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**OIP'S REPORT OF COUNTY AGENCIES'  
MASTER UIPA RECORD REQUEST  
YEAR-END LOG for FY 2015\***

**(For record requests received from July 1, 2014 through June 30, 2015)**

The Hawaii Office of Information Practices (“OIP”) has prepared this report based on information posted at [data.hawaii.gov](http://data.hawaii.gov) on the [Master UIPA Record Request Year-End Log for FY 2015](#) (“Master Log”) by 83 entities<sup>1</sup> from all four counties.

Because FY 2015 was the first year that the counties began using the UIPA Record Request Log<sup>2</sup> (“Log”), some agencies failed to track their UIPA record requests or routine requests, and there were reporting errors creating discrepancies in the results. To the extent possible, OIP reviewed each agency’s Log to correct obvious errors and identify details not provided in the Master Log and made corrections to agencies’ entries on the Master Log. The revised Master Log totals are available at [data.hawaii.gov](http://data.hawaii.gov) and a summary of fees and costs by department that OIP prepared from the agencies’ individual Logs is provided at the end of this report.<sup>3</sup>

The county data in this report may be compared to the state data summarized in OIP’s Report of State Agencies’ Master UIPA Record Request Year-End Log for FY 2015. Both state and county reports are found on the Reports page of OIP’s website at [oiip.hawaii.gov](http://oiip.hawaii.gov).

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<sup>1</sup> For this report, each entity is referred to as an “agency.” “Agency” is defined by the Uniform Information Practices Act (“UIPA”) as “any unit of government ... but does not include the nonadministrative functions of the courts of this State.” § 92F-3, Hawaii Revised Statutes.

<sup>2</sup> For a sample form and training on the UIPA Record Request Log, go to OIP’s UIPA training page at <http://oiip.hawaii.gov/laws-rules-opinions/uipa/uipa-record-request-log/>.

<sup>3</sup> For the Master Log, go to <https://data.hawaii.gov/Government-Wide-Support/OIP-Master-UIPA-Record-Request-Year-End-Log-For-FY/gf4v-varx>.

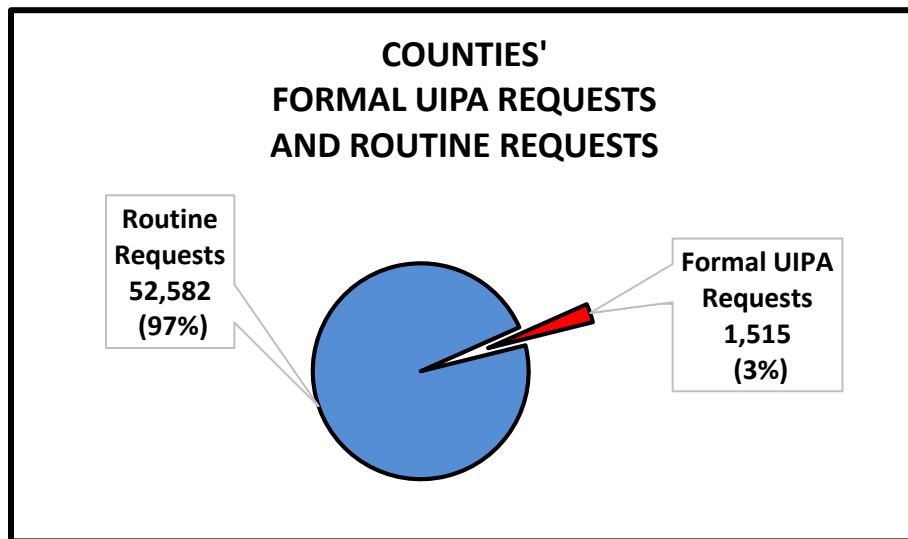
\* Correction on page 19: “The **139** complex record requesters paid \$3,381”

**How many requests were made to the counties in FY 2015?**

Excluding routine requests, there were 1,515 formal written record requests requiring county agencies to send notices to the requester under the state’s Uniform Information Practices Act (“UIPA”), chapter 92F, HRS. County agencies estimated that they received 52,582 routine requests for information for requests that were made orally, did not require a UIPA response, or were automatically granted or denied without supervisory review, such as requests for the Medical Examiner’s death certificates, most police reports, and requests for agency brochures. Subpoenas for discovery of records in court cases are not tracked by the Log.

The following pie chart (**Chart 1**) shows that the 1,515 formal UIPA record requests constituted 3% and the estimated 52,582 routine requests comprised 97% of the 54,097 total requests reported by the agencies, and **Table 1** breaks down these numbers by county.

**Chart 1**



**Table 1**

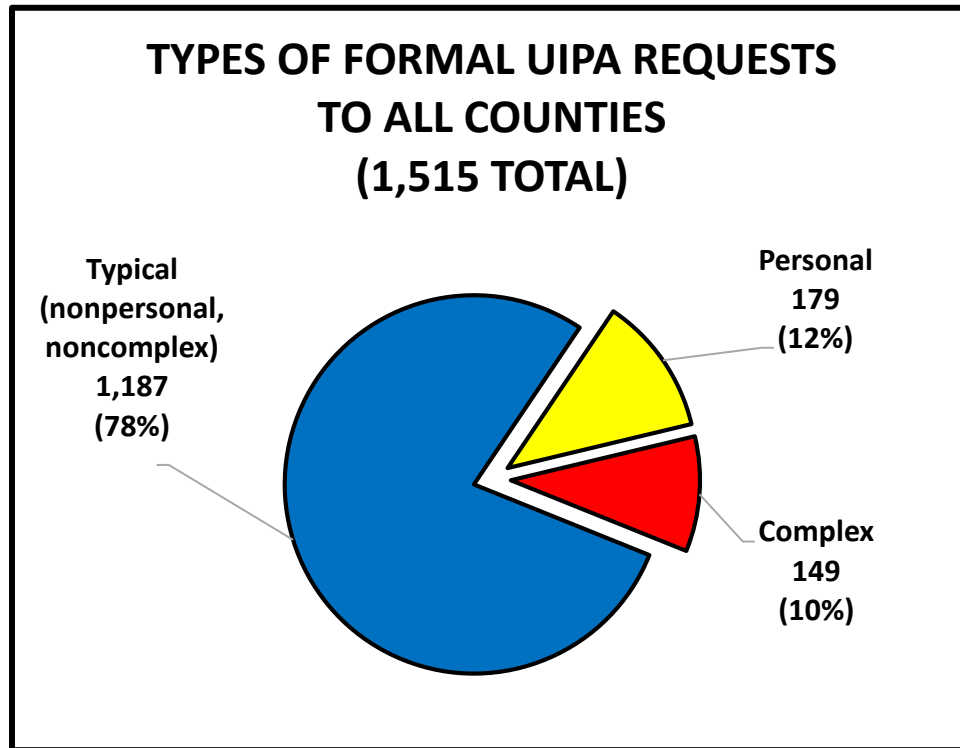
**Formal UIPA Requests  
and Routine Requests – by County**

