

**Non-General Fund Program Measures Report  
for submittal to the 2024 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 CABLE TELEVISION OPERATORS 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.

<b><u>Fund Measures of Effectiveness</u></b>		<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
1.	# APPLICATIONS UNDER REVIEW BY THE CABLE TELEVISION DIVISION.	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
5.							
6.							
7.							
8.							
9.							
10.							

<b><u>Program Size Indicators</u></b>		<b>FY 2022-23</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
1.	HAWAII HOUSEHOLDS (000)	545	545	545	545	545	545	545

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2.	HAWAII BUSINESSES (000)	36	36	36	36	36	36	36
3.	CABLE TELEVISION SUBSCRIBERS (000)	350	345	340	340	340	340	340
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)	395	395	395	395	395	395	395
7.								
8.								
9.								
10.								

**Fund Activities Encompassed**

FY	FY	FY	FY	FY	FY
2023-24	2024-25	2025-26	2026-27	2027-28	2028-29

**Non-General Fund Program Measures Report  
for submittal to the 2024 Legislature**

**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.

<b><u>Fund Measures of Effectiveness</u></b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
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	37	39	39	39	39	39
8.						
9.						
10.						

<b><u>Program Size Indicators</u></b>	<b>FY 2022-23</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
1. DE FACTO POPULATION IN HAWAII (000'S)	1403	1403	1403	1403	1403	1403	1403
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	438	438	439	439	439	439	439
3. # OF NON-RESIDENTIAL USERS (000'S)	66	66	67	67	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	44	45	47	47	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	555	555	555	555	555	555
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	1050	1,055	1,060	1,060	1,060	1,060	1,060
10. # WATER CARRIERS REGULATED BY PUC	2	2	2	2	2	2	2

**Non-General Fund Program Measures Report  
for submittal to the 2024 Legislature**

**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

<b><u>Fund Activities Encompassed</u></b>				<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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
8.									
9.									
10.									

**Non-General Fund Program Measures Report  
for submittal to the 2024 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, AND INSTALLMENT LENDERS, BY FAIRLY ADMINISTERING APPLICABLE STATUTES AND RULES, IN ORDER TO PROTECT THE RIGHTS AND FUNDS OF DEPOSITORS, BORROWERS, CONSUMERS AND OTHER MEMBERS OF THE PUBLIC.

Fund Measures of Effectiveness	FY	FY	FY	FY	FY	FY
	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
1. % ST CHARTERED AND LIC INST EXAMND IN TIMELY MANNER PURS TO STAT R	93	93	93	93	93	93
2. %COMPL FI,ED,MT, MS, MLO, INST LNDR APP PROC TMPLY & PRS TO STAT	90	90	90	90	90	90
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	80	80	80	80	80	80
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	94	94	94	94	94
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	93	93	93	93	93	93
6.						
7.						
8.						
9.						
10.						

Program Size Indicators	FY	FY	FY	FY	FY	FY	
	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
1. DE FACTO POPULATION IN HAWAII (000)	1403	1403	1403	1403	1403	1403	1403
2. FI, ED, MT,MS, MLO, MLOC, INST LNDR BRNCHS & OTHER REGLTD	6000	5500	5000	4500	4000	4000	4000
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Fund Activities Encompassed	FY	FY	FY	FY	FY	FY
	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
1. TOTAL DOLLAR AMOUNT OF ASSETS OF INSTUTIONS EXAMINED	57,967	58,546	59,132	59,723	60,320	60,923
2. # OF APP REVIEWED	1,750	1,500	1,500	1,500	1,500	1,500
3. # OF INQUIRIES RECEIVED	4,000	4,000	4,000	4,000	4,000	4,000
4. # OF LICENSES RENEWED	2,500	2,000	1,800	1,600	1,600	1,600
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	91	92	93	94	95	96
6. # OF COMPLAINTS OPENED FOR INVESTIGATION	78	76	75	75	75	75
7. # OF NON-DEPOSITORY FIN INSTITUTIONS EXAMINED	52	52	52	52	52	52
8. # OF CONSUMERS WHO RECEIVED RESTITUTION	300	300	300	300	300	300
9.						
10.						

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

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

<b><u>Fund Measures of Effectiveness</u></b>					<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
					<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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
4.										
5.										
6.										
7.										
8.										
9.										
10.										

<b><u>Program Size Indicators</u></b>					<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	
					<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
1.	DE FACTO POPULATION IN HAWAII (000)				1403	1403	1403	1403	1403	1403	1403
2.	PERS/BUS LIC BY PVL (ALL STATUSES)				525000	540000	555000	570000	570000	570000	570000
3.	PERS/BUS LICENSED BY PVL (CURR AND ACT)				160000	160000	160000	160000	160000	160000	160000
4.	REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL				52	52	52	52	52	52	52
5.											
6.											
7.											
8.											
9.											
10.											

