

**Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Compliance Resolution Fund - Cable Television, Funds held outside the State Treasury by Time Warner
 Apprn. Acct. Number: S-XX-302-R, Funds held outside the State Treasury by Time Warner
 Fund Type (MOF): Special Funds (B), Funds held outside of State Treasury
 Legal Authority: Section 440G-15, HRS, Administratively Created

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>		FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1.	% HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	99	99	99	99
2.	%COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	99	99	99	99
3.	% COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	99	99	99	99
4.	% BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	99	99	99	99

<u>Program Size Indicators</u>		FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1.	HAWAII HOUSEHOLDS (000)	545	545	545	545	545	545	545
2.	HAWAII BUSINESSES (000)	36	36	36	36	36	36	36
3.	CABLE TELEVISION SUBSCRIBERS (000)	375	375	365	365	365	365	365
4.	CABLE TELEVISION COMPANIES	2	2	2	2	2	2	2
5.	PEG ACCESS ORGANIZATIONS	4	4	4	4	4	4	4
6.	BROADBAND SUBSCRIBERS (000)	393	393	395	395	395	395	395

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Fund Type (MOF): Special Funds (B), Funds held outside of State Treasury

Legal Authority: Section 440G-15, HRS, Administratively Created

Fund Activities Encompassed				FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1.	# POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)			4	4	4	4	4	4
2.	# OF CATV APPLICATIONS REVIEWED BY CATV			1	1	1	1	1	1
3.	# INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV			6	6	6	6	6	6
4.	# TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN			10	10	10	10	10	10
5.	# MTGS ON DEV, CONST, USE OF FACIL REL TO CCS			4	4	4	4	4	4
6.	# OF COMPLAINTS AND INQUIRIES RECEIVED			260	260	260	260	260	260
7.	# RATE FILINGS RECEIVED AND EXAMINED BY CATV			0	0	0	0	0	0
8.	# OF INET PROJ REQUESTS RECEIVED/PROCESSED			60	60	60	60	60	60
9.	# OF PEG ACCESS RELATED ACTIVITIES			270	270	270	270	270	270
10.	# OF BROADBAND RELATED ACTIVITIES			145	145	150	150	150	150

Non-General Fund Program Measures Report
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Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: Compliance Resolution Fund- Division of Consumer Advocacy
 Apprn. Acct. Number: S-xx-303
 Fund Type (MOF): Special Funds (B)
 Legal Authority: Section 269-33, HRS

Statement of Objectives

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

Fund Measures of Effectiveness	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. AVG % PUC DECSNS ACPT AGRMNT ENTRD BY CA W/RU	75	75	75	75	75	75
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000's)	15,000	15,000	15,000	15,000	15,000	15,000
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1,000	0	1,000	0	1,000	0
4. % PROCEDURAL DEADLINES MET	100	100	100	100	100	100
5. # PEOPLE REACHED THROUGH EVENTS/DIST PUBLICATIONS	4,500	4,500	4,500	4,500	4,500	4,500
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	85	85	85	85	85	85
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	34	36	37	39	39	39
8.						
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10.						

Program Size Indicators	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. DE FACTO POPULATION IN HAWAII (000'S)	1626	1626	1626	1626	1626	1626	1626
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	437	437	438	438	439	439	439
3. # OF NON-RESIDENTIAL USERS (000'S)	65	65	66	66	67	67	67
4. # OF ELECTRIC PUBLIC UTIL REGULATED BY PUC	4	4	4	4	4	4	4
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	43	43	44	45	47	47	47
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	210	210	210	210	210	210	210
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	43	43	43	43	43	43
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	550	550	550	555	555	555	555
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	1045	1,050	1,050	1,055	1,060	1,060	1,060
10. # WATER CARRIERS REGULATED BY PUC	2	2	2	2	2	2	2

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 Apprn. Acct. Number: S-xx-303
 Fund Type (MOF): Special Funds (B)
 Legal Authority: Section 269-33, HRS

Fund Activities Encompassed	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	7	7	7	7	7
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	0	0	0	0	0
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	80	80	80	80	80	80
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	2	2	2	2	2
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	10	10	10	10	10
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	8	8	8	8	8	8
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	4	4	4	4	4
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Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: CRF- Financial Institutions, Multi-state Enforcement and Education Fund/Multi-state Mortgage Servicer Agreement Fund, Mortgage Loan Recovery Fund
 Apprn. Acct. Number: S-XX-320-R, T-XX-932-R, T-XX-926-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Sections 412:2-109, 449-14, 489D-12.5, 454F-18, 454F-23, 454M-11, and 26-9(o), HRS. Multi-state Mortgage Settlement Agreement,

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	92	92	92	92	92
2. %COMPL FI,ED,MT, MS, MLO APP PROC TMLY & PRS TO STAT	94	94	94	94	94	94
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	60	60	60	60	60
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	94	94	94	94	94
5. % AUDITED FINANCIAL STATEMETS REVIEWED W/IN 60 DAYS	93	93	93	93	93	93
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10.						

