estimates of the potential savings are difficult to project and depend on the size of the utilities, which drives the potential total size of the dollar amount of savings. There were several utilities filing rate cases, but these were smaller water and wastewater utilities with smaller total revenue needs.

Items 5 and 6: The number of people reached through outreach events in FY 25 was higher than historical targets despite being without personnel dedicated to outreach for a significant part of the year, but there was a decrease in the number of complaints responded to within 24 hours. After redesigning the original position to a Community Outreach and Engagement Coordinator (COEC) and filling the vacancy, a significant focus of the position was on increasing outreach and responding to customer complaints.

PART III - PROGRAM TARGET GROUPS

Item 5: Successful Request for Proposals efforts resulted in a higher-

than-expected number of suppliers. Due to COVID-19 and other factors, however, worldwide supply chain constraints are resulting in delays for ongoing projects that may affect ongoing projects.

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 in this category 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, 4, and 5: The Consumer Advocate has attempted to participate in less of the non-rate and non-policy applications in order to better allocate its available resources to assess the electric utilities' proposed plans for power generation, interconnection, and rate structures. Additionally, there has been a substantial increase in rate cases in past years requiring priority focus of the division due to State renewable and energy portfolio standards, proceedings that deal with increasing the amount of renewable generation, in addition to the division focusing on electric utility filings related to the Maui Wildfires.

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 02
CCA 103

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

Items 6 and 7: The division was without an Education Specialist throughout much of the year. The position was redescribed as a COEC who conducted significant community outreach despite being in the position for a limited time period.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	37.00	- 6.00	14	43.00	33.00	- 10.00	23	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,703	5,978	- 725	11	1,928	1,255	- 673	35	4,790	5,463	+ 673	14
TOTAL COSTS												
POSITIONS	43.00	37.00	- 6.00	14	43.00	33.00	- 10.00	23	43.00	43.00	+ 0.00	0
EXPENDITURES (\$1000's)	6,703	5,978	- 725	11	1,928	1,255	- 673	35	4,790	5,463	+ 673	14
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					93	86	- 7	8	93	100	+ 7	8
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT					90	90	+ 0	0	90	90	+ 0	0
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS					80	59	- 21	26	80	50	- 30	38
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS					94	99	+ 5	5	94	99	+ 5	5
5. % AUDITED FINANCIAL STATEMTS REVIEWED PRS TO STAT					93	90	- 3	3	93	91	- 2	2
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1585	1585	+ 0	0	1585	1585	+ 0	0
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED					5000	3112	- 1888	38	4500	3000	- 1500	33
PART IV: PROGRAM ACTIVITY												
1. TTL \$ AMT ASSTS OF INSTITUTIONS EXAMIND (\$000,000)					58546	55613	- 2933	5	59132	56526	- 2606	4
2. # OF APPLICATIONS REVIEWED					1500	849	- 651	43	1500	845	- 655	44
3. # OF INQUIRIES RECEIVED					4000	1469	- 2531	63	4000	1500	- 2500	63
4. # OF LICENSES RENEWED					3000	2931	- 69	2	3000	2900	- 100	3
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW					92	90	- 2	2	93	90	- 3	3
6. # OF COMPLAINTS OPENED FOR INVESTIGATION					76	75	- 1	1	75	75	+ 0	0
7. # OF NON-DEPOSITORY FINANCIAL INSTITUTION EXAMINED					52	36	- 16	31	52	49	- 3	6
8. # OF CONSUMERS WHO RECEIVED RESTITUTION					300	82	- 218	73	300	200	- 100	33

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

identified in prior exams.

FY 25: The position variance is due to retirements. The corresponding variance in expenditures is largely due to vacancies.

FY 26: 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 26. The expenditure variance is due to vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 3: The variances are due to a new attorney being hired and learning DFI's statutes, then resigning from the position, and DFI having to replace and train a new hire.

PART III - PROGRAM TARGET GROUPS

Item 2: The variances are based on continued contraction trend of industries.

PART IV - PROGRAM ACTIVITIES

Item 2: The variances are due to decreased applications for the mortgage industry.

Item 3: The variances are due to decreased inquiries received by DFI.

Item 7: In FY 25, the variance was due to two three-week bank compliance exams that were scheduled, which took examiner resources away from non-bank exams.

Item 8: The FY 25 variance was due to performing more mortgage broker exams, where instances of restitution to consumers is limited, as compared to mortgage lender and mortgage servicer exams.

The FY 26 variance is projected to be lower than planned as many licensees with systemic issues of consumer harm have already been

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26				
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%	
	80.00	44.00	- 36.00	45	80.00	44.00	- 36.00	45	80.00	80.00	+ 0.00	0	
	12,747	10,994	- 1,753	14	5,394	1,919	- 3,475	64	7,396	10,871	+ 3,475	47	
	80.00	44.00	- 36.00	45	80.00	44.00	- 36.00	45	80.00	80.00	+ 0.00	0	
	12,747	10,994	- 1,753	14	5,394	1,919	- 3,475	64	7,396	10,871	+ 3,475	47	
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26				
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS													
1. % NEW LICENSES ISSUED WITHIN 30-60 BUSINESS DAYS					80	49	- 31	39	80	50	- 30	38	
2. % LICENSEES RENEWED WITHIN 30-60 BUSINESS DAYS					85	96	+ 11	13	85	97	+ 12	14	
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED					90	100	+ 10	11	90	90	+ 0	0	
PART III: PROGRAM TARGET GROUP													
1. DE FACTO POPULATION IN HAWAII (000)					1585	1585	+ 0	0	1585	1585	+ 0	0	
2. PERS/BUS LIC BY PVL (ALL STATUSES)					559000	554661	- 4339	1	577000	577000	+ 0	0	
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)					169000	176190	+ 7190	4	169000	173000	+ 4000	2	
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					26000	22310	- 3690	14	26000	26000	+ 0	0	
2. # OF EXAMINEES & REEXAMINEES					7400	7008	- 392	5	7400	7400	+ 0	0	
3. # OF APPLICANTS LICENSED					20000	16803	- 3197	16	20000	20000	+ 0	0	
4. # OF PERMITS ISSUED					1000	1397	+ 397	40	1000	1300	+ 300	30	
5. # OF LICENSES RENEWED/RESTORED					74000	71806	- 2194	3	72000	72000	+ 0	0	
6. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS					96000	82658	- 13342	14	96000	80000	- 16000	17	
7. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS					158000	165226	+ 7226	5	158000	158000	+ 0	0	
8. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED					230	236	+ 6	3	100	90	- 10	10	
9. # OF NEW/REVISED HI ADMIN RULES PROMULGATED					3	0	- 3	100	3	0	- 3	100	

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

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

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

PART II - MEASURES OF EFFECTIVENESS

Item 1. The variance is partially due to the filling of position vacancies and staff turnovers, which require retraining of staff. This impacts the Professional and Vocational Licensing Division's (PVL) normal operations and processing timelines. In addition, by nature of many applications being submitted with incomplete information, require sitting for examinations that may take months to schedule, or require board review, it often takes more than 12 business days to process. Future estimates will be revised down to more accurately reflect this fact.

