

**TOTALS AT-A-GLANCE FROM
THE UIPA MASTER UIPA RECORD REQUEST YEAR-END LOG FOR FY 2014**

(July 1, 2013 through June 30, 2014)
(as posted on data.hawaii.gov March 19, 2015)

Based on the totals posted by each agency on the Master UIPA Record Request Year-End Log for FY 2014 (Master Log) at data.hawaii.gov, the Hawaii Office of Information Practices has prepared the following summary. The letters on the left below identify the corresponding Master Log column from where the data was gathered. The charts in parentheses refer to the visualizations found in OIP'S SUMMARY OF THE MASTER UIPA RECORD REQUEST YEAR-END LOG for FY 2014, to which these Totals At-A-Glance are attached.

OIP notes that a single agency accounted for 4,279 (71%) of the total 5,991 requests reported by all agencies on the year-end Master Log. While that agency appears to have properly reported its data, its numbers were eliminated from the following report so as to not skew the overall results.

IDENTIFICATION OF REQUESTS:

F: Total personal records requests: 185 (Chart 2)

G: Total formal record requests: 1,713 (Chart 1)

Formal record requests were 0.7% of a total 248,060 requests made to agencies, including routine requests.

--: Total routine record requests: 246,348 (Chart 1)

For requests handled routinely and no UIPA notice is sent to the requester; 99.3% of all requests made. This number was based on agency's estimates and is not required to be kept on the Log.

H: Notices sent to requesters: 1,294

I: Agency's initial response sent within 10 work days: 1,421

83.0% of 1,712 record requests

J: Request needed initial clarification: 120

7.0% of 1,712 record requests

K: Complex requests: 121

7.0% of 1,712 record requests

L: Agency gave incremental responses: 70

4.1% of 1,712 record requests

RESOLUTION OF REQUESTS:

M: Requests completed: 1,694 (Chart 3B)

98.9% of 1,713 record requests

N: Average number of workdays to complete all requests: 9.06 days (Chart 5)
The automatic calculation of workdays excluded weekends, but included state and federal holidays. Workdays were calculated only when a completion date was entered in Column M of the Log. Also, to avoid showing zero days for a request completed on the same day it was received, the formula added an extra day by including the date of the request (which is normally excluded when doing a manual count). Thus, the Log's calculation may inflate the days of completion by one or more days, depending on whether there were holidays or the request took more than one day to complete. Columns N and AP of the Master Log showed that it took a total of 15,340 workdays to complete requests; when this figure is divided by the 1,694 requests completed, it averages 9.06 days.

Note 1: Agencies were instructed to check only one of following outcomes (except Column U) to indicate how a request was ultimately resolved. (Chart 4) When the cases are added together by how they were resolved, they total 1,698 cases. The agencies, however, reported above that they completed 1,694 requests. The discrepancy of 4 cases may be due to reporting error in checking off more than one outcome or underreporting the number of cases completed.

O: Requests granted in full: 1,044 (Chart 4)
61.7% of 1,713 requests

P: Requests denied in full: 85 (Chart 4)
5.0% of 1,713 requests

Q: Requests granted or denied in part: 252 (Chart 4)
14.8% of 1,713 requests

R: Agency ultimately unable to respond to request: 207 (Chart 4)
12.2% of 1,713 requests

S: Requester withdrew: 20 (Chart 4)
1.1% of 1,713 requests

T: Requester abandoned or failed to pay: 90 (Chart 4)
5.3% of 1,713 requests

U: UIPA lawsuit filed against agency: 1

SEARCH, REVIEW AND SEGREGATION (SRS):

V: Actual search hours: 1,655.25 (Chart 6)

W: Actual review and segregation hours: 1,249.60 (Chart 6)

X: Actual legal review hours: 690.75 (Chart 6)

Y: Total actual SRS and legal review hours: 3,595.60 (Chart 6)

The Column Y amount includes non-chargeable legal review hours incurred by agencies, and is not the amount of hours that agencies can charge to requesters. The information below was collected for statistical purposes only. OIP's rules do not allow fees to be charged for attorney's time to research possible exemptions from disclosure or to determine the propriety of an agency's response.

Z: Total GROSS SRS fees incurred: \$40,536.45 (Chart 8A)

This is the total amount that could be charged for SRS fees (not including costs). It was automatically calculated, based on the total number of SRS hours entered by agencies, which was multiplied at a rate of \$10/hour for search time and \$20/hour for review and segregation time. Legal review hours, SRS for personal records, fee waivers, and additional response fee estimates are not included in this amount. See note 3 under explanation for Column AJ.

AA: Additional response fees incurred but not chargeable: \$1,780.00

This amount is based on the agencies' estimates of fees and costs that they may have incurred, but cannot charge to a requester, such as legal fees or litigation costs.

AB: Total # of \$30 fee waivers: 1,454 (Chart 9)

AC: Total # of \$60 fee waivers: 105 (Chart 9)

Note 2: There is an unexplained discrepancy in which no fee waivers were recorded for 135 completed cases. These cases are assumed to cases involving requests that were denied, abandoned, withdrawn, or for which the agency could not respond.

AD: Fees for Personal Records: -\$903.80

OIP does not have rules allowing fees to be charged for personal records, which is why the SRS time spent on personal record requests is shown as a negative number and was not included in calculating net chargeable SRS fees.

AE: Total NET SRS fees chargeable: \$24,751.50 (Chart 8A)

This amount was automatically calculated, based on the SRS hours entered by the agency. The Net SRS fees chargeable exclude personal records and fees waived.