<u>Program Size Indicators</u>	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. DE FACTO POPULATION IN HAWAII (000)	1626	1626	1626	1626	1626	1626	1626
2. FI, ED, MT,MS, MLO, MLOC BRNCHS & OTHER OFCS REGULATED	5300	5300	5300	5300	5300	5300	5300
3.							
4.							
5.							
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Non-General Fund Program Measures Report
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Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: CRF- Financial Institutions, Multi-state Enforcement and Education Fund/Multi-state Mortgage Servicer Agreement Fund, Mortgage Loan Recovery Fund

Apprn. Acct. Number: S-XX-320-R, T-XX-932-R, T-XX-926-R

Fund Type (MOF): Special Funds (B), Trust Funds (T)

Legal Authority: Sections 412:2-109, 449-14, 489D-12.5, 454F-18, 454F-23, 454M-11, and 26-9(o), HRS. Multi-state Mortgage Settlement Agreement,

Fund Activities Encompassed				FY	FY	FY	FY	FY	FY
				2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	# FIN INST BRANCHES & OTHER OFFICES EXAMINED			238	238	238	238	238	238
2.	# OF APP OF FIN INST, ED, MT, MS, MLO, MLOC REVIEWED			720	720	720	720	720	720
3.	# OF INQUIRIES RECEIVED			9,500	9,500	9,500	9,500	9,500	9,500
4.	# OF LICENSES RENEWED			3,617	3,617	3,617	3,617	3,617	3,617
5.	# AUDITED FIN STATEMENTS RECEIVED FOR REVIEW			75	75	75	75	75	75
6.	# OF WRITTEN COMPLAINTS RECEIVED			75	75	75	75	75	75
7.	# OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED			40	20	40	20	40	20
8.	# OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM			53	53	53	53	53	53
9.	# OF INVESTIGATIONS RECEIVED			60	60	60	60	60	60
10.									

**Non-General Fund Program Measures Report
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Name of Fund: Compliance Resolution Fund - PVL, Real Estate Recovery Fund, Real Estate Education Fund, Condominium Education Trust Fund, Contractors' Recovery Fund, Contractors' Education Fund, Real Estate Appraisers, Appraisal Management Company Registry Fee
 Apprn. Acct. Number: S-XX-305-R, S-XX-363-R, T-XX-904-R, T-XX-905-R, T-XX-906-R, T-XX-908-R, T-XX-909-R, T-XX-919-R, T-XX-930-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Section 26-9, HRS, Act 199, SLH 2015, Section 467-16-19, 21-24, HRS, Sections 467-11-19, HRS, Sections 514A-40(c), 514-A-95.1, 514B-71,72,73 HRS, Section 444-26, HRS, Section 444-29, HRS, Chapter 466K, HRS; Title 16, Chapter 114, HAR, Chapter 466L, HRS

Statement of Objectives

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

Fund Measures of Effectiveness					FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1.	% NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS				95	95	95	95	95	95
2.	% LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS				97	97	97	97	97	97
3.	% PVL-PROPOSED LEGISLATIVE MEASURES ENACTED				90	90	90	90	90	90
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5.										
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7.										
8.										
9.										
10.										

Program Size Indicators					FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1.	DE FACTO POPULATION IN HAWAII (000)				1626	1626	1626	1626	1626	1626	1626
2.	PERS/BUS LIC BY PVL (ALL STATUSES)				490000	510000	525000	540000	555000	555000	555000
3.	PERS/BUS LICENSED BY PVL (CURR AND ACT)				160000	160000	160000	160000	160000	160000	160000
4.	REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL				51	51	51	51	51	51	51
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8.											
9.											
10.											