	<u>Formal Requests</u>	<u>Routine Requests</u>	<u>ALL</u>
Honolulu	1,026 (3%)	30,975 (97%)	32,001
Hawaii	243 (1%)	19,017 (99%)	19,260
Kauai	183 (7%)	2,590 (93%)	2,773
Maui	63 (100%)	0 (0%)	63
<b>All Counties</b>	<b>1,515 (3%)</b>	<b>52,582 (97%)</b>	<b>54,097</b>

**What kinds of requests were made?**

The 1,515 formal requests to all counties can be broken down into 179 (12%) personal record requests and 149 (10%) complex requests, resulting in a balance of 1,187 (78%) nonpersonal and noncomplex requests, *i.e.* “typical” requests, as shown in **Chart 2** below. **Table 2** shows the breakdown by county.

**Chart 2**



**Table 2**

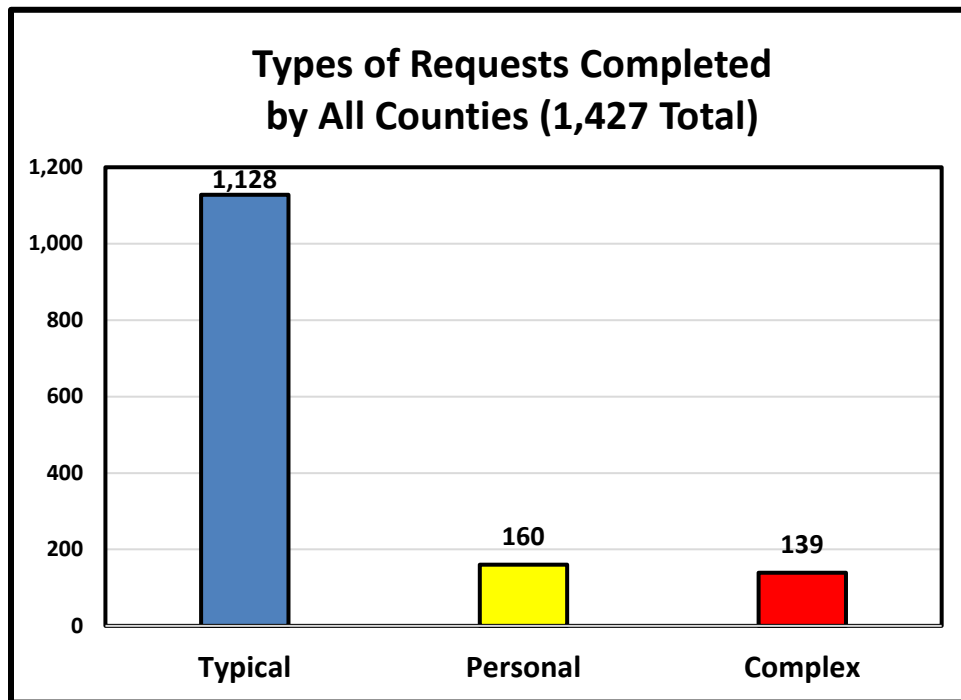
**Types of Formal UIPA Requests (1,515 Total) – by County**

	<u>Typical</u>	<u>Personal</u>	<u>Complex</u>	<u>ALL</u>
Honolulu	896 (87%)	93 (9%)	37 (4%)	1,026
Hawaii	126 (52%)	11 (5%)	106 (43%)	243
Kauai	103 (56%)	74 (41%)	6 (3%)	183
Maui	62 (98%)	1 (2%)	0 (0%)	63
All Counties	1,187 (78%)	179 (12%)	149 (10%)	1,515

**How many requests were completed?**

Out of 1,515 total requests received by the county agencies, 1,427 requests were completed in FY 2015. Of the 1,427 completed requests, 160 were personal record requests, 139 were complex requests, and 1,128 were “typical” nonpersonal and noncomplex record requests, as shown in **Chart 3A** below. **Table 3A** shows the breakdown by county.

**Chart 3A**



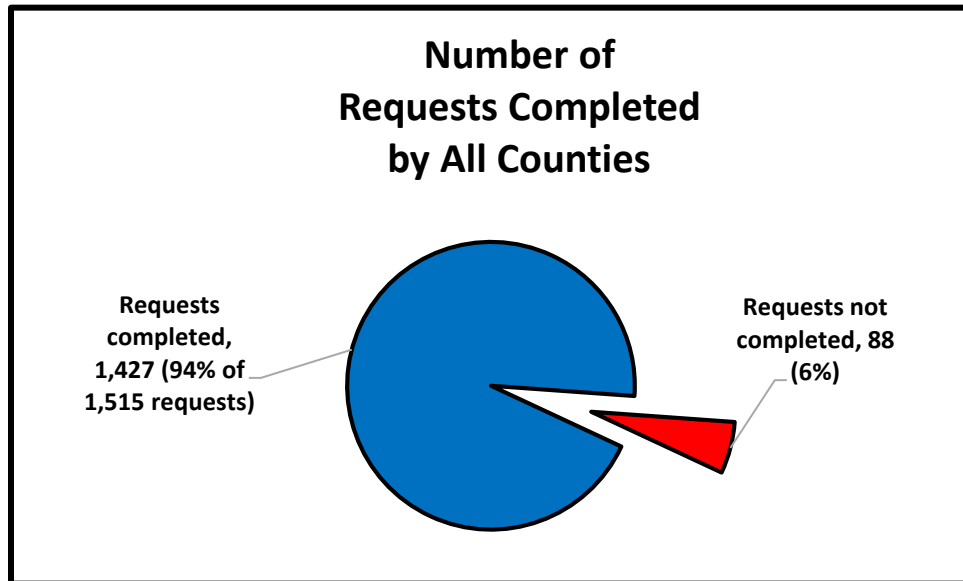
**Table 3A**

**Types of Requests Completed  
(1,427 Total) – by County**

	<u>Typical</u>	<u>Personal</u>	<u>Complex</u>	<u>ALL</u>
<b>Honolulu</b>	<b>859 (88%)</b>	<b>77 (8%)</b>	<b>34 (4%)</b>	<b>970</b>
<b>Hawaii</b>	<b>112 (50%)</b>	<b>11 (5%)</b>	<b>101 (45%)</b>	<b>224</b>
<b>Kauai</b>	<b>95 (56%)</b>	<b>71 (42%)</b>	<b>4 (2%)</b>	<b>170</b>
<b>Maui</b>	<b>62 (98%)</b>	<b>1 (2%)</b>	<b>0 (0%)</b>	<b>63</b>
<b>All Counties</b>	<b>1,128 (79%)</b>	<b>160 (11%)</b>	<b>139 (10%)</b>	<b>1,427</b>

Of the 1,515 formal requests received by the county agencies, 1,427 (94%) were completed and 88 (6%) were not completed as of June 30, 2015, as shown in **Chart 3B** below. **Table 3B** shows the breakdown by county.

