

**OIP'S PRELIMINARY SUMMARY OF THE MASTER UIPA RECORD REQUEST
SEMIANNUAL LOG for FY 2014
(For record requests received from July 1 to December 31, 2013)**

The state Office of Information Practices (OIP) has prepared this preliminary summary based on information reported at data.hawaii.gov on the Master UIPA Record Request Semiannual Log for FY 2014, as of March 14, 2014, by 116 agencies within DAGS, AG, B&F, DBEDT, DCCA, DOE, DOH, DHS, DLNR, PSD, DOT, Gov, Lt.Gov, UH, Judiciary. The accompanying charts help to interpret and visualize the data summarized below.

Because the Log entry process is new for most agencies, there are likely to be reporting errors creating discrepancies in the results. OIP has not analyzed the data inputted at the agency level. Consequently, these results should be viewed as preliminary data, and the quality of the data collected is expected to improve over time as agencies become more experienced with the Log reporting process.

IDENTIFICATION OF REQUESTS:

Personal records requests: 92

Total formal record requests: 3,414 (**Chart 1**)

Total routine record requests: 553,836 (requests handled routinely & no notice sent to requester) (**Chart 1**)

Notices sent to requesters: 2,776

Agency's initial response sent within 10 work days: 2,086 (61% of 3,414 record requests)

Request needed initial clarification: 62

Complex requests: 47

Agency gave incremental responses: 28

RESOLUTION OF REQUESTS:

Requests completed: 3,375 (98.8% of 3,414 record requests) (**Chart 2**)

Average number of workdays to complete all requests: 8.03 days (**Chart 3**)

UIPA lawsuit filed against agency: 1

Note 1: Although agencies were instructed to check only one of the following explanations of how a request was ultimately resolved, it appears that more than outcome was checked by some

agencies. This reporting error likely explains why only 3,375 requests were completed, but 3,580 outcomes were reported below. In calculating percentages, 3,375 was used as the number of requests completed, which is why the total percentage exceeds 100% in **Chart 4A**, which shows how requests were resolved.

Requests granted in full: 1,199 (35.5% of 3,375 requests)

Requests denied in full: 50 (1.5%)

Requests denied in part: 153 (4.5%)

Agency ultimately unable to respond to request: 1,892 (56%)

Requester withdrew: 241 (7%)

Requester abandoned or failed to pay: 45 (1%)

Note 2: The results appear to have been skewed by one agency, which reported that of its 2,597 completed requests, it was unable to respond to 1,787 requests and 233 were withdrawn. When this agency's figures are subtracted, then the 778 requests completed by all other agencies were resolved as follows, as shown in **Chart 4B**:

Requests granted in full: 459 (59% of 778 requests)

Requests denied in full: 32 (4.1%)

Requests denied in part: 129 (16.6%)

Agency ultimately unable to respond to request: 105 (13.5%)

Requester withdrew: 8 (1.0%)

Requester abandoned or failed to pay: 40 (5.1%)

SEARCH, REVIEW AND SEGREGATION (SRS):

Actual search hours: 1,850

Actual review and segregation hours: 634

Actual legal review hours: 19.75

Total actual SRS and legal review hours: 2,503.75

Total GROSS SRS fees incurred: \$30,506.58

Additional response fees incurred but not chargeable: \$232.50

Total # of \$30 fee waivers: 2,815 (**Chart 6**)

Total # of \$60 fee waivers: 53 (**Chart 6**)

Nonchargeable fees for Personal Records: -\$575.00

Total NET SRS fees chargeable: \$12,050

COPY AND DELIVERY COSTS:

GROSS copy/delivery costs incurred: \$5,099.31

NET copy/delivery costs chargeable to requester: \$2,105.41

TOTAL FEES & COSTS:

Total fees and costs actually paid by requesters for all requests: \$2,533.72 (**Chart 5**)

Total NET fees and costs chargeable for all requests: \$14,155.41

Total GROSS fees and costs agency incurred for all requests: \$35,961.44 (**Chart 5**)

Total GROSS fees and costs incurred but not charged for all requests: \$33,678.32 (**Chart 5**)

Note 3: There is an unexplained discrepancy of \$250.60. When \$2,533.72 in fees and costs actually paid for all requests is subtracted from \$35,961.44 in total gross fees and costs incurred by the agency, then the unrecovered amount of gross fees and costs incurred but not charged should be \$33,427.77, not \$33,678.32.