Item 2. The slight variance is partially due to the filling of position vacancies and staff turnovers, which require retraining of staff and licenses with dependencies waiting on the dependent license to renew.

Item 3. The variance is due to all three legislative proposals submitted by PVL being enacted.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 1. The variance is suspected to be due in part to economic factors, causing increased professional training barriers.

Item 3. The variance is suspected due to be due in part economic factors,

causing increased professional training barriers.

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

Item 6: Projections were based on a FY 21 COVID-19 high of 96,000, which the Real Estate Branch (REB) did not meet in FYs 22, 23, and 24. However, REB did see an increase of 12,841 in interactions with developers, condominium industry, and the public from FY 24. Projects increased by nearly two dozen and corresponding communications with developers and their agents increased as well. Future estimates will be revised down to a more realistic 80,000.

Item 9. The variance is due to administrative rules still in the drafting process.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	81.00	- 13.00	14	95.00	80.00	- 15.00	16	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	22,238	21,606	- 632	3	5,312	3,314	- 1,998	38	18,636	20,634	+ 1,998	11
TOTAL COSTS												
POSITIONS	94.00	81.00	- 13.00	14	95.00	80.00	- 15.00	16	95.00	95.00	+ 0.00	0
EXPENDITURES (\$1000's)	22,238	21,606	- 632	3	5,312	3,314	- 1,998	38	18,636	20,634	+ 1,998	11
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	78	- 12	13	90	90	+ 0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI					80	70	- 10	13	100	80	- 20	20
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS					95	90	- 5	5	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	0	- 3	100	3.0	0	- 3	100
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG					90	98	+ 8	9	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1585	1585	+ 0	0	1585	1585	+ 0	0
2. INSURER LICENSEES REGULATED BY INSURANCE DIV					1404	1428	+ 24	2	1411	1430	+ 19	1
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION					278	269	- 9	3	286	269	- 17	6
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION					120000	114973	- 5027	4	125000	120000	- 5000	4
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)					1030	1122	+ 92	9	1058	1100	+ 42	4
PART IV: PROGRAM ACTIVITY												
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED					314890	293862	- 21028	7	325001	315150	- 9851	3
2. # OF COMPLAINTS					520	746	+ 226	43	520	570	+ 50	10
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS					75	75	+ 0	0	75	75	+ 0	0
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR					52	55	+ 3	6	52	65	+ 13	25
5. # OF ANNUAL COMPANY FILINGS PROCESSED					3950	2820	- 1130	29	3878	2842	- 1036	27
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED					41	18	- 23	56	35	31	- 4	11
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES					58	52	- 6	10	52	55	+ 3	6
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED					3710	4747	+ 1037	28	3610	5065	+ 1455	40
9. # OF PREMIUM TAX STATEMENTS FILED					9187	9059	- 128	1	9265	9061	- 204	2
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT					334	334	+ 0	0	334	334	+ 0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count and Expenditures: The variances are due to position vacancies pending recruitment and filling and encountering recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in the percentage of complaints resolved within 90 days is attributable to a greater than expected increase in complaints received, as well as background reviews of applicants for licensure. Additionally, complaints related to the 2023 Maui Wildfires have been more complex and files are left open to monitor arbitration/litigation.

Item 3: Examinations occur every three to five years. In 2017, a record number of captives were licensed and, as such, there was an unusually high number of examinations with year-end 2023 to be completed in FY 25. As such, even though more examinations were completed in FY 25 than FY 24, the actual was still 70%. The FY 26 reduction percentage is attributable to unfilled vacancies.

Item 6: As there are more jurisdictions licensing captive insurance companies, the competition for new captives has been challenging. In FY 25, there was a net neutral in licenses and based on FY 26 so far, it is estimated for it to be similar. The Captive Insurance Branch has been working with the industry on ways to encourage more licenses.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 2: The complaint total variance is due to the Insurance Division receiving more complaints this year than anticipated due to the extended recovery timeframes in Maui County (64 more fire/homeowners-related complaints than last year) and a large bump in auto related complaints (109 more than last year). A generic complaint form option was

introduced on the Department of Commerce and Consumer Affairs' main site and also contributed to the larger-than-expected complaint totals in FY 25 and will contribute to an expected variance in FY 26.

Item 4: In FY 26, more emphasis is being placed on marketing Hawaii to potential captive insurer, which contributes to the increase of captive informational briefings.

Item 5: The variance is due to one extra required annual filing per insurer having been expected but which did not materialize.

Item 6: The variance is due to staff turnover (one to retirement and one moved to another branch) which required additional time to train a new supervisor and staff in insurer application reviews. As there are more jurisdictions licensing captive insurance companies, the competition for new captives has been challenging. In FY 25, less captive insurer applications were received than expected and that is expected to continue for FY 26.

Item 7: Ongoing challenges filling Captive Examiner positions contributed to a decrease in exams completed in FY 25.

Item 8: The variance in FY 25 was due to a higher number of property and casualty filings than anticipated, especially a surge in consent-to-rate filings due to the ongoing condominium insurance crisis. This trend is expected to continue in FY 26.

Item 9: The decrease in premium tax statements filed in FY 25 were mainly attributable to fewer surplus lines insurers conducting business in Hawaii. This downward trend is expected to continue in FY 26.

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0
	241	198	-	43	18	63	44	-	19	30	186	205	+	19	10
	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0
	241	198	-	43	18	63	44	-	19	30	186	205	+	19	10
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						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						19	19	+	0	0	19	19	+	0	0
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						7	7	+	0	0	12	12	+	0	0
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS						7	7	+	0	0	12	12	+	0	0
4. NUMBER OF COMPLAINTS RECEIVED						3	3	+	0	0	3	3	+	0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

The FY 25 expenditure variance is due to expense monitoring, and the FY 26 first quarter ending September 30, 2025, expenditure variance is due to the timing of transactions.

PART II - MEASURES OF EFFECTIVENESS

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

PART III - PROGRAM TARGET GROUPS

There is no significant variance to report for program target groups.