**Chart 3B**



**Table 3B**

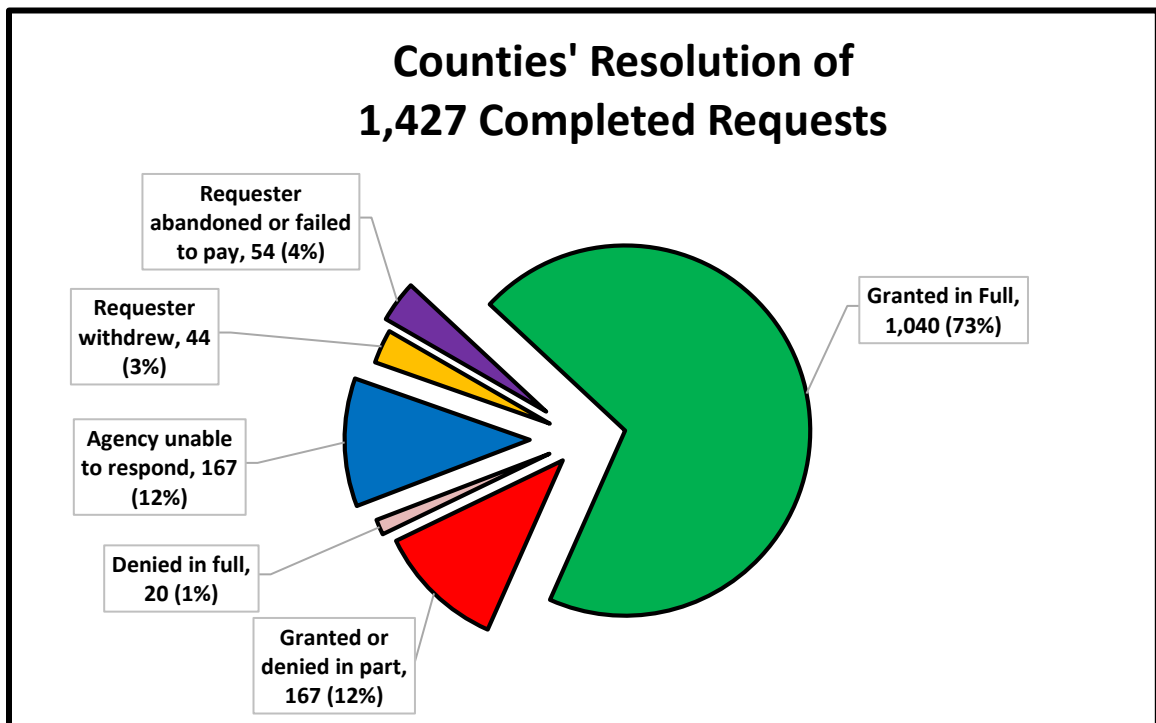
**Number of Requests Completed – by County**

	<b>Completed</b>	<b>Not Completed</b>	<b>% Not Completed</b>
<b>Honolulu</b>	<b>970</b>	<b>56</b>	<b>5%</b>
<b>Hawaii</b>	<b>224</b>	<b>19</b>	<b>8%</b>
<b>Kauai</b>	<b>170</b>	<b>13</b>	<b>7%</b>
<b>Maui</b>	<b>63</b>	<b>0</b>	<b>0%</b>
<b>All Counties</b>	<b>1,427</b>	<b>88</b>	<b>6%</b>

**How were requests resolved?**

Of the 1,427 requests completed by the county agencies, **Chart 4** below shows that 1,040 (73%) were granted in full; 167 (12%) were granted or denied in part; 20 (1%) were denied in full; in 167 (12%), the agency was unable to respond; 44 (3%) were withdrawn by the requester; and in 54 (4%), the requester abandoned or failed to pay for the request. Although these results total 1,492 and exceed the 1,427 completed requests by 65, the discrepancy may be due to reporting errors in checking off more than one outcome, underreporting the number of cases completed, or incorrectly reporting that the agencies were “unable to respond” to cases still pending at the end of FY 2015. **Table 4** shows the breakdown by county.

**Chart 4**



**Table 4**

**Resolution of 1,427 Completed Requests – by County**

	<u>Granted in Full</u>	<u>Granted in Part</u>	<u>Denied in Full</u>	<u>Unable to Respond</u>	<u>Requester Withdrew</u>	<u>Requester Abandoned</u>	
<b>Honolulu</b>	795 (82%)	41 (4%)	10 (1%)	86 (9%)	27 (3%)	44	(5%)
<b>Hawaii</b>	178 (80%)	4 (2%)	1 (0.4%)	49 (22%)	13 (6%)	4	(2%)
<b>Kauai</b>	48 (28%)	103 (61%)	0 (0%)	23 (14%)	0 (0%)	3	(2%)
<b>Maui</b>	19 (30%)	19 (30%)	9 (14%)	9 (14%)	4 (6%)	3	(5%)
<b>All Counties</b>	1,040 (73%)	167 (12%)	20 (1%)	167 (12%)	44 (3%)	54	(4%)