COMPLEX vs. PERSONAL vs. NONCOMPLEX/NONPERSONAL REQUESTS:

Total NET fees and costs actually paid for COMPLEX requests: \$445.10 (**Chart 7**)

Total NET fees and costs chargeable for COMPLEX requests: \$2,358.15 (**Chart 7**)

Total GROSS fees and costs incurred for COMPLEX requests: \$3,166.15 (**Chart 7**)

Total GROSS fees and costs incurred but not charged for COMPLEX requests: \$2,798.00

of workdays to complete ALL requests: 27,104 (average 8.03 workdays to complete 3375 requests) (**Chart 3**)

of workdays to complete NONCOMPLEX, NONPERSONAL requests: 25,808 (average 7.97 workdays to complete 3,236 requests) (**Chart 3**)

of workdays to complete COMPLEX requests: 739 (average 15.7 workdays to complete 47 complex requests) (**Chart 3**)

of workdays to complete PERSONAL requests: 559 (average 6.07 workdays to complete 92 requests) (**Chart 3**)

of search hours incurred for ALL requests: 1,850 (average .54 hours) (**Chart 8**)

of search hours incurred for COMPLEX requests: 102.5 (average 2.18 hours) (**Chart 8**)

of search hours incurred for NONCOMPLEX, NONPERSONAL requests:
(average .52 hours) (**Chart 8**)

of search hours incurred for PERSONAL requests: 33.25 (average .36 hours) (**Chart 8**)

of review and segregation hours incurred for ALL requests: 634 (average .18 hours) (**Chart 8**)

of review and segregation hours incurred for COMPLEX requests: 99 (average 2.1 hours)
(**Chart 8**)

of review and segregation hours incurred for NONCOMPLEX, NON PERSONAL requests:
518 (average .15 hours) (**Chart 8**)

of review and segregation hours incurred for PERSONAL requests: 17.5
(average .19 hours) (**Chart 8**)

FORMAL UIPA REQUESTS AND ROUTINE REQUESTS

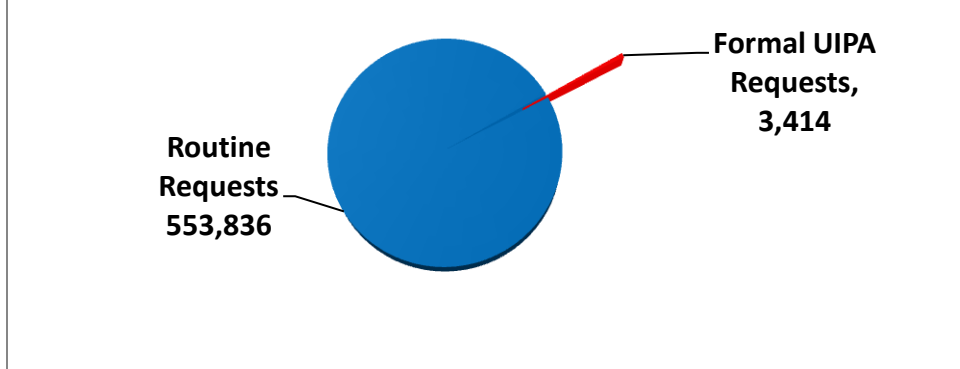


Chart 1

Description of Chart:

**FORMAL UIPA REQUESTS AND ROUTINE REQUESTS:
Pie chart showing 553,836 routine requests and 3,414 formal UIPA requests**

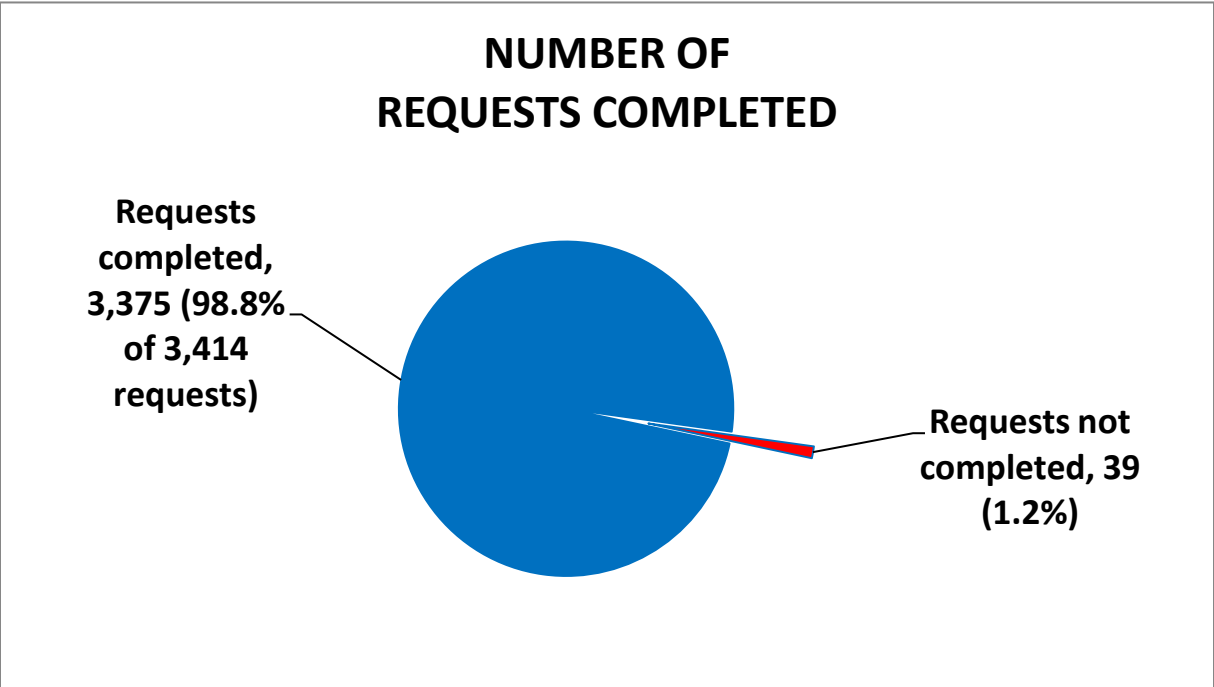


Chart 2

Description of Chart:

REQUESTS COMPLETED
Pie chart showing 3,375 requests completed (98.8% of 3,414 total requests) and 39 not completed (1.2%)