COPY AND DELIVERY COSTS:

AF: GROSS copy/delivery costs incurred: \$42,892.94 (Chart 8A)

All costs reported by the agencies that they incurred to segregate, copy, and deliver records to the requester, including any extra copying costs incurred for internal use to redact and segregate the record. Agencies set their own rates for copying and delivery costs.

AG: NET copy/delivery costs chargeable to requester: \$40,947.14 (Chart 8A)
The net copying and delivery costs allowed under OIP rules, which exclude costs for internal use in redacting and segregating records. Agencies set their own rates for copying and delivery costs.

TOTAL FEES & COSTS:

AH: Total fees and costs actually paid by requesters for all requests: \$44,098.45 (Chart 8A)

Total net fees and costs that agencies could properly charge.

AI: Total NET fees and costs chargeable for all requests: \$65,698.64 (Chart 8A)

Fees for personal records are not allowed, but costs may be charged. Consequently, this amount includes costs charged for personal records requests.

AJ: Total GROSS fees and costs agency incurred for all requests: \$99,583.39

This amount includes all fees and costs incurred by agencies, except SRS fees for personal record requests. Even if they cannot be charged to the requester, legal fees for SRS calculated at \$20 per hour (Column X) and additional estimated fees and costs to respond to a request, including litigation expenses (Column Y), are included in this amount.

Note 3: The gross incurred SRS fees of \$40,536.45 (Column Z) shown in Chart 8A do not include fees for legal review hours, SRS fees for personal records, fee waivers, or additional response fee estimates. If those amounts were included along with \$42,892.94 (Column AF) in gross copying and delivery costs, then the gross incurred fees and costs would total \$99,583.39 as shown in Column AJ, and not \$83,428 as shown in Chart 8A.

AK: Total GROSS fees and costs incurred but not recovered for all requests: \$55,484.94

This amount is automatically calculated by subtracting the total net fees and costs that requesters actually paid (Column AH) from the total gross fees and costs that the agency incurred (Column AJ), resulting in the amount that the agency could not charge or recover for all requests. This amount includes complex requests, but excludes personal record requests.

COMPLEX vs. PERSONAL vs. NONCOMPLEX/NONPERSONAL REQUESTS:

AL: Total NET fees and costs actually paid for COMPLEX requests: \$7,162.87 (Chart 8B)

Average of \$59.20 per complex request. 121 requesters paid 20.6% of \$34,743.38 in total gross fees and costs incurred by agencies for complex requests (Col. AN).

AM: Total NET fees and costs chargeable for COMPLEX requests: \$16,955.37 (Chart 8B)

Average of \$140.12 per complex request.

AN: Total GROSS fees and costs incurred for COMPLEX requests: \$34,743.38
(Chart 8B)
Average of \$287.14 per complex request.

AO: Total GROSS fees and costs incurred but not charged for COMPLEX requests: \$28,582.45
This amount is automatically calculated by subtracting the total net fees and costs that complex record requesters actually paid (AL) from the total gross fees and costs that the agency incurred (AN), resulting in the amount that the agency could not charge or recover for complex requests.

TIME TAKEN TO COMPLETE REQUESTS:

AP: # of workdays to complete ALL requests: 15,340
Average of 9.1 workdays to complete 1,694 requests. **(Chart 5)**

AQ: # of workdays to complete COMPLEX requests: 3,334
Average of 27.6 workdays to complete 121 complex requests. **(Chart 5)**

AR: # of workdays to complete NONCOMPLEX, NONPERSONAL requests: 10,711
Average of 7.7 workdays to complete 1,388 requests. **(Chart 5)**

AS: # of workdays to complete PERSONAL requests: 1,241
Average of 6.7 workdays to complete 185 requests. **(Chart 5)**

Note 4: The following hourly totals may include time spent on 19 pending requests that were not completed by June 30, 2014.

AT: # of search hours incurred for ALL requests: 1,659
Average of .97 hours for 1,713 requests. **(Chart 6)**

AU: # of search hours incurred for COMPLEX requests: 670.35
Average of 5.54 hours for 121 complex requests. **(Chart 7)**

AV: # of search hours incurred for NONCOMPLEX, NONPERSONAL requests: 904.75
Average of .64 hours for 1,407 noncomplex, nonpersonal requests. **(Chart 7)**

AW: # of search hours incurred for PERSONAL requests: 53.75
Average of .29 hours for 185 personal requests. **(Chart 7)**

AX: # of review and segregation hours incurred for ALL requests: 1,243.90
Average of .73 hours for 1,713 requests. **(Chart 7)**

AY: # of review and segregation hours incurred for COMPLEX requests: 532.70
Average of 4.40 hours for 121 requests. **(Chart 7)**

AZ: # of review and segregation hours incurred for NONCOMPLEX, NONPERSONAL requests: 674.00

Average of .48 hours for 1,407 requests. (Chart 7)

BA: # of review and segregation hours incurred for PERSONAL requests: 25.45

Average of .14 hours for 185 requests. (Chart 7)

AT+AX: # of total SRS hours for ALL requests: 2,902.90

Average of 1.69 hours for 1,713 requests. (Chart 7)

AU+AY: # of total SRS hours for COMPLEX requests: 1,203.05

Average of 9.9 hours for 121 complex requests. Complex requests take 9 times as long in total SRS hours as noncomplex, nonpersonal record requests. (Chart 7)

AV+AZ: # of total SRS hours for NONCOMPLEX, NONPERSONAL requests: 1,578.75

Average of 1.05 hours for 1,407 noncomplex, nonpersonal record requests. (Chart 7)

AW+BA: # of total SRS hours for PERSONAL RECORD requests: 79.20

Average of .43 hours for 185 personal record requests. (Chart 7)