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Name of Fund: Compliance Resolution Fund - PVL, Real Estate Recovery Fund, Real Estate Education Fund, Condominium Education Trust Fund, Contractors' Recovery Fund, Contractors' Education Fund, Real Estate Appraisers, Appraisal Management Company Registry Fee

Apprn. Acct. Number: S-XX-305-R, S-XX-363-R, T-XX-904-R, T-XX-905-R, T-XX-906-R, T-XX-908-R, T-XX-909-R, T-XX-919-R, T-XX-930-R

Fund Type (MOF): Special Funds (B), Trust Funds (T)

Legal Authority: Section 26-9, HRS, Act 199, SLH 2015, Section 467-16-19, 21-24, HRS, Sections 467-11-19, HRS, Sections 514A-40(c), 514-A-95.1, 514B-71,72,73 HRS, Section 444-26, HRS, Section 444-29, HRS, Chapter 466K, HRS; Title 16, Chapter 114, HAR, Chapter 466L, HRS

Fund Activities Encompassed	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. # OF PROF & VOC APPLICATIONS RECEIVED	20,000	20,000	20,000	20,000	20,000	20,000
2. # OF EXAMINEES & REEXAMINEES	11,070	11,070	11,070	11,070	11,070	11,070
3. # OF APPLICANTS LICENSED	15,000	15,000	15,000	15,000	15,000	15,000
4. # OF PERMITS ISSUED	1,200	1,200	1,200	1,200	1,200	1,200
5. # OF LICENSES RENEWED	74,804	74,804	74,804	74,804	74,804	74,804
6. # OF UPDATE TRANSACTIONS FOR LICENSES	230,000	230,000	230,000	230,000	230,000	230,000
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	36,000	36,000	36,000	36,000	36,000	36,000
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	125,000	125,000	125,000	125,000	125,000	125,000
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	0	0	0	0	0	0
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	3	3	3	3	3

**Non-General Fund Program Measures Report
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Name of Fund: Compliance Resolution Fund - Insurance Regulation Fund, Captive Insurance Administrative Fund, Driver Education Fund, Grants to States for Health Insurance Premium Review Cycle II, Planning/Implementing the Insurance Market Reforms, Part A, Title XXVII, Public Health Service Act,- Cycle I, Market Stability Grant, Premium Taxes Apprn. Acct. Number: S-XX-313-R, S-XX-317-R, S-XX-309-R, S-XX-205-R, S-19-503, S-XX-501-R, S-XX-502-R, T-XX-916-R, T-XX-917-R, T-XX-927-R, T-XX-928-R, T-XX-931 R, T-XX-999-R

Fund Type (MOF): Special Funds (B), Trust Funds (T), Federal Funds (P)

Legal Authority: Sections 431:2-215 & 431:2-216, HRS, Section 431:19-101.8, HRS, Section 431:10C-115, HRS; Section 431:10G-107, HRS, Non-appropriated; CFDA: 93.511; Section 1003 of the Affordable Care Act, Non-appropriated; CFDA: 93.881; Section 1003 of the Affordable Care Act, 431:7-202, 431:7-209, HRS, Section 431:2-214, HRS; Act

Statement of Objectives

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

Fund Measures of Effectiveness	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	90	90	90	90	90
2. % INSURER'S EXAM WKLD COMP AT LEAST ONCE IN 5 YR	100	100	100	100	100	100
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 YR OR 5 YR REQUI	100	100	100	100	100	100
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	100	100	100	100	100	100
5. % OF INSURANCE FRAUD CASES INDICTED BY STATE	95	95	95	95	95	95
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	100	100	100	100	100	100
7. % SCREENING ASSIGNED CLAIMS PRG	4.0	4.0	4.0	4.0	4.0	4.0
8.	90	90	90	90	90	90
9.						
10.						

Program Size Indicators	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. DE FACTO POPULATION IN HAWAII (000)	1626	1626	1626	1626	1626	1626	1626
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1390	1405	1420	1435	1450	1450	1450
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	255	265	275	285	295	295	295
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	82000	84000	86000	88000	90000	90000	90000
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	1075	1100	1125	1150	1175	1175	1175
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Fund Type (MOF): Special Funds (B), Trust Funds (T), Federal Funds (P)

Legal Authority: Sections 431:2-215 & 431:2-216, HRS, Section 431:19-101.8, HRS, Section 431:10C-115, HRS; Section 431:10G-107, HRS, Non-appropriated; CFDA: 93.511; Section 1003 of the Affordable Care Act, Non-appropriated; CFDA: 93.881; Section 1003 of the Affordable Care Act, 431:7-202, 431:7-209, HRS, Section 431:2-214, HRS; Act