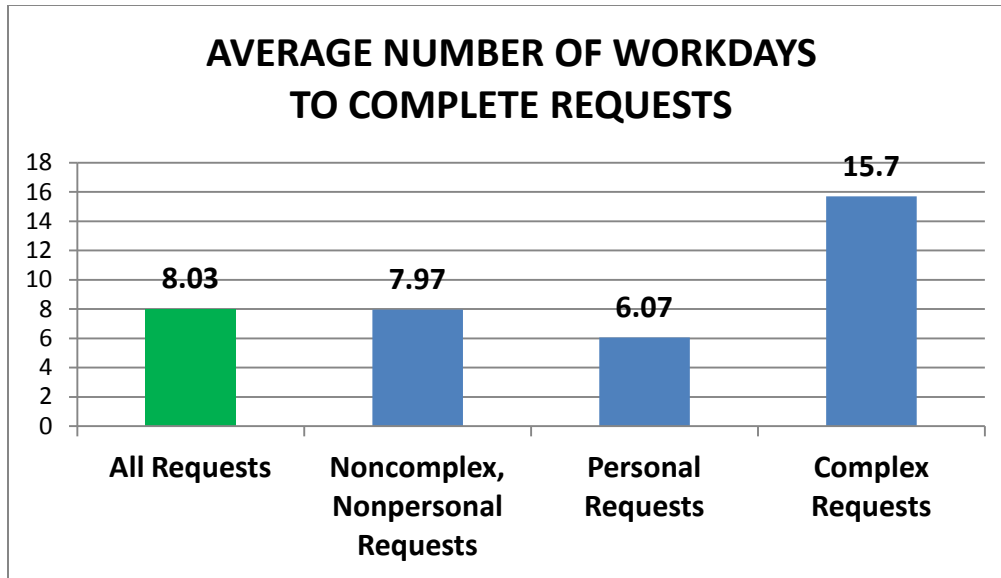


Chart 3

Description of Chart:

WORKDAYS TO COMPLETION

Bar graph showing the average number of workdays to complete requests:

8.03 for all requests

7.97 for noncomplex, nonpersonal record request

6.07 for personal record requests

15.7 for complex requests

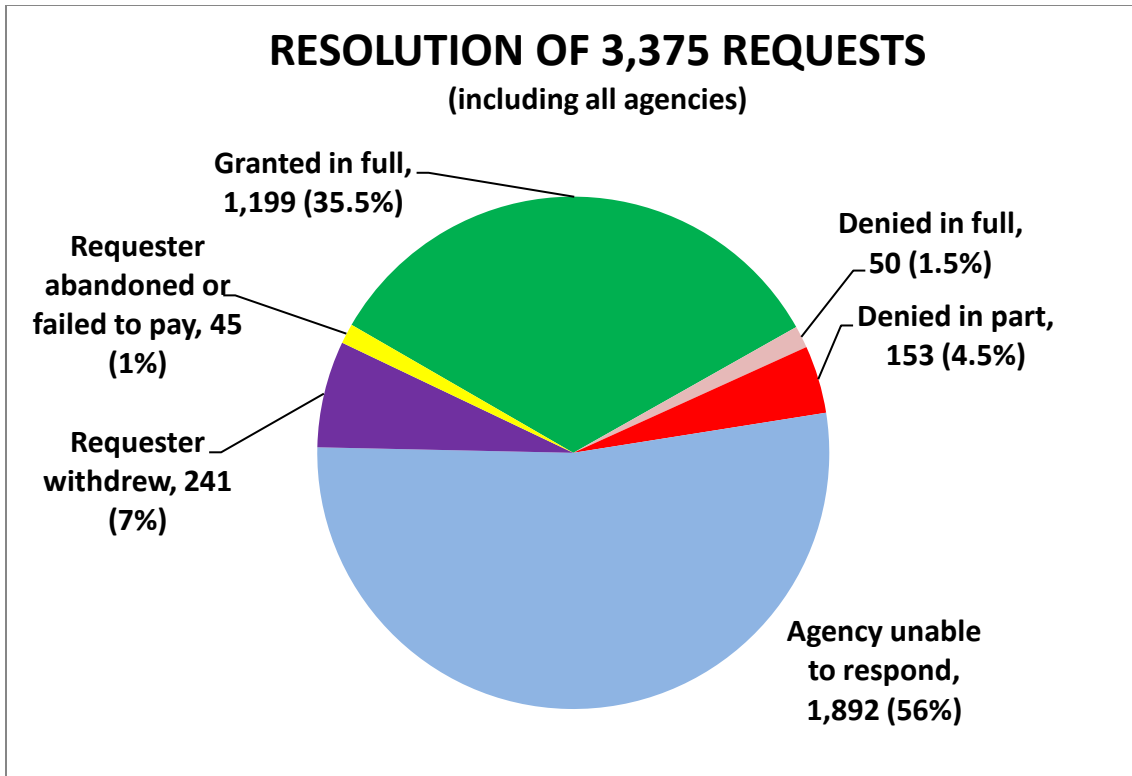


Chart 4A

Description of Chart:

RESOLUTION OF 3,375 REQUESTS (including all agencies)

Pie chart showing: 1,199 (35.5%) of completed requests were granted in full
 50 (1.5%) were denied in full
 153 (4.5%) were denied in part
 1,892 (56%) agency was unable to respond
 241 (7%) requester withdrew
 45 (1%) requester abandoned or failed to pay

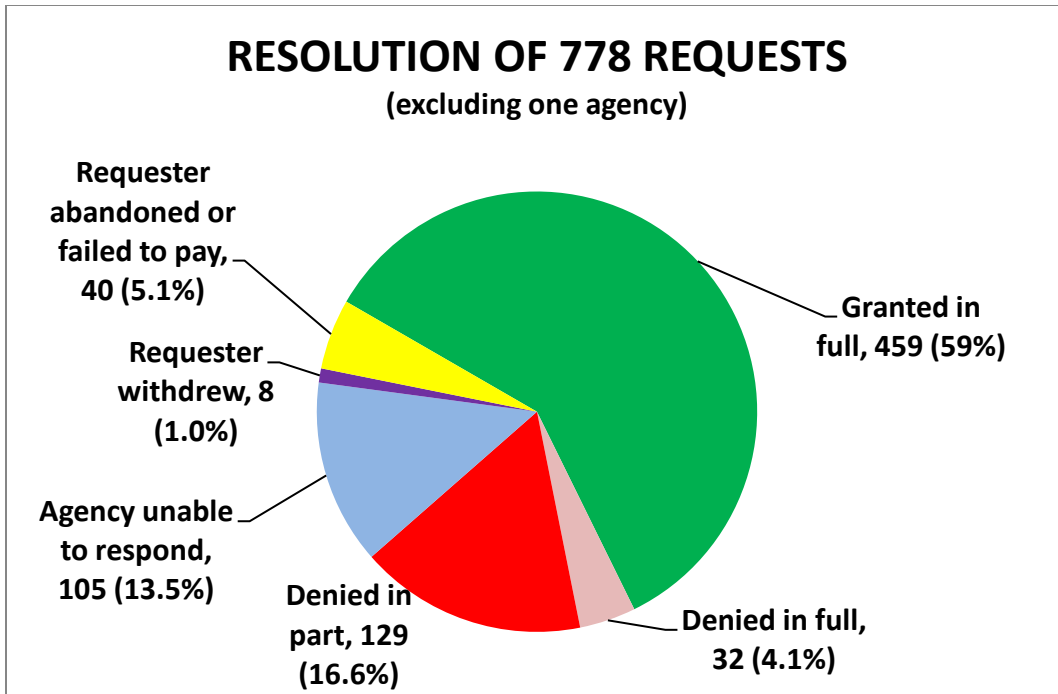


Chart 4B

Description of Chart:

RESOLUTION OF 778 REQUESTS (excluding one agency)

Pie chart showing: 459 (59%) of completed requests were granted in full
 32 (4.1%) were denied in full
 129 (16.6%) were denied in part
 105 (13.5%) agency was unable to respond
 8 (1 %) requester withdrew
 40 (5.1%) requester abandoned or failed to pay