PART IV - PROGRAM ACTIVITIES

There are no significant variances to report for program activities.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	63.00	- 4.00	6	69.00	60.00	- 9.00	13	69.00	69.00	+ 0.00	0
EXPENDITURES (\$1000's)	20,005	19,056	- 949	5	4,612	3,828	- 784	17	15,113	15,897	+ 784	5
TOTAL COSTS												
POSITIONS	67.00	63.00	- 4.00	6	69.00	60.00	- 9.00	13	69.00	69.00	+ 0.00	0
EXPENDITURES (\$1000's)	20,005	19,056	- 949	5	4,612	3,828	- 784	17	15,113	15,897	+ 784	5
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % RATE CASE APPS WHERE DEC(I/F) W/IN APP TEST YR					100	67	- 33	33	100	100	+ 0	0
2. % ELECTRIC PPAS COMPLTD W/IN STIPULATED TIME FRAME					100	100	+ 0	0	100	100	+ 0	0
3. % INFORMAL COMPLAINTS CLOSED WITHIN 90 DAYS					100	93	- 7	7	100	100	+ 0	0
4. % OF UIPA REQUESTS RESP TO W/IN STAT TIMEFRAME					100	100	+ 0	0	100	100	+ 0	0
5. % OF COMPLETED COAS/CORS APP DEC ISS W/IN 120 DAYS					100	100	+ 0	0	100	100	+ 0	0
6. NO. MONTHLY UTILITY TARIFF ORDERS TIMELY FILED					12	12	+ 0	0	12	12	+ 0	0
7. # OF MNTHLY MOTOR CARRIER TRIFF ORDRS TIMELY FILED					12	12	+ 0	0	12	12	+ 0	0
8. % UTIL RENEW GEN APPS COMP W/IN PTIES STIP TMFRAME					100	0	- 100	100	100	100	+ 0	0
9. % UTIL NONRNW GEN APP RTMT W/IN PTIES STIP TMFRME					100	0	- 100	100	100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES					5	5	+ 0	0	5	5	+ 0	0
2. PROPERTY CARRIERS					526	581	+ 55	10	526	581	+ 55	10
3. PASSENGER CARRIERS					943	1144	+ 201	21	943	1144	+ 201	21
4. WATER COMMON CARRIERS					2	2	+ 0	0	2	2	+ 0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES					39	37	- 2	5	39	37	- 2	5
6. TELECOMMUNICATIONS COMPANIES					185	224	+ 39	21	185	226	+ 41	22
7. NONREGULATED OPERATORS OF SUBSURFACE INSTALLATIONS					10	10	+ 0	0	10	10	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED					435	478	+ 43	10	435	475	+ 40	9
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR					870	807	- 63	7	870	870	+ 0	0
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS					20	24	+ 4	20	20	25	+ 5	25
4. NUMBER OF CACS INVESTIGATIONS INITIATED					150	150	+ 0	0	150	150	+ 0	0
5. NUMBER OF CONTRACTED PROGRAMS ADMINISTERED					3	3	+ 0	0	3	3	+ 0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

Program Target Groups, above.

The FY 26 expenditure variances are due to position vacancies.

Item 3: There was a slight increase in public hearings held due to multiple public hearings in locations that both Young Brothers and The Gas Company provide services to due to rate increase requests.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance is based on a total of four out of six dockets closed within the Hawaii Revised Statutes (HRS) statutory requirement; thus, two dockets were late. For both dockets, the Public Utilities Commission (PUC) notified the Legislature by letter that these dockets would not meet the required HRS deadline and the reasons why. One was late by one month due to administrative reasons, and the second was due to additional information that was needed due to an Internal Revenue Service issue.

Item 8: There were no new renewable generation applications for FY 25.

Item 9: There were no new nonrenewable generation retirement applications for FY 25.

PART III - PROGRAM TARGET GROUPS

Items 2 and 3: For FY 25, the increase is due to more new applicants as noted in "Number of Applications Filed" in Part IV, Program Activities, Item No. 1. We attribute this to the recovery from the post-pandemic period as businesses are returning to pre-pandemic levels.

Item 6: For FY 25, the increase is due to new applicants over the years. Additionally, there has been an increase in technology, which includes expansion of high-speed broadband, new technologies like e-SIM, higher demand in Artificial Intelligence (AI) and 5G Infrastructure, and a demand shift to digital services.

PART IV - PROGRAM ACTIVITIES

Item 1: The increase in the number of applications/dockets filed is due to the increases in motor property carriers, motor passenger carriers, and telecommunication companies. For a detailed explanation, see Part III,

ENFORCEMENT OF FAIR BUSINESS PRACTICES

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
	173.00	133.00	-	40.00	23	173.00	136.00	-	37.00	21	173.00	171.00	-	2.00	1
	23,235	22,159	-	1,076	5	6,191	4,527	-	1,664	27	17,880	19,545	+	1,665	9
	173.00	133.00	-	40.00	23	173.00	136.00	-	37.00	21	173.00	171.00	-	2.00	1
	23,235	22,159	-	1,076	5	6,191	4,527	-	1,664	27	17,880	19,545	+	1,665	9
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						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	1923	+	923	92	1000	1400	+	400	40
3. % OF RICO SETTLEMENT AGREEMENTS ADOPTED						95	99	+	4	4	95	95	+	0	0
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE						95	100	+	5	5	95	95	+	0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

PART I - EXPENDITURES AND POSITIONS

See Lowest Level Programs for explanation of variances.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for explanation of variances.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	18.00	- 1.00	5	20.00	18.00	- 2.00	10	20.00	20.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,482	3,182	- 300	9	1,073	766	- 307	29	2,861	3,169	+ 308	11
TOTAL COSTS												
POSITIONS	19.00	18.00	- 1.00	5	20.00	18.00	- 2.00	10	20.00	20.00	+ 0.00	0
EXPENDITURES (\$1000's)	3,482	3,182	- 300	9	1,073	766	- 307	29	2,861	3,169	+ 308	11
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)					50	54	+ 4	8	50	50	+ 0	0
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS					900	942	+ 42	5	900	820	- 80	9
3. \$ AMT RECOVERED THROUGH LEGAL ACTION (EX MS) (000)					700	5	- 695	99	700	5500	+ 4800	686
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)					1500	1923	+ 423	28	1500	1400	- 100	7
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	1446	+ 46	3	1400	1400	+ 0	0
2. VISITORS TO HAWAII (000)					8000	9662	+ 1662	21	8000	9500	+ 1500	19
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)					1000	1063	+ 63	6	1000	1000	+ 0	0
2. # OF COMPLAINTS INITIATED BY OCP					75	39	- 36	48	75	50	- 25	33
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED					17500	39408	+ 21908	125	17500	35000	+ 17500	100
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL					700	560	- 140	20	700	600	- 100	14
5. # OF MULTISTATE CASES INCL CASES W/O LEGAL ACTION					20	33	+ 13	65	20	30	+ 10	50
6. # OF LEGAL ACTIONS (INCLUDING MULTISTATE CASES)					15	5	- 10	67	15	10	- 5	33
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES					12000	11659	- 341	3	12000	12000	+ 0	0
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS					50000	48667	- 1333	3	50000	48000	- 2000	4
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY					20	34	+ 14	70	20	25	+ 5	25

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position and Expenditures: The FY 26 variances are due to unexpected staff departures and a reduction in claims paid out.

testifies varies depending on the subjects of, the hearings scheduled on, the bills introduced, and the resources available to prepare and submit the testimony.

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

Item 2: The "Visitors to Hawaii" statistical data are reported by the Department of Business, Economic Development and Tourism, Research and Economic Analysis Division.

PART IV - PROGRAM ACTIVITIES

Item 2: The number of complaints initiated decreased because data breach reports are now logged only and do not lead automatically to creation of a case. New cases are created only where further investigation is deemed warranted after the initial screening.

Item 3: The number of landlord tenant inquiries received online increased significantly, presumably because of growing public acclimatization with the online resources.

Item 4: The number of complaints resolved at the investigator level varies depending on the number and the complexity of the cases assigned.