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**Department of: COMMERCE AND CONSUMER AFFAIRS**

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

<b>Fund Activities Encompassed</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
1. # OF PROF & VOC APPLICATIONS RECEIVED	24,000	24,000	24,000	24,000	24,000	24,000
2. # OF EXAMINEES & REEXAMINEES	10,900	10,900	10,900	10,900	10,900	10,900
3. # OF APPLICANTS LICENSED	16,000	16,000	16,000	16,000	16,000	16,000
4. # OF PERMITS ISSUED	800	800	800	800	800	800
5. # OF LICENSES RENEWED	70,500	70,500	70,500	70,500	70,500	70,500
6. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	96,000	96,000	96,000	96,000	96,000	96,000
7. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	158,000	158,000	158,000	158,000	158,000	158,000
8. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	110	230	110	230	110	230
9. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	3	3	3	3	3
10.						

**Non-General Fund Program Measures Report  
for submittal to the 2024 Legislature**

**Department of: COMMERCE AND CONSUMER AFFAIRS**

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.

<b>Fund Measures of Effectiveness</b>	FY	FY	FY	FY	FY	FY
	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
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	95	95	95	95	95	95
5. % OF INSURANCE FRAUD CASES INDICTED BY STATE	100	100	100	100	100	100
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	3.0	3.0	3.0	3.0	3.0	3.0
7. % SCREENING ASSIGNED CLAIMS PRG	90	90	90	90	90	90
8.						
9.						
10.						

<b>Program Size Indicators</b>	FY	FY	FY	FY	FY	FY
	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
1. DE FACTO POPULATION IN HAWAII (000)	1403	1403	1403	1403	1403	1403
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1390	1397	1404	1411	1418	1426
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	261	268	275	282	289	296
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	112000	123000	135000	146000	157000	166000
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	1075	1075	1075	1075	1100	1100
6.						
7.						
8.						
9.						
10.						

FY                      FY                      FY                      FY                      FY                      FY



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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**

**Fund Activities Encompassed**

				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
1. # OF LICENSE APPL, RENEWALS, & UPDATES PROCESSED				225,026	247,143	267,263	288,386	305,537	323,643
2. # OF COMPLAINTS				550	560	560	560	560	560
3. # OF FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS				77	79	79	80	80	80
4. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR				52	52	52	52	52	52
5. # OF ANNUAL COMPANY FILINGS PROCESSED				2,611	2,624	2,638	2,651	2,664	2,678
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED				34	34	34	34	35	35
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES				50	50	55	55	55	55
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED				3,810	3,810	3,810	3,810	3,810	3,810
9. # OF PREMIUM TAX STATEMENTS FILED				11,242	11,299	11,356	11,413	11,471	11,529
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT				341	341	341	341	341	341

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for submittal to the 2024 Legislature  
Department of: COMMERCE AND CONSUMER AFFAIRS**

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.

<b><u>Fund Measures of Effectiveness</u></b>						<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
						<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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.											

<b><u>Program Size Indicators</u></b>						<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	
						<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
1.	ACCREDITED DEGREE-GRNT POST-SCNDRY ED INST REG BY PROGRAM					25	25	25	25	25	25	25
2.												
3.												
4.												
5.												
6.												
7.												
8.												
9.												
10.												

**Non-General Fund Program Measures Report  
for submittal to the 2024 Legislature  
Department of: COMMERCE AND CONSUMER AFFAIRS**

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	FY	FY	FY	FY	FY
				2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
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.									
8.									
9.									
10.									

**Non-General Fund Program Measures Report  
for submittal to the 2024 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.

<b><u>Fund Measures of Effectiveness</u></b>						<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
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.											
7.											
8.											
9.											
10.											

<b><u>Program Size Indicators</u></b>						<b>FY 2022-23</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
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.												
5.												
6.												
7.												
8.												
9.												
10.												

**Non-General Fund Program Measures Report  
for submittal to the 2024 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

<b><u>Fund Activities Encompassed</u></b>				<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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 2024 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

<b><u>Fund Measures of Effectiveness</u></b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
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.						

<b><u>Program Size Indicators</u></b>	<b>FY 2022-23</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC (000)	220,000	220,000	220,000	220,000	220,000	220,000	220,000
2. BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	130,000	130,000	130,000	130,000	130,000	130,000	130,000
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

**Non-General Fund Program Measures Report  
for submittal to the 2024 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

<b><u>Fund Activities Encompassed</u></b>				<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
1.	# DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS			180,000	180,000	180,000	180,000	180,000	180,000
2.	# SECURITIES COMPLIANCE APPLICATIONS RECEIVED			75,000	75,000	75,000	75,000	75,000	75,000
3.	# OF ENFORCEMENT CASES OPENED			65	65	65	65	65	65
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			30	30	30	30	30	30
6.	# ENFORCEMENT CASES CLOSED DURING THE FISCAL YR			70	70	70	70	70	70
7.	# OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED			20	20	20	20	20	20
8.	# OF SUSPENSIONS OR BARS IMPOSED			10	10	10	10	10	10
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 2024 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.