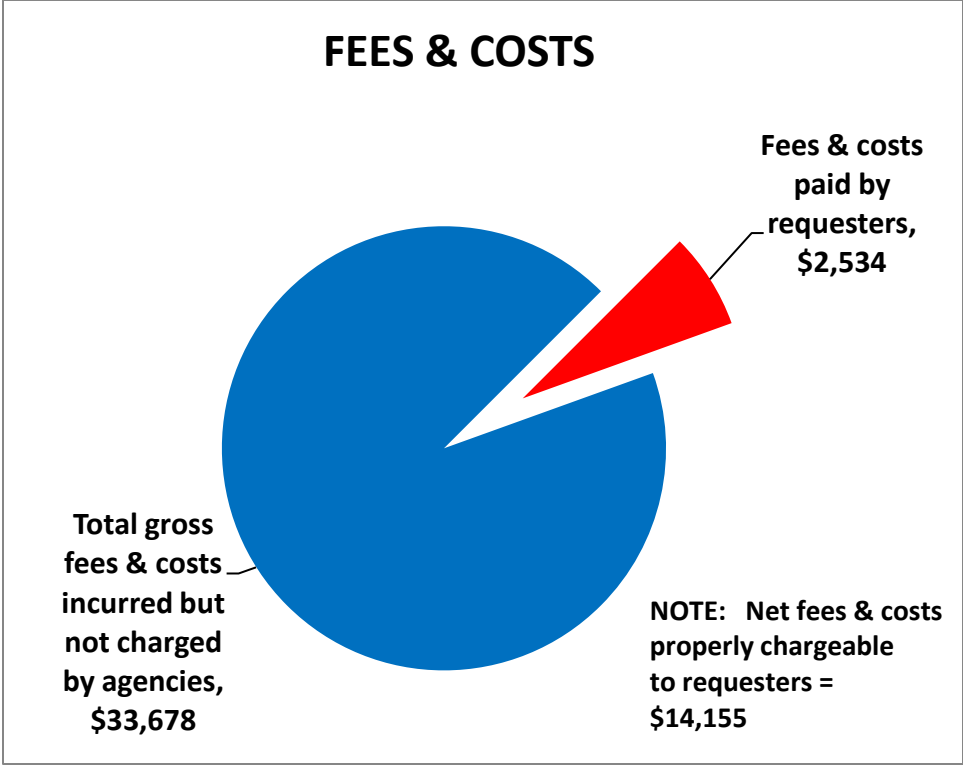


Chart 5

Description of Chart:

FEES AND COSTS

Pie chart showing \$2,534 in fees and costs paid by requesters, and \$33,678 in total gross fees and costs incurred but not charged by agencies, and noting that \$14,155 in net fees and costs could be properly charged to requesters