Item 5: The number of multistate cases varies depending on the priorities of the office and the resources available in Hawaii and in other jurisdictions

Item 6. The number of legal actions taken varies based on the nature and the complexity of the cases and the resources available.

Item 9. The number of legislative proposals on which the program

VARIANCE REPORT

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
	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	7.00	-	3.00	30	10.00	6.00	-	4.00	40	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	770	666	-	104	14	186	186	+	0	0	560	560	+	0	0
TOTAL COSTS															
POSITIONS	10.00	7.00	-	3.00	30	10.00	6.00	-	4.00	40	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	770	666	-	104	14	186	186	+	0	0	560	560	+	0	0
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES						97	98	+	1	1	97	98	+	1	1
2. PERCENTAGE OF MEASURING DEVICES INSPECTED						50	54	+	4	8	55	57	+	2	4
3. COMPLIANCE RATE FOR SERVICE AGENCIES						90	95	+	5	6	90	95	+	5	6
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING						90	90	+	0	0	95	95	+	0	0
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED						75	75	+	0	0	75	75	+	0	0
6. COMPLIANCE RATE FOR PRICING						98	98	+	0	0	98	98	+	0	0
7. PERCENTAGE OF STORES INSPECTED FOR PRICING						20	10	-	10	50	20	20	+	0	0
8. COMPLIANCE RATE FOR PACKAGE CONTENT						50	70	+	20	40	50	70	+	20	40
9. COMPLIANCE RATE FOR PACKAGE LABELING						50	60	+	10	20	55	60	+	5	9
PART III: PROGRAM TARGET GROUP															
1. BUSINESSES USING WEIGHING DEVICES						2000	2025	+	25	1	2000	2025	+	25	1
2. BUSINESSES USING VOLUMETRIC DEVICES						410	415	+	5	1	410	415	+	5	1
3. BUSINESSES USING LINEAR DEVICES						1825	1817	-	8	0	1800	1817	+	17	1
4. SERVICE AGENCIES FOR MEASURING DEVICES						55	59	+	4	7	58	60	+	2	3
5. STORES USING PRICE SCANNERS						1200	1200	+	0	0	1200	1200	+	0	0
6. MEASUREMASTER						350	321	-	29	8	350	321	-	29	8
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)						1416	1446	+	30	2	1450	1446	-	4	0
PART IV: PROGRAM ACTIVITY															
1. # OF MEASURING DEVICES INSPECTED - WEIGHT						50	95	+	45	90	100	100	+	0	0
2. # OF MEASURING DEVICES INSPECTED - VOLUME						2500	2472	-	28	1	2500	2500	+	0	0
3. # OF MEASURING DEVICES INSPECTED - LINEAR						1500	1523	+	23	2	1550	1550	+	0	0
4. # OF REPAIR SERVICES MONITORED FOR QUALITY						1825	1830	+	5	0	1850	1850	+	0	0
5. # OF MEASUREMENT STANDARDS CALIBRATED						1700	1741	+	41	2	1700	1700	+	0	0
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL						50	15	-	35	70	50	50	+	0	0
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)						50	75	+	25	50	100	100	+	0	0
8. # OF CONSUMER PACKAGE LABELS INSPECTED						50	225	+	175	350	100	225	+	125	125
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION						50	550	+	500	1000	100	500	+	400	400
10. NUMBER OF MEASURING DEVICES LICENSED						22359	21042	-	1317	6	22000	21500	-	500	2

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 04 02
AGR 812

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. Fewer stores inspected than anticipated.

Item 8 - The variance is due to a higher compliance rate than expected for the inspections performed.

Item 9 - The variance is due to a higher compliance rate than expected for the packages inspected.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1 - The variance was due to more inspections being performed due to hiring new personnel available to do field inspections other inspectors doing annual inspections versus service agency inspections, also management doing inspections replacing employees with injuries and 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 in FY 25 and inspections not being deemed necessary due to no individual complaints.

Item 7 - The variance is due to additional staff hired at the end of FY 25 in Maui and increased inspections by another inspector on the island of Hawaii.

Item 8 - The variance is due to increased inspections of coffee labels and changes in the laws that brings additional scrutiny to review these packages.

Item 9 - The variance is due to increased inspections by staff in the field and response to complaints and potential concerns regarding price changes in retail stores with scanners.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	78.00	51.00	- 27.00	35	77.00	53.00	- 24.00	31	77.00	77.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,058	9,480	- 578	6	2,649	1,595	- 1,054	40	7,811	8,865	+ 1,054	13
TOTAL COSTS												
POSITIONS	78.00	51.00	- 27.00	35	77.00	53.00	- 24.00	31	77.00	77.00	+ 0.00	0
EXPENDITURES (\$1000's)	10,058	9,480	- 578	6	2,649	1,595	- 1,054	40	7,811	8,865	+ 1,054	13
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					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	6	+ 3	100	3	6	+ 3	100
3. AV DAYS PROC APPS FOR BROKER-DEALERS/INV ADVISERS					25	35	+ 10	40	25	35	+ 10	40
4. AV DAYS TO PROCESS APPS FOR 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					230000	268651	+ 38651	17	230000	260000	+ 30000	13
2. BRKR, AGENTS, SECURITIES OFF, INV ADV & REP					160000	192493	+ 32493	20	160000	190000	+ 30000	19
3. FRANCHISES					1000	1159	+ 159	16	1000	1160	+ 160	16
PART IV: PROGRAM ACTIVITY												
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS					180000	206097	+ 26097	14	180000	198000	+ 18000	10
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED					161000	201890	+ 40890	25	161000	201000	+ 40000	25
3. # OF ENFORCEMENT CASES OPENED					45	31	- 14	31	45	45	+ 0	0
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT					250	216	- 34	14	250	250	+ 0	0
5. # OF COMPLTS CLOSED IN ENFORCEMENT IN FY					40	35	- 5	13	40	40	+ 0	0
6. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED					10	12	+ 2	20	10	10	+ 0	0
7. # OF SUSPENSIONS OR BARS IMPOSED					5	5	+ 0	0	5	5	+ 0	0
8. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY					20000	6418	- 13582	68	20000	15000	- 5000	25

VARIANCE REPORT NARRATIVE

FY 2025 AND FY 2026

10 01 04 03
CCA 111

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) continuously works to recruit and aims to fill its vacancies.

Expenditures: The variance is due in part to position vacancies, staff attrition, and 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 25. 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 prepares for go-live, the number is projected to remain at the higher than planned number in FY 26 as the division transitions to the new system.

Items 3 to 5. The average number of days to process securities applications was higher than the planned number in FY 25. Staff attrition contributed to the increase in processing time. The number is projected to remain at the higher than planned number in FY 26 as new staff are trained.

PART III - PROGRAM TARGET GROUPS

Item 1. The actual number of business registrations was higher than the planned number in FY 25. These numbers fluctuate and are difficult to predict. The number of registrations is projected to be higher than the planned number in FY 26 based on current trends.

Item 2. The actual number of registered broker-dealers, agents, securities offerings, investment advisers, and investment adviser representatives was higher than the planned number in FY 25 and is projected to remain at a higher number in FY 26. This number fluctuates and is difficult to

predict.