## **How long did it take to complete requests?**

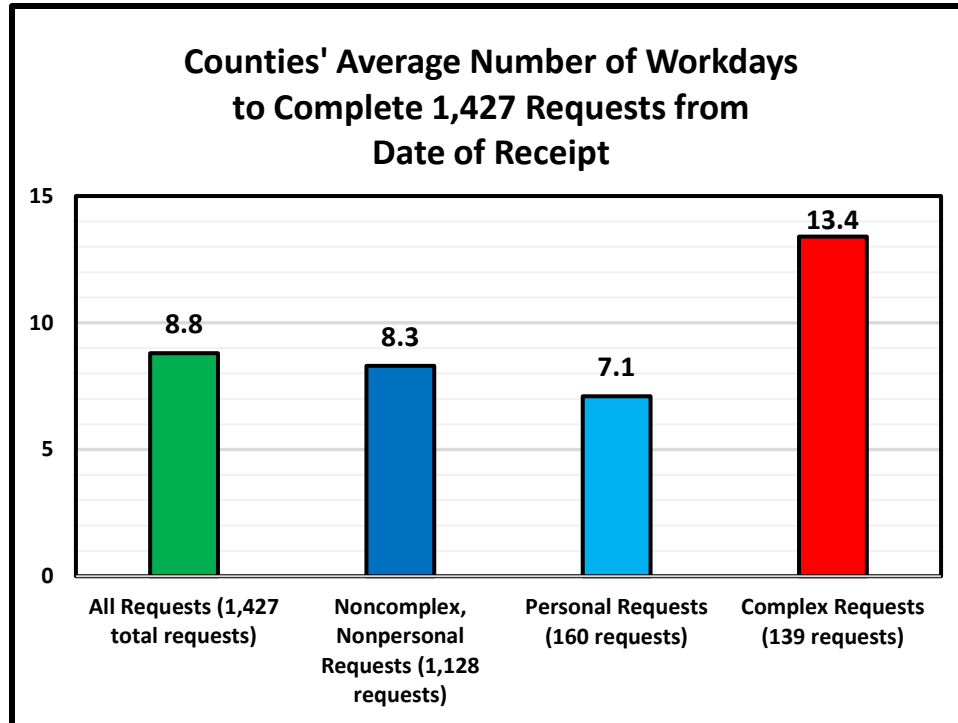
To calculate the number of working days taken to complete a request, the Log's Excel formula excluded weekends but not state or federal holidays. Also, to avoid showing zero days for a request completed on the same day it was received, the formula added an extra day by including the date of the request (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. To account for the inexact calculations, agencies were instructed to manually enter an "x" in Column I of their Logs when they completed a request within ten business days.

With this understanding of the limitations of the underlying formula, the agencies reported providing initial responses within ten business days to 1,273 requests, or 84% of all requests. (Column I of the Master Log) In 148 of the requests, the agencies reported that they needed initial clarification of the request, which may explain why they were not able to send their notice or acknowledgement to requesters within ten workdays in 16% of total cases.

As shown in the following bar graph, **Chart 5**, it took an average of 8.8 workdays from date of receipt to complete all record requests, based on 12,571 workdays to complete 1,427 requests. (Columns N and AP of the Master Log)

When broken down by type of request, Chart 5 shows that it took an average of 8.3 days to complete 1,128 typical noncomplex and nonpersonal record requests; 7.1 days to complete 160 personal record requests; and 13.4 days to complete 139 complex requests. (Columns AQ through AS of Master Log) **Table 5** shows the breakdown by county.

**Chart 5**



**Table 5**

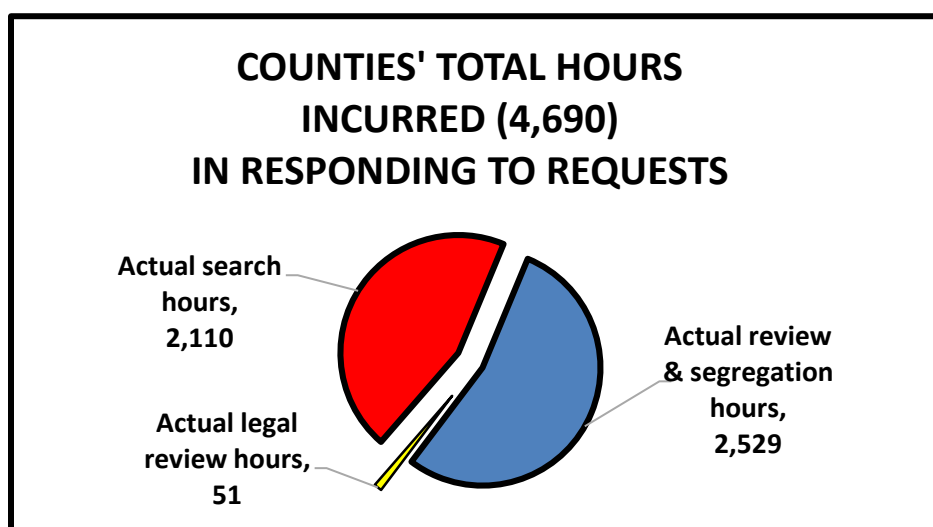
**Average Number of Workdays to Complete 1,427 Requests from Date of Receipt – by County**

	<u>All Requests</u>	<u>Noncomplex, Nonpersonal</u>	<u>Personal Requests</u>	<u>Complex Requests</u>
Honolulu	9.7	9.1	6.7	33.3
Hawaii	5.6	4.4	15.8	6.7
Kauai	6.1	2.5	6.3	12.8
Maui	12.9	13.1	4.0	(none)
All Counties	8.8	8.3	7.1	13.4



Agencies were also asked to keep track of the actual time that they spent on search, review (e.g., for confidentiality or privacy concerns), and segregation (e.g., redacting protected information) in 15-minute increments per hour. No less than .25 hour, or 15 minutes, was to be entered for search time for each request. Any legal research or other time spent to determine how the agency should respond or possible exemptions from disclosure could not be entered as search, review, or segregation (“SRS”), but could be separately logged by the agencies as “Legal Review” hours. As shown in the following pie **Chart 6**, the agencies reported incurring a total of 4,690 hours to respond to record requests, of which 2,110 hours were for search, 2,529 hours were for review and segregation, and 51 hours were for legal review. One agency (Board of Water Supply, City & County of Honolulu) reported 1,056.25 hours for review and segregation. These figures also include the time spent by agencies working on the 88 pending cases that were not completed at the end of FY 2015. **Table 6** shows the breakdown by county.