Statement of Objectives

Fund Activities Encompassed

	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1. # OF LICENSE APPL, RENEWALS, & UPDATES PROCESSED	200,000	210,000	220,000	230,000	230,000	230,000
2. # OF COMPLAINTS	600	600	600	600	600	600
3. # OF FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	85	85	85	85	85	85
4. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR	35	35	35	35	35	35
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2,550	2,575	2,600	2,625	2,625	2,625
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	40	40	40	40	40	40
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	50	50	50	50	50	50
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4,000	4,000	4,000	4,000	4,000	4,000
9. # OF PREMIUM TAX STATEMENTS FILED	9,500	9,500	9,500	9,500	9,500	9,500
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	315	325	330	335	335	335

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Name of Fund: Compliance Resolution Fund- HPEAP
 Apprn. Acct. Number: S-XX-307-R
 Fund Type (MOF): Special Funds (B)
 Legal Authority: HRS §305J-19

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>					FY	FY	FY	FY	FY	FY
					2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	% WRITTEN INQUIRIES ADDRESSED IN A TIMELY MANNER				85	85	85	85	85	85
2.	% COMPLETED APPLICATIONS REVIEWED IN A TIMELY MANNER				80	80	80	80	80	80
3.	% COMPLAINTS ADDRESSED IN A TIMELY MANNER				75	75	75	75	75	75
4.										
5.										
6.										
7.										
8.										
9.										
10.										

<u>Program Size Indicators</u>					FY	FY	FY	FY	FY	FY	
					2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	ACCREDITED DEGREE-GRNT POST-SCNDRY ED INST REG BY PROGRAM				28	28	28	28	28	28	28
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3.											
4.											
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10.											

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Name of Fund: Compliance Resolution Fund- HPEAP
 Apprn. Acct. Number: S-XX-307-R
 Fund Type (MOF): Special Funds (B)
 Legal Authority: HRS §305J-19

Fund Activities Encompassed	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. # WRITTEN INQUIRIES RECEIVED CONCERNING LAW'S REQS FOR AUTH	120	120	120	120	120	120
2. # OF APPLICATIONS RECEIVED AND REVIEWED	21	5	21	5	21	5
3. # OF AUTHORIZATIONS OR REAUTHORIZATIONS	21	5	21	5	21	5
4. # OF COMPLAINTS AND INQUIRIES RECEIVED	3	3	3	3	3	3
5.						
6.						
7.						
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Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: CRF-Office Of Consumer Protection, MFDR Special Fund, OCP Restitution Fund
 Apprn. Acct. Number: S-XX-323-R, S-XX-316-R, T-XX-920-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Section 487-2, HRS, Section 667-86, HRS, Section 487:14(c), HRS

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	50	50	50	50	50	50
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	900	900	900	900	900	900
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000'S)	700	700	700	700	700	700
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1,000	1,000	1,000	1,000	1,000	1,000
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	100	100	100	100
6.						
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<u>Program Size Indicators</u>	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. RESIDENT STATE POPULATION (000)	1400	1400	1400	1400	1400	1400	1400
2. VISITORS TO HAWAII (000)	8000	8000	8000	8000	8000	8000	8000
3.							
4.							
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Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: CRF-Office Of Consumer Protection, MFDR Special Fund, OCP Restitution Fund

Apprn. Acct. Number: S-XX-323-R, S-XX-316-R, T-XX-920-R

Fund Type (MOF): Special Funds (B), Trust Funds (T)

Legal Authority: Section 487-2, HRS, Section 667-86, HRS, Section 487:14(c), HRS

Fund Activities Encompassed	FY	FY	FY	FY	FY	FY
	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1,000	1,000	1,000	1,000	1,000	1,000
2. # OF COMPLAINTS INITIATED BY OCP	75	75	75	75	75	75
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10,000	10,000	10,000	10,000	10,000	10,000
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	700	700	700	700	700
5. # OF MULTISTATE CASES	8	8	8	8	8	8
6. # OF LEGAL ACTIONS	15	15	15	15	15	15
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	10,000	10,000	10,000	10,000	10,000	10,000
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10,000	10,000	10,000	10,000	10,000	10,000
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	20	20	20	20	20
10.						

**Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Compliance Resolution Fund - Business Registration
 Apprn. Acct. Number: S-XX-306-R
 Fund Type (MOF): Special Funds (B)
 Legal Authority: Section 26-9, HRS

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	1	1	1	1
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	3	3	3	3	3
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	25	25	25	25
4. AV DAYS TO PROCESS APPLICS FOR SALES AGENTS	15	15	15	15	15	15
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	15	15	15	15
6.						
7.						
8.						
9.						
10.						

<u>Program Size Indicators</u>	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC (000)	200,000	200,000	200,000	200,000	200,000	200,000	200,000
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	120,000	120,000	120,000	120,000	120,000	120,000	120,000
3.							
4.							
5.							
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Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: Compliance Resolution Fund - Business Registration
 Apprn. Acct. Number: S-XX-306-R
 Fund Type (MOF): Special Funds (B)
 Legal Authority: Section 26-9, HRS

Fund Activities Encompassed	FY	FY	FY	FY	FY	FY
	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	162,000	162,000	162,000	162,000	162,000	162,000
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	43,000	43,000	43,000	43,000	43,000	43,000
3. # OF ENFORCEMENT CASES OPENED	60	60	60	60	60	60
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1,500	1,500	1,500	1,500	1,500	1,500
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	50	50	50	50	50
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	60	60	60	60	60	60
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	12	12	12	12	12	12
8. # OF SUSPENSIONS OR BARS IMPOSED	12	12	12	12	12	12
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25,000	25,000	25,000	25,000	25,000	25,000
10.						

Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: Compliance Resolution Fund - RICO, State Certified Motor Vehicle Arbitration Fund
 Apprn. Acct. Number: S-XX-312-R, T-XX-915-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Section 26-9(o), HRS, Chapter 481I, HRS

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>					FY	FY	FY	FY	FY	FY
					2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	% OF SETTLEMENT AGREEMENTS ADOPTED				95	95	95	95	95	95
2.	% OF RECOMMENDED ORDERS IN FAVOR OF STATE				95	95	95	95	95	95
3.	% OF FINAL ORDERS SUSTAINED ON APPEAL				95	95	95	95	95	95
4.	NUMBER OF LEGAL ACTIONS				350	350	350	350	350	350
5.										
6.										
7.										
8.										
9.										
10.										

<u>Program Size Indicators</u>					FY	FY	FY	FY	FY	FY	
					2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	DE FACTO POPULATION IN HAWAII (000)				1,626	1,626	1,626	1,626	1,626	1,626	1,626
2.	LICENSEES (000)				490	510	525	540	555	555	555
3.	BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA				51	51	51	51	51	51	51
4.											
5.											
6.											
7.											
8.											
9.											
10.											

Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: Compliance Resolution Fund - RICO, State Certified Motor Vehicle Arbitration Fund

Apprn. Acct. Number: S-XX-312-R, T-XX-915-R

Fund Type (MOF): Special Funds (B), Trust Funds (T)

Legal Authority: Section 26-9(o), HRS, Chapter 481I, HRS

Fund Activities Encompassed				FY	FY	FY	FY	FY	FY
				2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	# INQUIRIES TO CONSUMER RESOURCE CENTER			15,000	15,000	15,000	15,000	15,000	15,000
2.	# COMPLAINT HISTORY INQUIRIES			70,000	70,000	70,000	70,000	70,000	70,000
3.	# OF COMPLAINTS RECEIVED			3,000	3,000	3,000	3,000	3,000	3,000
4.	# PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS			55,000	55,000	55,000	55,000	55,000	55,000
5.	# ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS			2,500	2,500	2,500	2,500	2,500	2,500
6.	# OF ORDERS & JUDGEMENTS			350	350	350	350	350	350
7.									
8.									
9.									
10.									

**Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Compliance Resolution Fund, State Temporary Deposits
 Apprn. Acct. Number: S-XX-310-R, T-XX-902-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Section 26-9(o), HRS, Administratively Created

Statement of Objectives

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

<u>Fund Measures of Effectiveness</u>	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	85	85	85	85	85
2. %HRNGS OFFIER REC ORDERS ADOPTED BY FINAL ADM AUTH	90	90	90	90	90	90
3. %HRGS OFFR REC ORDERS ADPT FINAL ADM AUTH SUSTAIN	90	90	90	90	90	90
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	99	99	99	99
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	95	95	95	95	95
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	95	95	95	95	95
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	50	50	50	50	50
8. %INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	85	85	85	85	85
9.						
10.						