Item 3. The actual number of franchise applications was higher than the planned number in FY 25 and is projected to remain at the higher number in FY 26. This number fluctuates and is difficult to predict.

PART IV - PROGRAM ACTIVITIES

Item 1. The number of documents received for processing and annual reports was higher than the planned number, and BREG has adjusted its projection for FY 26 accordingly. This number fluctuates and is difficult to predict.

Item 2. The number of securities compliance applications received was higher than the planned number in FY 25 and is projected to remain at the higher number in FY 26. This number fluctuates and is difficult to predict.

Item 3. The number of Securities Enforcement cases opened was lower than the planned number in FY 25. This number is difficult to predict and is dependent on a number of factors, including the number of complaints filed with BREG, 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 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 25. The variance can be attributed to the unpredictability of complex factors of each case.

Item 6. The number of orders, consent agreements, and settlements completed was higher than the planned number in FY 25. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

Item 8. The number of persons reached through investor education program activity was lower than the planned number in FY 25 and BREG has adjusted its projection for FY 26 accordingly due in large part to staff attrition. The program 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.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	59.00	- 7.00	11	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,925	8,831	- 94	1	2,283	1,980	- 303	13	6,648	6,951	+ 303	5
TOTAL COSTS												
POSITIONS	66.00	57.00	- 9.00	14	66.00	59.00	- 7.00	11	66.00	66.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,925	8,831	- 94	1	2,283	1,980	- 303	13	6,648	6,951	+ 303	5
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RICO SETTLEMENT AGREEMENTS ADOPTED					95	99	+ 4	4	95	95	+ 0	0
2. % OF RECOMMENDED ORDERS IN FAVOR OF STATE					95	100	+ 5	5	95	95	+ 0	0
3. % OF FINAL ORDERS SUSTAINED ON APPEAL					95	100	+ 5	5	95	100	+ 5	5
4. NUMBER OF LEGAL ACTIONS					250	213	- 37	15	250	250	+ 0	0
5. NUMBER OF SCAP ARBITRATIONS ADMINISTRATED					70	65	- 5	7	70	70	+ 0	0
6. NUMBER OF CONSUMER REFUNDS/ CAR LOAN PAY OFFS					20	29	+ 9	45	20	20	+ 0	0
7. NUMBER OF FORMAL RECORDS-REQUEST RESPONSES					75	149	+ 74	99	75	75	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1585	1585	+ 0	0	1585	1585	+ 0	0
2. LICENSEES (000)					555	540	- 15	3	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	7913	- 7087	47	15000	7000	- 8000	53
2. # COMPLAINT HISTORY INQUIRIES					70000	144000	+ 74000	106	70000	100000	+ 30000	43
3. # OF COMPLAINTS RECEIVED					3000	3535	+ 535	18	3000	2500	- 500	17
4. # PEOPLE REACHED THRU CONS ED & COMPLAINT PROCESS					55000	1600	- 53400	97	55000	5000	- 50000	91
5. # ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS					2500	2701	+ 201	8	2500	2500	+ 0	0
6. # OF ORDERS & JUDGMENTS					250	213	- 37	15	250	250	+ 0	0
7. # COMPLETED INVESTIGATIONS					900	1281	+ 381	42	900	900	+ 0	0
8. # SITE INSPECTIONS AND LICENSURE COMPLIANCE CHECKS					900	1990	+ 1090	121	900	1000	+ 100	11
9. NUMBER OF SCAP EDUCATION & COMMUNITY OUTREACH					1	4	+ 3	300	1	1	+ 0	0
10. NUMBER OF SCAP CONSUMER & MANUFACTURER INQUIRIES					100	93	- 7	7	100	100	+ 0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

The variance is due to vacancies despite ongoing and active recruitment, including screening and interviewing candidates promptly. Some applicants want more pay and lifestyle benefits like generous work-from-home options. The oldest vacancies are on the neighbor islands where positions have been difficult to fill historically.

PART II - MEASURES OF EFFECTIVENESS

Item 4. The variance is due to the high attrition rate of the attorneys in the Legal Section, in addition to an increase in the diversity of the section's workload. The Legal Section's strained resources are focused currently on taking enforcement action in the most complete and impactful investigations.

Item 6. The variance is due to the high number of State Certified Arbitration Program (SCAP) filings in recent years.

Item 7. The variance is due to the division receiving the highest number of records request each year in the entire department.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Item 1. The variance reflects the continuous trend of customers and visitors relying on the internet, website, and Artificial Intelligence (AI) for information.

Item 2. The variance reflects the continued increase of the public in using the complaints history portal for data.

Item 3. The variance is due to the number being slightly above the historical average of processing 2,500 to 3,000 complaints annually.

Item 4. The variance reflects more reliance on the internet, website, and AI by the public, and less attendance at community outreach events.

Item 6. Please see Part II, Measures of Effectiveness, Item No. 4, above.

Item 7. The variance is due to the productivity and dedication of existing staff and efficiency due to modernization.

Item 8. The variance is due to the productivity and dedication of existing staff, modernization, and a returned presence in the community post-pandemic.

Item 9. The variance reflects the growing demand for and increased filings with SCAP, and a continued effort to recruit and educate more arbitrators to meet existing program needs.

PROGRAM TITLE:

GENERAL SUPPORT

PROGRAM-ID:

CCA-191

12/2/25

PROGRAM STRUCTURE NO:

100105

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)															
	54.00	46.00	-	8.00	15	54.00	46.00	-	8.00	15	54.00	54.00	+	0.00	0
	27,596	27,830	+	234	1	6,275	3,339	-	2,936	47	18,586	21,522	+	2,936	16
	54.00	46.00	-	8.00	15	54.00	46.00	-	8.00	15	54.00	54.00	+	0.00	0
	27,596	27,830	+	234	1	6,275	3,339	-	2,936	47	18,586	21,522	+	2,936	16
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS						85	100	+	15	18	85	85	+	0	0
2. %HRGS OFFCER 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	98	+	8	9	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	98	+	3	3	95	95	+	0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD						95	97	+	2	2	95	95	+	0	0
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED						90	100	+	10	11	90	95	+	5	6
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME						85	81	-	4	5	85	85	+	0	0
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)						1585	1585	+	0	0	1585	1585	+	0	0
2. LICENSEES (000)						555	555	+	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	111	-	339	75	450	300	-	150	33
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES						200	74	-	126	63	200	200	+	0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS						150	32	-	118	79	150	100	-	50	33
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS						200	31	-	169	85	200	100	-	100	50
5. TOTAL EDUCATIONAL OUTREACH IMPRESSIONS						1000000	796030	-	203970	20	1000000	1000000	+	0	0
6. # SYSTEMS ADDED OR ENHANCED						145	115	-	30	21	145	120	-	25	17
7. # OF INFORMATION SYSTEMS WORK REQUESTS						4700	3563	-	1137	24	4700	3750	-	950	20
8. # OF INVOICES PROCESSED						8000	8000	+	0	0	8000	8000	+	0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

The position variances are due to hard-to-fill civil service positions due to salaries offered. The FY 26 expenditure variances are due to the timing of construction project payments.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The variance is due to efficiency of completion of cases, as well as the quality of the Hearings Officers' recommended orders and decisions.