**Chart 6**



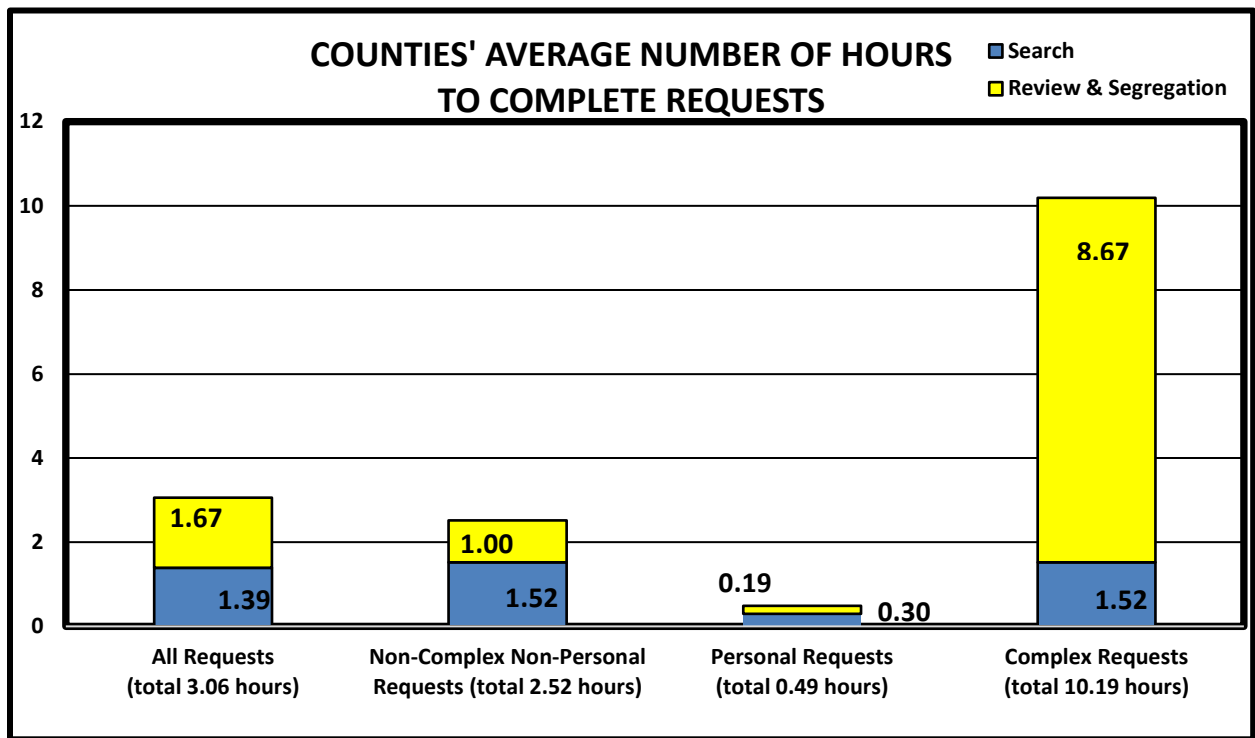
**Table 6**

**Total Hours Incurred (4,690)  
in Responding to Requests – by County**

	<u>Search Hours</u>	<u>Review &amp; Segregation Hours</u>	<u>Legal Review Hours</u>
Honolulu	1,635.20	1,978.66	27.75
Hawaii	226.45	39.57	4.00
Kauai	58.25	126.65	4.15
Maui	190.25	384.00	14.75
All Counties	2,110.15	2,528.88	50.65

The totals in Columns AT through BA of the Master Log show the number of SRS hours that county agencies worked on various types of record requests, including the 88 requests that were not completed at the end of FY 2015. Based on those SRS hours, and excluding legal review hours, it took an average of 3.06 total SRS hours of work for 1,515 record requests in FY 2015, as shown in **Chart 7** below. The 1,187 “typical” noncomplex/nonpersonal record requests took an average of 2.52 SRS hours, and 179 personal record requests took an average of 0.49 SRS hours of agency work. The 149 complex record requests took 10.19 SRS hours on average, which is more than four times longer than the typical request. **Table 7** shows the breakdown by county.

**Chart 7**



**Table 7**

**Average Number of Hours  
to Complete Requests – by County**

<u>Honolulu:</u>	<u>Search</u>	<u>Review &amp; Segregation</u>	<u>Total SRS hours</u>
All requests	1.59	1.92	3.06
Noncomplex/ Nonpersonal	1.65	.79	2.52
Personal	.40	.26	.49
Complex	3.02	33.46	36.48
<u>Hawaii:</u>	<u>Search</u>	<u>Review &amp; Segregation</u>	<u>Total SRS hours</u>
All requests	.93	.16	1.09
Noncomplex/ Nonpersonal	1.02	.01	1.03
Personal	.81	.32	1.13
Complex	.87	.34	1.21
<u>Kauai:</u>	<u>Search</u>	<u>Review &amp; Segregation</u>	<u>Total SRS hours</u>
All requests	.31	.69	1.00
Noncomplex/ Nonpersonal	.26	.97	1.23
Personal	.10	.07	.17
Complex	3.50	3.00	6.50
<u>Maui:</u>	<u>Search</u>	<u>Review &amp; Segregation</u>	<u>Total SRS hours</u>
All requests	3.01	6.09	9.10
Noncomplex/ Nonpersonal	3.06	6.18	9.24
Personal	.50	.75	.75
Complex	0	0	0
<u>All Counties:</u>	<u>Search</u>	<u>Review &amp; Segregation</u>	<u>Total SRS hours</u>
All requests	1.39	1.67	3.06
Noncomplex/ Nonpersonal	1.52	1.00	2.52
Personal	.30	.19	.49
Complex	1.52	8.67	10.19

## How much did it cost to complete record requests?

OIP's administrative rules, which were adopted in 1998, permit agencies to charge \$2.50 per 15 minutes, or fraction thereof, for search time (*i.e.*, \$10 per hour) and \$5.00 per 15 minutes, or fraction thereof, for review and segregation time (*i.e.*, \$20 per hour). Agencies are also allowed to recover their copying and delivery costs, which are governed by HRS § 92-21 and agency rules and are not set by OIP.

In order to get a better picture of the gross costs incurred by the government, the Log asked agencies to keep track of legal review time as well as additional response fees, such as special counsel's fees and court costs to defend lawsuit under the UIPA. These additional response fees, however, cannot be charged to the requester and they were excluded from the Log's automatic calculation of the amounts that the agencies could charge to the requester. Moreover, while agencies may incur copying or other costs for their own purposes in reviewing and segregating records, OIP's rules allow them to charge only for the copying and delivery of records actually provided to the requester. Finally, OIP's rules require that up to the first \$30 in SRS fees be waived for all requesters, and this waiver may be increased to \$60 instead (not \$30 plus \$60) for requests that are found by the agency to be in the public interest.

Thus, while the Log captured data about the gross fees and costs incurred by the agencies, it also calculated the net amounts, after waivers, that could be properly charged by the agencies. The agencies manually inputted into the Log the amounts that were actually paid by the requesters.

The visualizations and data on the following pages break down the fees and costs in various ways. After subtracting fee waivers, the net chargeable amounts of fees and costs that agencies could properly charge requesters is compared to the gross fees and costs that agencies incurred, and the total fees and costs that requesters actually paid, as shown in **Chart 8A**. In summary, the agencies incurred gross fees and costs of \$90,474 but could only charge \$68,269 for fees and costs allowed under OIP's rules, and they actually collected from requesters \$12,745.

Please note that the data in Chart 8A includes gross and net fees and costs for all 1,515 county requests, even if they were not completed or charged to requesters. Moreover, the gross incurred SRS fees of \$70,438 (from Column Z of the Master Log and as shown in the left column of Chart 8A) do not include fees for legal review hours, SRS fees for personal records, or additional response fee estimates. If those nonchargeable amounts were included and \$20,036 (from Column AF of the Master Log) in gross copying and delivery costs were included, then the gross incurred fees and costs would total \$91,215 (as shown in Column AJ of the Master Log) and not \$90,474 shown in the far left column of **Chart 8A**.