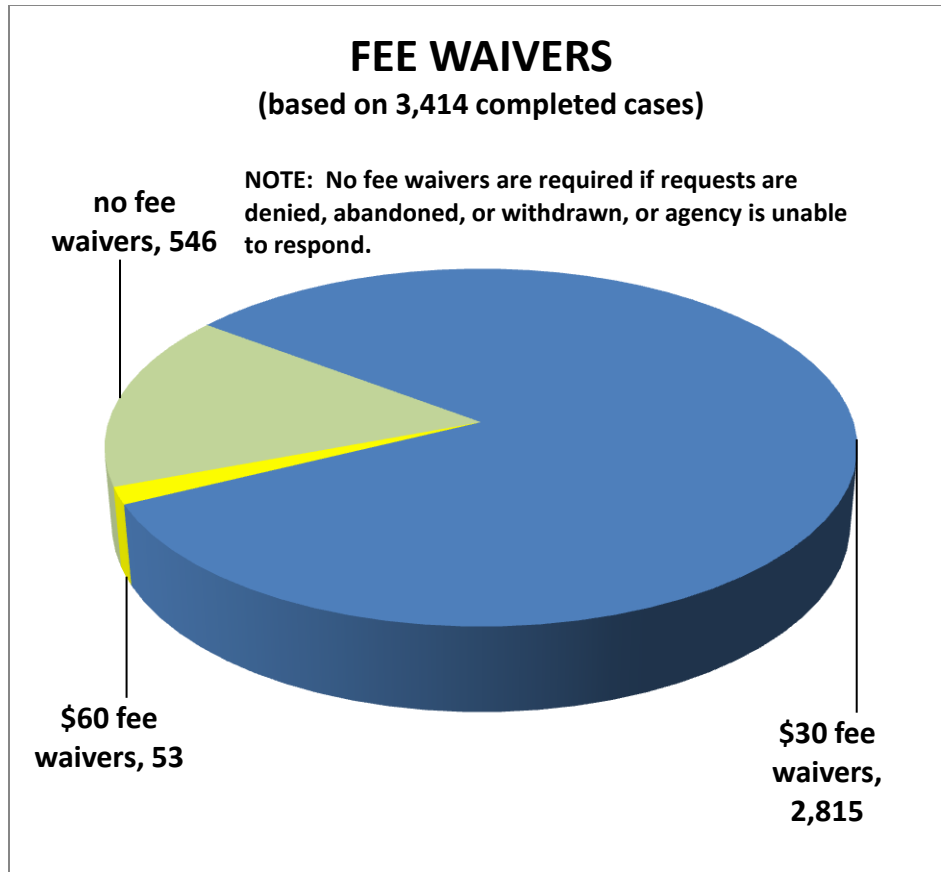


Chart 6

Description of Chart:

FEE WAIVERS

Pie chart showing 2,815 \$30 fee waivers; 53 \$60 fee waivers; 546 no fee waivers; and noting that no fee waivers are required if requests are denied, abandoned, or withdrawn, or agency is unable to respond.

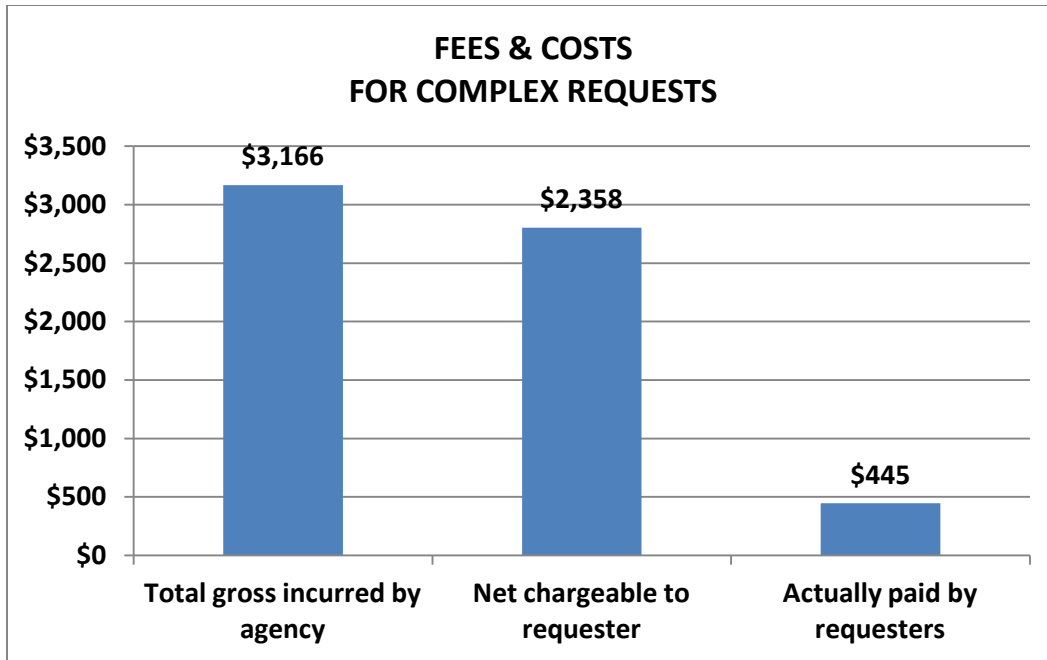


Chart 7

Description of Chart:

FEES AND COSTS FOR COMPLEX REQUESTS

**Bar graph showing: \$445 in fees and costs paid for complex requests
 \$2,358 net chargeable
 \$3,166 gross incurred by agencies**