Item 7: The variance is due to increased efficiency in fulfilling new or enhanced systems.

PART III - PROGRAM TARGET GROUPS

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

PART IV - PROGRAM ACTIVITIES

Items 1 to 4: The Office of Administrative Hearings administrative hearings and related notices are dependent upon cases filed by other agencies and members of the public. The number of cases filed fluctuate for various reasons, such as changes in the laws and industry practices, economic factors, and availability of legal assistance.

Item 5: The variance is due to outreach impressions inclusive of digital and physical outreach initiatives. The digital impressions total is inherently variable per social media algorithms.

Item 6: The variance is due to fewer new systems being added or enhanced.

Item 7: The variance is due to a decrease in tickets created as a result of enhanced system upgrades, resulting in fewer issues

VARIANCE REPORT

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
	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	10.50	+	0.00	0	10.50	10.50	+	0.00	0	10.50	10.50	+	0.00	0
EXPENDITURES (\$1000's)	1,259	1,289	+	30	2	305	306	+	1	0	954	920	-	34	4
TOTAL COSTS															
POSITIONS	10.50	10.50	+	0.00	0	10.50	10.50	+	0.00	0	10.50	10.50	+	0.00	0
EXPENDITURES (\$1000's)	1,259	1,289	+	30	2	305	306	+	1	0	954	920	-	34	4
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. # OF INFORMAL REQUESTS (AOD) RECEIVED IN FY						1000	1695	+	695	70	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	227	+	47	26	180	180	+	0	0
4. % OF FORMAL CASES OPEN AND CLOSED IN SAME FY						40	67	+	27	68	40	40	+	0	0
5. % OF TOTAL CASES OPEN AND CLOSED IN SAME FY						75	96	+	21	28	75	75	+	0	0
6. # OF FORMAL CASES PENDING AT END OF FY						100	124	+	24	24	100	100	+	0	0
7. # OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP						NO DATA	158906	+	158906	0	NO DATA	NO DATA	+	0	0
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION OF HAWAII						NO DATA	0	+	0	0	NO DATA	0	+	0	0
2. ALL STATE, COUNTY, AND INDEPENDENT AGENCIES						NO DATA	0	+	0	0	NO DATA	0	+	0	0
3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES						NO DATA	0	+	0	0	NO DATA	0	+	0	0
PART IV: PROGRAM ACTIVITY															
1. # OF FORMAL/INFORMAL OPINIONS ISSUED						10	35	+	25	250	10	10	+	0	0
2. # OF TRAINING MATERIALS ADDED/REVISED						1	10	+	9	900	1	1	+	0	0
3. # OF SPECIAL PRESENTATIONS						0	1	+	1	0	0	0	+	0	0
4. # OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS						20	12	-	8	40	20	20	+	0	0
5. # OF LEGISLATIVE PROPOSALS MONITORED						70	151	+	81	116	140	140	+	0	0
6. # OF LAWSUITS MONITORED						35	30	-	5	14	35	35	+	0	0
7. # OF AGENCIES SUBMITTING UIPA LOGS						265	301	+	36	14	265	265	+	0	0
8. # OF FORMAL CASES CLOSED WITHOUT OPINIONS						0	186	+	186	0	0	0	+	0	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

In FY 25, the Office of Information Practices' (OIP) 10.50 full-time equivalent positions were fully staffed. OIP received \$1,258,905 in legislative appropriations.

Expenditures in FY 25 exceeded the budgeted amount due to Temporary Hazard Pay payments.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The number of informal requests received through OIP's Attorney of the Day (AOD) service has steadily increased since 2022. In FY 25, OIP received the highest number (1,695) in its history. For unknown reasons, OIP's AOD requests are at higher than typical levels.

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 25, OIP received 227 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 26% increase from the planned number of requests that OIP received from government agencies and the public. This is a result of more individuals, agencies, and boards seeking OIP's assistance.

Item 4: Of all formal cases opened in FY 25 (227), 151 were closed in the same year.

Item 5: OIP received 1,922 total requests for assistance in FY 25, 96% (1,846) of which were resolved in the same fiscal year.

Item 6: OIP ended FY 25 with 124 formal cases pending. This was an increase of 81% from the planned number. This is due in part to an unexpected increase in cases, including 12 appeals filed by the same

person in FY 25.

Item 7: Excluding home page hits and OIP's own usage of its website, OIP had 158,906 website page hits in FY 25, 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 35 formal or informal opinions in FY 25, which was 10 more than planned. This is due to staff attorneys diligently working on the backlog and the director resolving cases as time permits.

Item 2: OIP added or revised 10 training materials in FY 25, which was 9 more than planned.

Item 4: OIP issued 12 written public communications and reports in the form of Newsletters, its annual report, and its summary report of State and county UIPA Record Request Log reports. This was 40% less than planned for FY 25. This is due to newsletters being issued only as the need arises.

Item 5: OIP monitored 151 legislative proposals in FY 25, which is 81 more than planned. This number is dependent on the number of relevant measures introduced by legislators.

Item 6: OIP monitored 30 lawsuits relating to UIPA, the Sunshine Law, or OIP, which was 5 fewer than planned for FY 25. The number is dependent on the number of cases filed with the court by others.

Item 7: OIP planned for 265 agencies to submit logs, but received 301 for FY 25, which was 36 more than planned. This is due to agencies being more diligent in submitting logs and better follow-up by OIP.

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

Item 8: OIP closed 186 formal cases without opinions. As there was no estimate for this statistic, OIP closed with 186 unplanned cases for FY 25.

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26						
PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%		
	191.50	153.50	-	38.00	20	190.50	148.50	-	42.00	22	190.50	190.50	+	0.00	0		
	22,384	19,696	-	2,688	12	5,760	4,115	-	1,645	29	17,294	18,919	+	1,625	9		
	191.50	153.50	-	38.00	20	190.50	148.50	-	42.00	22	190.50	190.50	+	0.00	0		
22,384	19,696	-	2,688	12	5,760	4,115	-	1,645	29	17,294	18,919	+	1,625	9			
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26						
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%		
PART II: MEASURES OF EFFECTIVENESS																	
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES						0	130	+		130	0	0	130	+		130	0