<b><u>Fund Measures of Effectiveness</u></b>					FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
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.										

<b><u>Program Size Indicators</u></b>					FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
1.	DE FACTO POPULATION IN HAWAII (000)				1,403	1,403	1,403	1,403	1,403	1,403	1,403
2.	LICENSEES (000)				525	540	555	555	555	555	555
3.	BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA				52	52	52	52	52	52	52
4.											
5.											
6.											
7.											
8.											
9.											
10.											



**Non-General Fund Program Measures Report  
for submittal to the 2024 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

<b><u>Fund Activities Encompassed</u></b>				<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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.	# PPL REACHED THRU CONS ED EFFRTS & COMPLNTS PROC			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.	# OF COMPLETED INVESTIGATIONS			900	900	900	900	900	900
8.	# OF SITE INSPECTIONS AND COMPLIANCE CHECKS			900	900	900	900	900	900
9.									
10.									

**Non-General Fund Program Measures Report  
for submittal to the 2024 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.

<b><u>Fund Measures of Effectiveness</u></b>		<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
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.							

<b><u>Program Size Indicators</u></b>		<b>FY 2022-23</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>	<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
1.	DE FACTO POPULATION IN HAWAII (000)	1,403	1,403	1,403	1,403	1,403	1,403	1,403
2.	LICENSEES (000)	525	540	555	555	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 2024 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

<b><u>Fund Activities Encompassed</u></b>				<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>	<b>FY</b>
				<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>	<b>2028-29</b>
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.	TOTAL EDUCATIONAL OUTREACH IMPRESSIONS			25,000	25,000	25,000	25,000	25,000	25,000
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 2024 Legislature  
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Public Utilities Commission Special Fund  
 Apprn. Acct. Number: S-XX-340-R  
 Fund Type (MOF): Special Funds (B)  
 Legal Authority: Section 269-33, HRS

**Statement of Objectives**

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

**Fund Measures of Effectiveness**

						FY 2023-24	FY 2024-25
1.	% Utility Generation Interruptions					100	100
2.	% Non-Utility Generation Interruptions					100	100
3.	Average customer experiences an interruption					3	3
4.	% informal complaints resolved w/in resonable time period					99	99
5.	% cases completed w/in application statutory (final/interim) time period					100	100
6.	# of reported accidents involving utility					84	84
7.	# of telecom svc disruptions longer than 1 hr					3	3
8.							
9.							
10.							

**Program Size Indicators**

		FY 2022-23	FY 2023-24	FY 2024-25
1.	Electric and Gas companies	8	8	8
2.	Property Carriers	780	780	780
3.	Passenger Carriers	1,436	1,436	1,436
4.	Water common carriers	3	3	3
5.	Private water & wastewater utility companies	57	57	57
6.	Telecommunications companies	245	245	245
7.	Operators of subsurface installations	52	52	52
8.				
9.				
10.				

FY                      FY

**Non-General Fund Program Measures Report  
for submittal to the 2024 Legislature  
Department of: COMMERCE AND CONSUMER AFFAIRS**

Name of Fund: Public Utilities Commission Special Fund  
 Apprn. Acct. Number: S-XX-340-R  
 Fund Type (MOF): Special Funds (B)  
 Legal Authority: Section 269-33, HRS

**Statement of Objectives**

**Fund Activities Encompassed**

**2023-24      2024-25**

1.	Number of applications filed							140	140
2.	# decisions/orders & orders relting to docketed matters							1,000	1,000
3.	# of public hearings & contested case hearings							157	157
4.	# of citations issued							40	40
5.	# of informal complaints filed							111	111
6.									
7.									
8.									
9.									
10.									

ID REASONABLE RATES, WHILE PROVIDING

<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
100	100	100	100
100	100	100	100
3	3	3	3
99	99	99	99
100	100	100	100
84	84	84	84
3	3	3	3

<b>FY 2025-26</b>	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>
8	8	8	8
780	780	780	780
1,436	1,436	1,436	1,436
3	3	3	3
57	57	57	57
245	245	245	245
52	52	52	52

**FY                      FY                      FY                      FY**

**2025-26      2026-27      2027-28      2028-29**

140	140	140	140
1,000	1,000	1,000	1,000
157	157	157	157
40	40	40	40
111	111	111	111