**Table 8A** shows the fees and costs breakdown by county.

Chart 8A

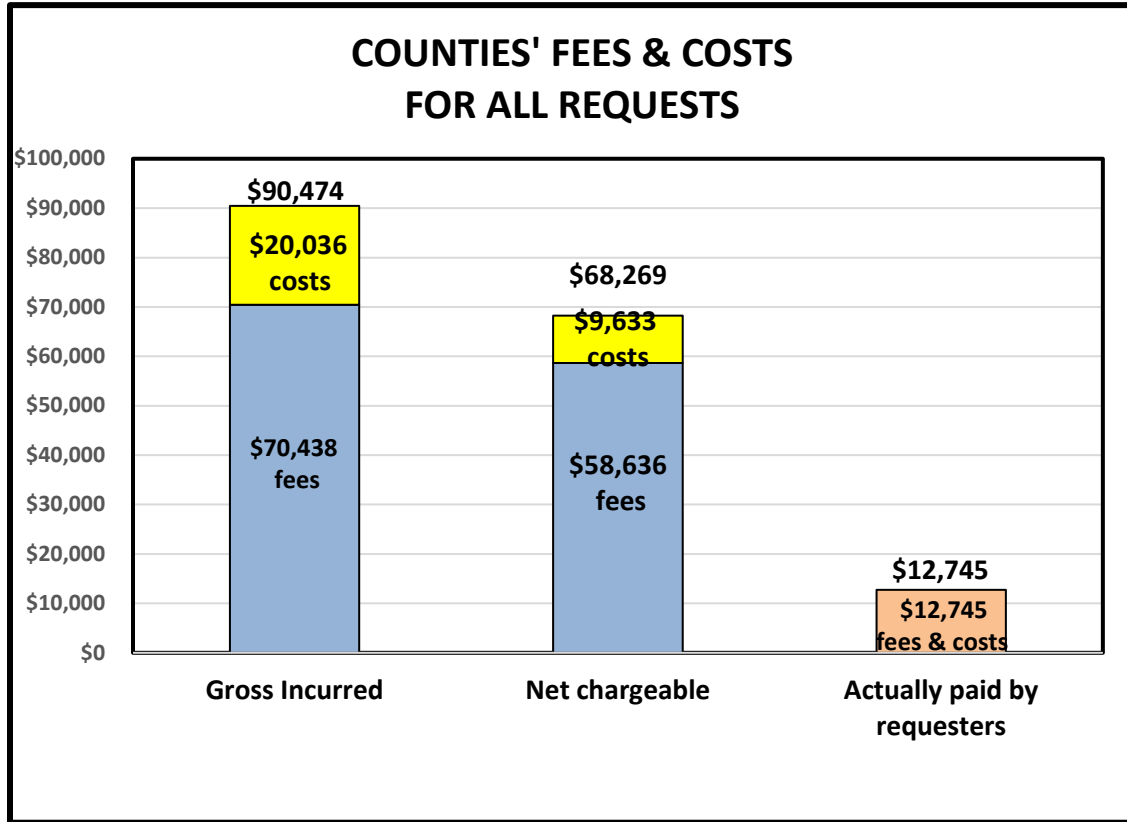


Table 8A

Fees & Costs for  
All Requests – by County

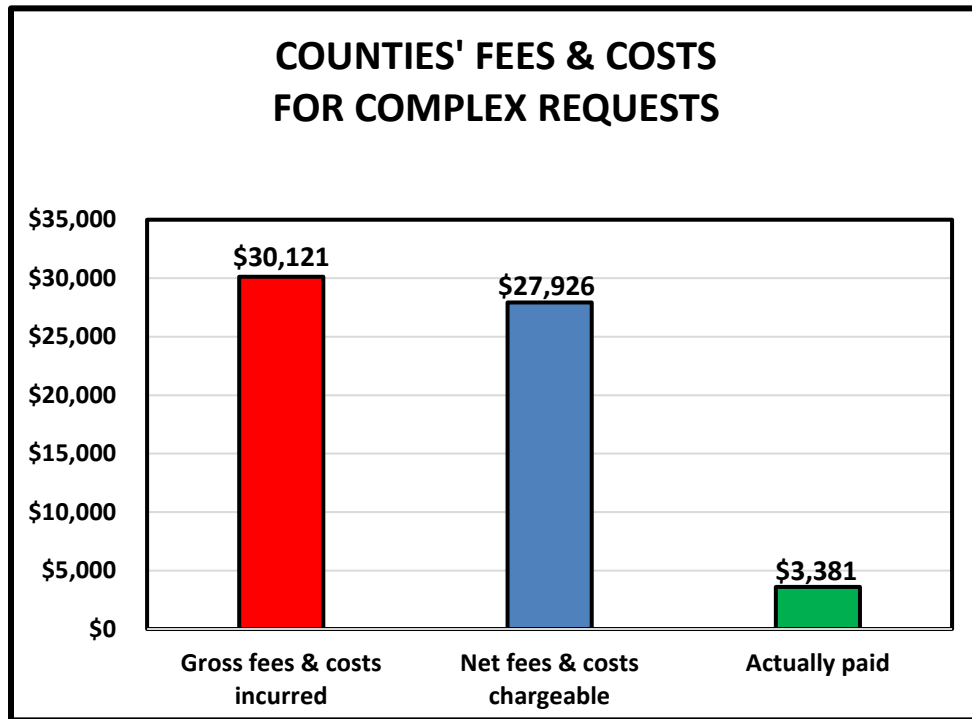
	Gross Fees/Costs Incurred	Total Incurred	Net Fees/Costs Chargeable	Total Chargeable	Actually Paid
Honolulu	\$55,034/ \$ 8,132	\$63,166	\$45,490/ \$7,512	\$53,002	\$ 9,515
Hawaii	2,907/ 1,582	4,477	1,862/ 1,572	3,434	2,260
Kauai	2,925/ 364	3,289	2,582/ 339	2,921	619
Maui	9,572/ 9,970	19,542	8,702/ 210	8,912	351
All Counties	\$70,438/ \$20,036	\$90,474	\$58,636/ \$9,633	\$68,269	\$12,745

Based on the data entered by the agencies, the Master Log automatically calculated the gross fees and costs incurred (Master Log Column AN) for the 149 complex record requests as well as the net amount that was properly chargeable (Master Log Column AM). **Chart 8B** below visualizes the complex request totals reported by all counties on the Master Log as follows:

- \$30,121.39 gross fees and costs incurred in 149 complex cases
- \$27,926.69 net fees and costs chargeable in 149 complex cases
- \$3,381.33 actually paid in 139 completed complex cases

**Table 8B** shows the breakdown by county.

**Chart 8B**



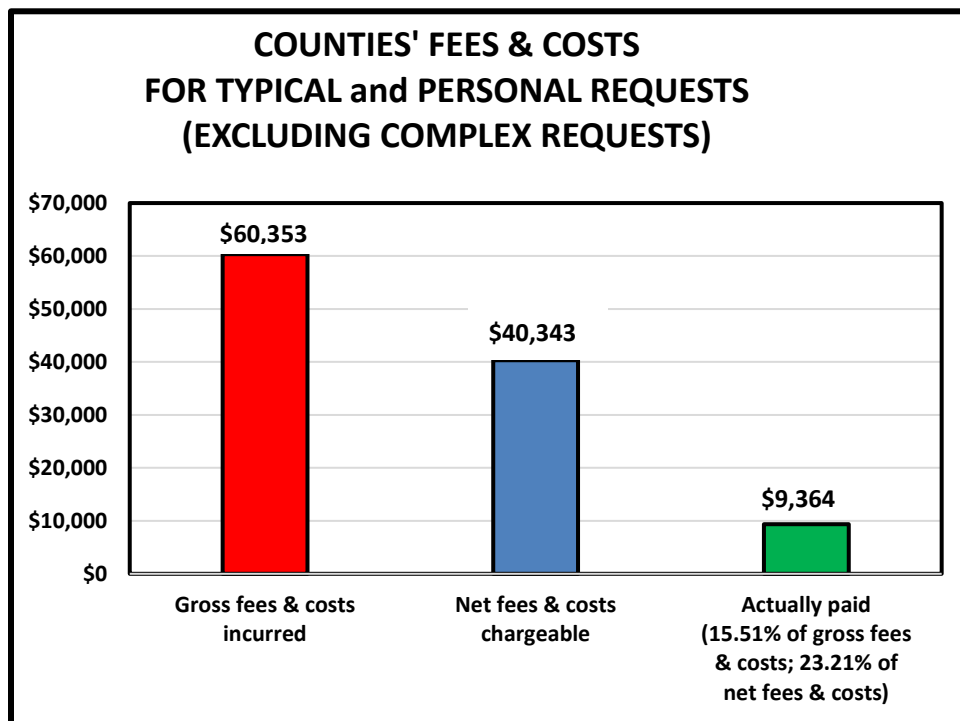
**Table 8B**  
**Fees & Costs for**  
**Complex Requests – by County**

	<b>Gross Fees &amp; Costs Incurred</b>	<b>Net Fees &amp; Costs Chargeable</b>	<b>Actually Paid</b>
<b>Honolulu</b>	\$ 27,404	\$ 26,039	\$ 2,341
<b>Hawaii</b>	\$ 2,067	\$ 1,347	\$ 700
<b>Kauai</b>	\$ 650	\$ 540	\$ 340
<b>Maui</b>	\$ 0	\$ 0	\$ 0
<b>All Counties</b>	\$ 30,121	\$ 27,926	\$ 3,381

By subtracting the totals for the 149 complex requests in Chart 8B from their counterparts for all 1,515 requests in Chart 8A, the bar graph in **Chart 8C** below shows that in 1,187 typical and 179 personal record requests (total 1,366) (Chart 2) the agencies incurred \$60,353 in gross and \$40,343 in net fees and costs. Assuming that requesters in only completed cases actually paid fees and costs, Chart 8C also shows that agencies recovered \$9,364 from the 1,128 typical and 160 personal completed cases (1,288 total). (Chart 3A)

Based on a total of 1,288 typical and personal record requests and the amounts listed in Chart 8C, the average per request calculates to \$7.27 actually paid by requesters. This average is misleading, however, as 824 requesters paid nothing, as will be seen later in Charts 11 and 12. **Table 8C** shows the breakdown by county.

**Chart 8C**



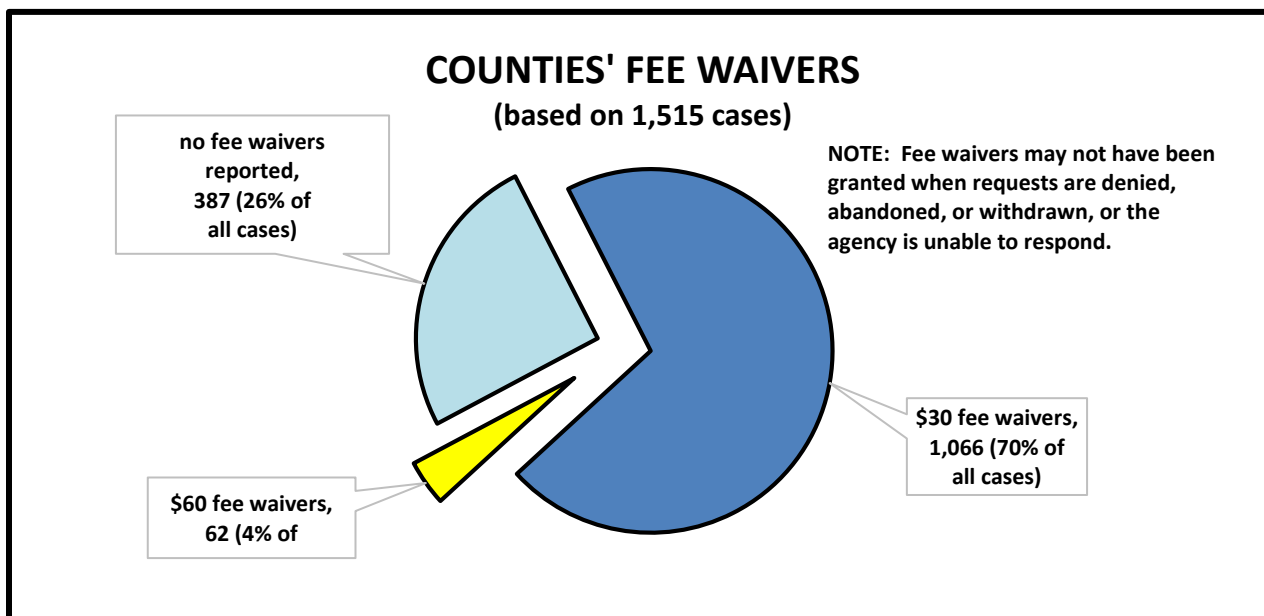
**Table 8C**  
**Fees & Costs for**  
**Typical and Personal Requests**  
**(Excluding Complex Requests) – by County**