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

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.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	121.50	- 12.00	9	133.50	117.50	- 16.00	12	133.50	133.50	+ 0.00	0
EXPENDITURES (\$1000's)	13,579	13,840	+ 261	2	3,784	3,042	- 742	20	11,354	12,096	+ 742	7
TOTAL COSTS												
POSITIONS	133.50	121.50	- 12.00	9	133.50	117.50	- 16.00	12	133.50	133.50	+ 0.00	0
EXPENDITURES (\$1000's)	13,579	13,840	+ 261	2	3,784	3,042	- 742	20	11,354	12,096	+ 742	7
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES					0	130	+ 130	0	0	130	+ 130	0
2. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES					5	280	+ 275	5500	5	280	+ 275	5500
3. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS					90	90	+ 0	0	100	90	- 10	10
PART III: PROGRAM TARGET GROUP												
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES					6134	5373	- 761	12	6500	5373	- 1127	17
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES					41855	24124	- 17731	42	23000	24124	+ 1124	5
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES					157	54	- 103	66	80	54	- 26	33
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES					265	603	+ 338	128	400	603	+ 203	51
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES					8698	3107	- 5591	64	2700	3107	+ 407	15
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES					2469	1102	- 1367	55	2000	1102	- 898	45
PART IV: PROGRAM ACTIVITY												
1. CASES ACCEPTED - FELONY					5495	4848	- 647	12	6000	4848	- 1152	19
2. CASES ACCEPTED - MISDEMEANOR					40449	23095	- 17354	43	21000	23095	+ 2095	10
3. CASES ACCEPTED - FAMILY COURT					7214	2621	- 4593	64	2300	2621	+ 321	14
4. CASES ACCEPTED - APPEAL					157	54	- 103	66	75	54	- 21	28
5. CASES ACCEPTED - MENTAL COMMITMENT					265	603	+ 338	128	400	603	+ 203	51

VARIANCE REPORT NARRATIVE

FY 2025 AND FY 2026

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

The variance between the budgeted and actual amounts in expenditures is primarily attributed to personnel turnover and vacancies. The Office of the Public Defender (OPD) also received an additional allotment for Temporary Hazard Pay (THP) in FY 25, which explains why the actual expenditures exceed the budgeted amount.

There are currently 16 vacant positions in the OPD. 11 of the vacancies are Deputy Public Defender (DPD) positions in the Maui, Hilo, Kona, and Kauai. It has been difficult to fill vacancies in the neighbor island branches due to the smaller pool of attorneys on each island and the discrepancy in pay between the OPD and higher-paying comparable positions in the prosecutors' and corporate counsels' offices. The OPD expects to fill all vacant DPD positions before the end of the fiscal year. On August 14, 2025, the Hawaii Supreme Court implemented a pilot project which allows licensed attorneys from other states to practice in Hawaii in government criminal law agencies without taking the Hawai'i bar exam. The OPD has extended conditional offers for all vacant positions on the neighbor islands through the pilot project. The OPD is working with the Human Resources department to recruit and fill the other vacant positions, which are clerical positions in the Maui, Kauai, and Oahu branches. Two of the clerical positions have candidates who are pending their start dates.

PART II - MEASURES OF EFFECTIVENESS

The most comprehensive national study on public defender caseloads, "National Public Defense Workload Study", published in 2023 by the Rand Corporation ("the Rand Study"), gives recommendations based on caseloads per public defense attorney. The Rand Study gives annual caseload recommendations per "Case Type". Due to the variability in the classification of offenses among states, the case types used in the Rand Study do not directly translate to the various grades of felonies and misdemeanor offenses in Hawaii. The Rand Study divides felony offenses into the following categories: Felony- High-LWOP (life without parole); Felony-High-Murder; Felony-High-Sex; Felony-High-Other;

Felony-Mid; and Felony-Low. The OPD maintains statistics for felony cases (which include but do not differentiate between the grades of felony offenses - murder, Class A, Class B, Class C) and misdemeanors (which include but do not differentiate between petty misdemeanors and misdemeanors), but does not maintain statistics for specific grade levels of felonies or misdemeanors.

The PLANNED figures utilized in Part II for felony cases are the sum of the Rand Study's Felony-Mid, Felony-High, and Felony-Sex annual caseload recommendations. The DPDs assigned to felony cases (DPD III, DPD IV) carry caseloads which are 188% of the Rand Study recommendations.

The PLANNED figures utilized in Part II for misdemeanor cases are the sum of the Rand Study's "Misdemeanor - High" and "Misdemeanor - Low" annual caseload recommendations. The DPDs assigned to misdemeanor cases (DPD II) carry caseloads which are 115% of the Rand Study recommendations.

Variance reports from prior years listed other types of cases in Part II, such as Appeals or Parole cases. The Rand Study does not set forth recommendations for these cases, so they are not included in this variance report.

PART III - PROGRAM TARGET GROUPS

The OPD has traditionally used historical averages of case counts in determining the PLANNED numbers in Part III. While the items in this section refer to "INDIGENTS REQUIRING SERVICES," the OPD maintains statistics of case counts, not the actual number of individuals requiring services. A single individual may have multiple cases; thus, the figures reflected in Part III do not accurately represent the number of individuals serviced by the OPD. The OPD has been unable to secure funds to purchase a comprehensive case management system, which would allow it to compile such statistics. There is also an inherent difficulty in determining an appropriate PLANNED figure for the OPD's cases due to the unpredictability of variables that the prosecuting

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

agencies (county prosecutors' offices and the Department of the Attorney General) use to determine how many cases to initiate in a given year. The OPD has no control over the number of cases that are initiated each year; therefore, the discrepancies between PLANNED and ACTUAL numbers do not accurately reflect the OPD's effectiveness. Future variance reports should reflect the difference in cases handled by the OPD each year, but not PLANNED case counts.

PART IV - PROGRAM ACTIVITIES

The OPD has traditionally used historical averages of case counts in determining the PLANNED numbers in Part IV. There is an inherent difficulty in determining an appropriate PLANNED figure for the number of cases accepted by the OPD. The U.S. and Hawaii constitutions guarantee individuals the right to counsel. Chapter 802 of the Hawaii Revised Statutes created the OPD to meet these constitutional requirements. The OPD represents indigent individuals in criminal cases, involuntary commitment hearings, and parole cases. The OPD accepts all such cases except where a conflict exists and the OPD cannot legally represent the individual. As the OPD does not have the discretion to refuse cases except in the case of a conflict, any discrepancies between the PLANNED and ACTUAL numbers are misleading and do not accurately reflect the OPD's effectiveness. As the OPD has no control over the number of cases that are initiated each year by the prosecuting agencies and has no discretion to refuse cases absent a conflict. Future variance reports should reflect the difference in the number of cases charged and cases accepted by the OPD rather than PLANNED numbers.