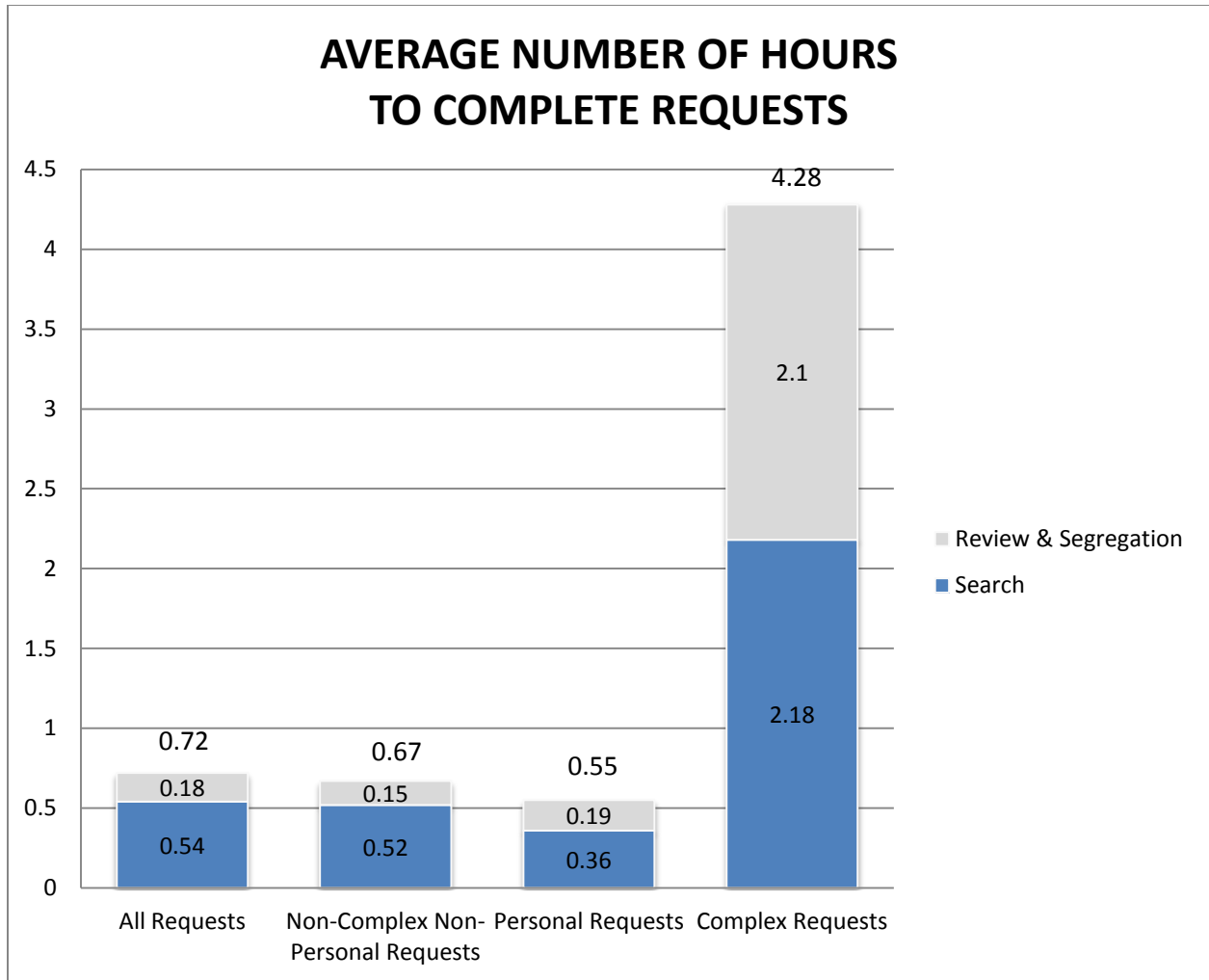


Chart 8

Description of Chart:

Bar graph showing the average number of hours incurred to complete:

	Search	Review and Segregation	Total SRS hours
All requests	.54	.18	.72
Noncomplex/ Nonpersonal	.52	.15	.67
Personal	.36	.19	.55
Complex	2.18	2.1	4.28