<u>Program Size Indicators</u>	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
1. DE FACTO POPULATION IN HAWAII (000)	1,626	1,626	1,626	1,626	1,626	1,626	1,626
2. LICENSEES (000)	490	510	525	540	555	555	555
3. DCCA DIVISIONS	13	13	13	13	13	13	13
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	53	53	53	53	53
5. DCCA EMPLOYEES	551	551	551	551	551	551	551
6.							
7.							
8.							
9.							
10.							

Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS

Name of Fund: Compliance Resolution Fund, State Temporary Deposits
 Apprn. Acct. Number: S-XX-310-R, T-XX-902-R
 Fund Type (MOF): Special Funds (B), Trust Funds (T)
 Legal Authority: Section 26-9(o), HRS, Administratively Created

Fund Activities Encompassed	FY	FY	FY	FY	FY	FY
	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	450	450	450	450	450
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	200	200	200	200	200	200
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	150	150	150	150	150	150
4. # RECOMMENDED & FINAL ORDER ISS BY HRGS OFFICERS	200	200	200	200	200	200
5. # INFO PRESENTATIONS FOR EDUC GUIDANCE	24	24	24	24	24	24
6. # SYSTEMS ADDED OR ENHANCED	145	145	145	145	145	145
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4,300	4,300	4,300	4,300	4,300	4,300
8. # OF INVOICES PROCESSED	8,000	8,000	8,000	8,000	8,000	8,000
9.						
10.						

**Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Public Utilities Commission Special Fund, Electric Vehicle Charging Sys Rebate Program, Public Benefits Fee ("PBF"), Telecommunications Relay Services ("TRS") Fund

Apprn. Acct. Number: S-XX-340-R, S-351-R, S-353-R, S-355-R, N/A

Fund Type (MOF): Special Funds (B), Funds held outside of State Treasury

Legal Authority: Section 26-9(o), HRS, Act 142 SLH 2019, Section 269-121 to 269-124, HRS, Section 269-16.6, HRS

Statement of Objectives

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

Fund Measures of Effectiveness				FY	FY	FY	FY	FY	FY	
				2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	
1.	% rate cases compl w/in applic statutory time pd			100	100	100	100	100	100	
2.	% non-rate matters compl w/in applic stat/reg time pd			100	100	100	100	100	100	
3.	% informal complaints resolved w/in resonable time pd			85	85	85	85	85	85	
4.	# of reported accidents involving utility			90	90	90	90	90	90	
5.	Av # electric service interruptions per custmr serviced			2	2	2	2	2	2	
6.	# of telecom svc disruptions longer than 1 hr			2	2	2	2	2	2	
7.										
8.										
9.										
10.										
Program Size Indicators				FY	FY	FY	FY	FY	FY	
				2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1.	Electric and Gas companies			5	5	5	5	5	5	5
2.	Property Carriers			526	526	526	526	526	526	526
3.	Passenger Carriers			943	943	943	943	943	943	943
4.	Water common carriers			2	2	2	2	2	2	2
5.	Private water & wastewater utility companies			39	39	39	39	39	39	39
6.	Telecommunications companies			185	185	185	185	185	185	185
7.	Operators of subsurface installations			47	47	47	47	47	47	47
8.										
9.										
10.										

**Non-General Fund Program Measures Report
for submittal to the 2023 Legislature
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Public Utilities Commission Special Fund, Electric Vehicle Charging Sys Rebate Program, Public Benefits Fee ("PBF"), Telecommunications Relay Services ("TRS") Fund

Apprn. Acct. Number: S-XX-340-R, S-351-R, S-353-R, S-355-R, N/A

Fund Type (MOF): Special Funds (B), Funds held outside of State Treasury

Legal Authority: Section 26-9(o), HRS, Act 142 SLH 2019, Section 269-121 to 269-124, HRS, Section 269-16.6, HRS

Statement of Objectives

					FY	FY	FY	FY	FY	FY
					2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
Fund Activities Encompassed										
1.	Number of applications filed				435	435	435	435	435	435
2.	# decisions/orders & orders relating to docketed matters				870	870	870	870	870	870
3.	# of public hearings & contested case hearings				20	20	20	20	20	20
4.	# of citations issued				30	30	30	30	30	30
5.	# of informal complaints filed				90	90	90	90	90	90
6.										
7.										
8.										
9.										
10.										