VARIANCE REPORT

	FISCAL YEAR 2024-25				THREE MONTHS ENDED 09-30-25				NINE MONTHS ENDING 06-30-26			
	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	31.00	- 26.00	46	56.00	31.00	- 25.00	45	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,621	5,770	- 2,851	33	1,932	1,023	- 909	47	5,800	6,709	+ 909	16
TOTAL COSTS												
POSITIONS	57.00	31.00	- 26.00	46	56.00	31.00	- 25.00	45	56.00	56.00	+ 0.00	0
EXPENDITURES (\$1000's)	8,621	5,770	- 2,851	33	1,932	1,023	- 909	47	5,800	6,709	+ 909	16
					FISCAL YEAR 2024-25				FISCAL YEAR 2025-26			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. OF DAYS BETWN RECORDNG & COMPLTN - REGULAR SYS					7	7	+ 0	0	5	5	+ 0	0
2. NO. OF DAYS BETWN RECORDNG & COMPLETN - LAND COURT					45	45	+ 0	0	10	10	+ 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					200000	196254	- 3746	2	200000	210000	+ 10000	5
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT					70000	50195	- 19805	28	70000	70000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE ISSUED					18000	15770	- 2230	12	18000	18000	+ 0	0
4. LAND COURT ORDERS RECORDED					3500	4079	+ 579	17	3500	3500	+ 0	0
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM					148	192	+ 44	30	148	150	+ 2	1
6. COPIES REQUESTED - LAND COURT & REGULAR SYSTEM					800000	721704	- 78296	10	800000	800000	+ 0	0
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED					120	130	+ 10	8	120	130	+ 10	8
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM					200000	196254	- 3746	2	200000	210000	+ 10000	5
2. NO. OF DOCUMENTS PROCESSED - LAND COURT					70000	50195	- 19805	28	70000	70000	+ 0	0
3. LAND COURT CERTIFICATES OF TITLE PRODUCED					15000	15770	+ 770	5	15000	18000	+ 3000	20
4. LAND COURT ORDERS PROCESSED					3500	4079	+ 579	17	3500	3500	+ 0	0
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM					148	192	+ 44	30	148	150	+ 2	1
6. COPIES PROCESSED					800000	721704	- 78296	10	800000	800000	+ 0	0
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED					120	130	+ 10	8	120	130	+ 10	8

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 25: 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 26: 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 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 2 through 7: Variances are due to unpredictable changes in government, business and consumer market and economic conditions and resulting fluctuations in activities.

PART IV - PROGRAM ACTIVITIES

Items 2 through 6: Variances are due to unpredictable changes in government, business and consumer market and economic conditions and resulting fluctuations in activities.

VARIANCE REPORT

	FISCAL YEAR 2024-25					THREE MONTHS ENDED 09-30-25					NINE MONTHS ENDING 06-30-26				
	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	0.00	-	1.00	100	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	184	86	-	98	53	44	50	+	6	14	140	114	-	26	19
TOTAL COSTS															
POSITIONS	1.00	1.00	+	0.00	0	1.00	0.00	-	1.00	100	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	184	86	-	98	53	44	50	+	6	14	140	114	-	26	19
						FISCAL YEAR 2024-25					FISCAL YEAR 2025-26				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS						12	33	+	21	175	30	30	+	0	0
2. # CONSTITUENT CASES REFERRED TO & TRACKED BY COMM						125	1	-	124	99	150	2	-	148	99
3. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE						2	10	+	8	400	20	5	-	15	75
4. # CSW MENTIONS, PRESS RELEASES, AND INTERVIEWS						10	8	-	2	20	100	5	-	95	95
5. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES						250	350	+	100	40	3500	500	-	3000	86
PART III: PROGRAM TARGET GROUP															
1. TOTAL STATE POPULATION (THOUSANDS)						727	1446	+	719	99	1425	1446	+	21	1
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)						351	721	+	370	105	719	721	+	2	0
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)						153	350	+	197	129	352	350	-	2	1
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)						215	182	-	33	15	453	182	-	271	60
5. FEMALES OVER 65 (THOUSANDS)						75	158	+	83	111	146	221	+	75	51
6. NATIVE HAWAIIAN WOMEN IN STATE (THOUSANDS)						71501	194	-	71307	100	143000	194	-	142806	100
7. FOREIGN BORN WOMEN IN STATE (THOUSANDS)						128136	NO DATA	-	128136	100	250000	129	-	249871	100
8. COMPACT OF FREE ASSOCIATION (COFA) WOMEN						3000	NO DATA	-	3000	100	6000	9214	+	3214	54
9. TRANSGENDER WOMEN						2104	NO DATA	-	2104	100	4208	3884	-	324	8
PART IV: PROGRAM ACTIVITY															
1. # INTER-ORGANIZATION/AGENCY MEETINGS						50	121	+	71	142	350	225	-	125	36
2. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD						12	7	-	5	42	100	15	-	85	85
3. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)						12	20	+	8	67	100	40	-	60	60
4. # SEXUAL HARASSMENT AND GENDER BIAS TRAININGS						10	0	-	10	100	20	1	-	19	95
5. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF						32	2	-	30	94	65	5	-	60	92
6. # BILLS RESEARCHED, INITIATED, SUPPORTED						48	25	-	23	48	75	35	-	40	53
7. # TRAINEES ATTENDED TRAININGS, EVNTS, OR PRGMS						5	0	-	5	100	10	0	-	10	100
8. FUNDS SPENT ON COMMUNITY COLLABORATION EVENTS						32	0	-	32	100	5000	5000	+	0	0
9. # INTERNS, EXTERNS, AND FELLOWS						2	0	-	2	100	10	4	-	6	60

VARIANCE REPORT NARRATIVE FY 2025 AND FY 2026

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in FY 25 expenditures and positions are due to the Executive Director (ED) and Administrative Assistant (AA) positions being vacant and the program being non-operational for a portion of the fiscal year.

The variance in FY 26 are due to collective bargaining unit pay adjustments and a salary increase for the AA as a result of qualifying experience for a flexible hiring rate of pay. Subsequently, the AA position became vacant, resulting in a full-time equivalent variance for the first quarter of FY 26.

PART II - MEASURES OF EFFECTIVENESS

1. The 175% variance is due to both the 31 State Legislature seats and 2 U.S. congressional seats being held by women.
2. The -99% variance is due to low constituent inquiries and the program being non-operational for a portion of FY 25. This measure will be adjusted to account for limited constituent inquiries and the program not having "cases referred to it."
3. The 400% variance is due to the ED supporting several measures that were introduced regarding women's health, education, equity, and gender-based violence, resulting in ten bills successfully passing.
4. The -20% variance is due to the AA position being vacant for the majority of FY 25, the program resuming operations, and a significant increase in media oversight. Planned figures will be adjusted to account for the subsequent delays and barriers.
5. The 40% variance is due to the program resuming operations, the ED's collaborations with the University of Hawaii and the county Committees on the Status of Women, the Women's Coalition, and community partners. Planned figures will be adjusted in recognition of the Commission's limited funding, staffing, and capacity.

PART III - PROGRAM TARGET GROUPS

1. 2. 3. 4. 5. and 6. The variance cause is unknown as the basis for the original estimates is unknown and inconsistent with census data. FY 25 actual figures are from the 2024 census data; planned figures and target group descriptions will be adjusted.

7. 8. and 9. Currently, data is not publicly available; target group and planned figures will be adjusted.

PART IV - PROGRAM ACTIVITIES

Planned figures will be adjusted in recognition of the Commission's limited funding, staffing, and capacity.

Resuming of program operations has had an impact on all variances except 2.

1. and 3. The variance is due to the ED's collaborations.
2. The variance is due to partial program operations and limited ED capacity during the State Legislative Session.
4. and 5. The variance is due to staff vacancies and an absence of requests.
6. The variance is due to limited staff capacity and staff vacancies
7. The variance is due to an absence of trainees.
8. The variance is due to staff vacancies and limited procurement infrastructure activities.
9. The variance is due to staff vacancies and the need for new affiliation agreements with local universities.