	<b>Gross Fees &amp; Costs Incurred</b>	<b>Net Fees &amp; Costs Chargeable</b>	<b>Actually Paid</b>
<b>Honolulu</b>	\$ 35,762	\$ 26,963	\$ 7,174
<b>Hawaii</b>	\$ 2,410	\$ 2,087	\$ 1,560
<b>Kauai</b>	\$ 2,639	\$ 2,381	\$ 279
<b>Maui</b>	\$ 19,542	\$ 8,912	\$ 351
<b>All Counties</b>	\$ 60,353	\$ 40,343	\$ 9,364

The difference between the net amounts that agencies can charge versus the actual amounts paid by requesters may be explained in large part by the fee waivers that agencies must grant under OIP rules. Up to \$30 in SRS fees are waived in most cases; up to \$60 in SRS fees may be waived if the request meets the public interest requirements. No fees may be charged for personal record requests, so no waivers were granted in 179 personal record cases. Note that no refunds are given to requesters whose SRS fees are less than the waiver amounts. Moreover, fee waivers may not have been granted if requests are denied, abandoned, or withdrawn, or the agency is unable to respond, which may explain why there were no fee waivers in 387 cases. Fee waivers may also be underreported when charges do not exceed the fee waiver amount.

Using 1,515 as the total number of cases, **Chart 9** below shows that the agencies reported granting \$30 fee waivers for 1,066 requests (70%) and \$60 fee waivers for 62 requests (4%). **Table 9** shows the breakdown by county.

**Chart 9**



**Table 9**

**Fee Waivers – by County**

	<u>\$30 Fee Waivers</u>	<u>\$60 Fee Waivers</u>	<u>No Fee Waivers</u>
Honolulu	865 (84%)	58 (6%)	103 (10%)
Hawaii	115 (47%)	1 (1%)	127 (52%)
Kauai	29 (16%)	0 (0%)	154 (84%)
Maui	57 (90%)	3 (5%)	3 (5%)
<b>All Counties</b>	<b>1,066 (70%)</b>	<b>62 (4%)</b>	<b>387 (26%)</b>

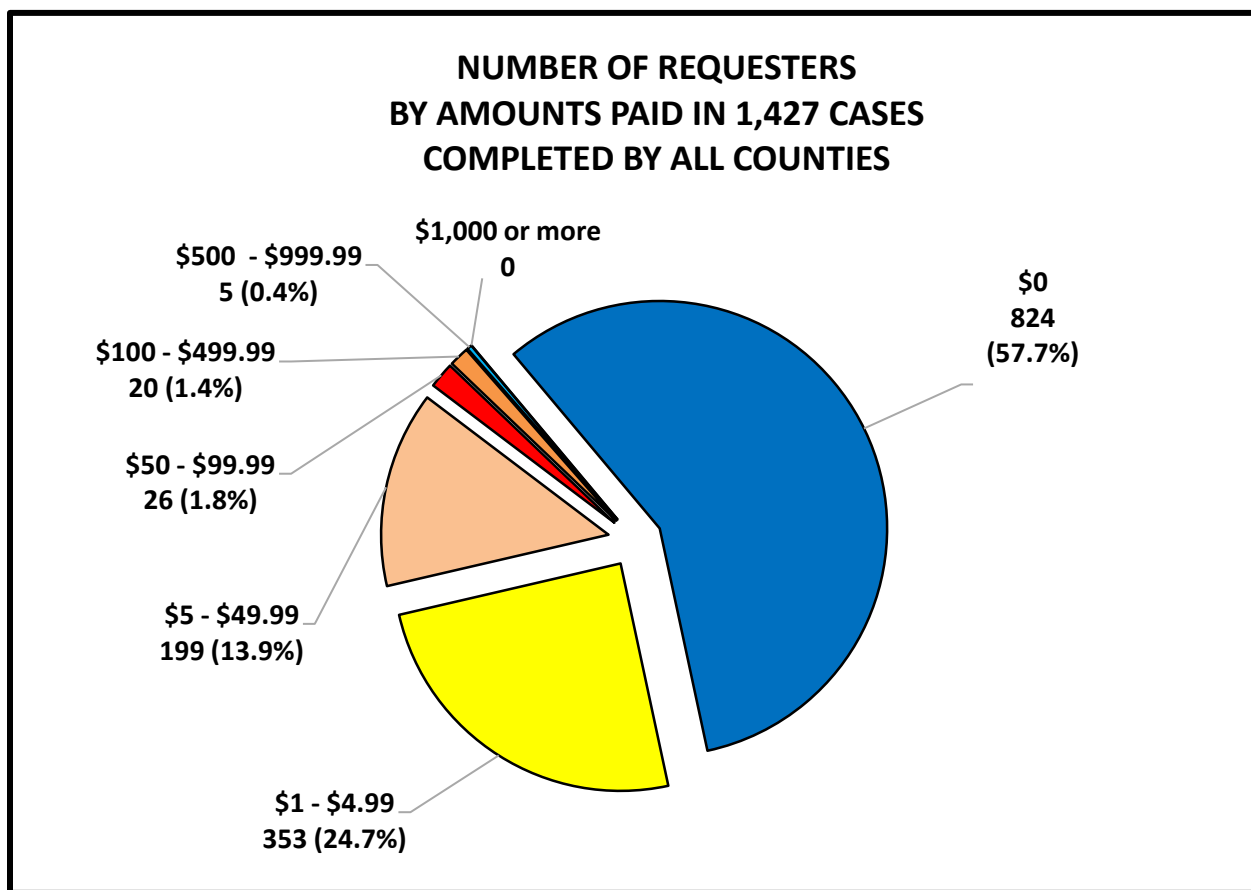


By reviewing each agency's Log, OIP compiled the data found in **Table 10**, which is attached at the end of this report. For the 1,427 total completed requests, a total of \$12,745 was paid by requesters for fees and costs per Table 10. Table 10 lists the data by county and provides subtotals for each county.

Based on the 1,427 completed requests, **Chart 11** below shows that 824 requesters (57.7%) paid nothing, 353 requesters (24.7%) paid \$1 to \$4.99 per request; 199 requesters (13.9%) paid \$5 to \$49.99; 26 requesters (1.8%) paid \$50 to 99.99; 20 requesters (1.4%) paid \$100 to \$499.99; 5 requesters (.4%) paid \$500 to \$999.99; and no requesters paid \$1,000 or more in fees and costs.

Of the 51 requesters who paid \$50 or more, at least 41 requesters in the attached **Table 10 Supplement: Summary of Fees & Costs Paid by Requesters** appeared to represent attorneys, media, or commercial or nonprofit organizations.

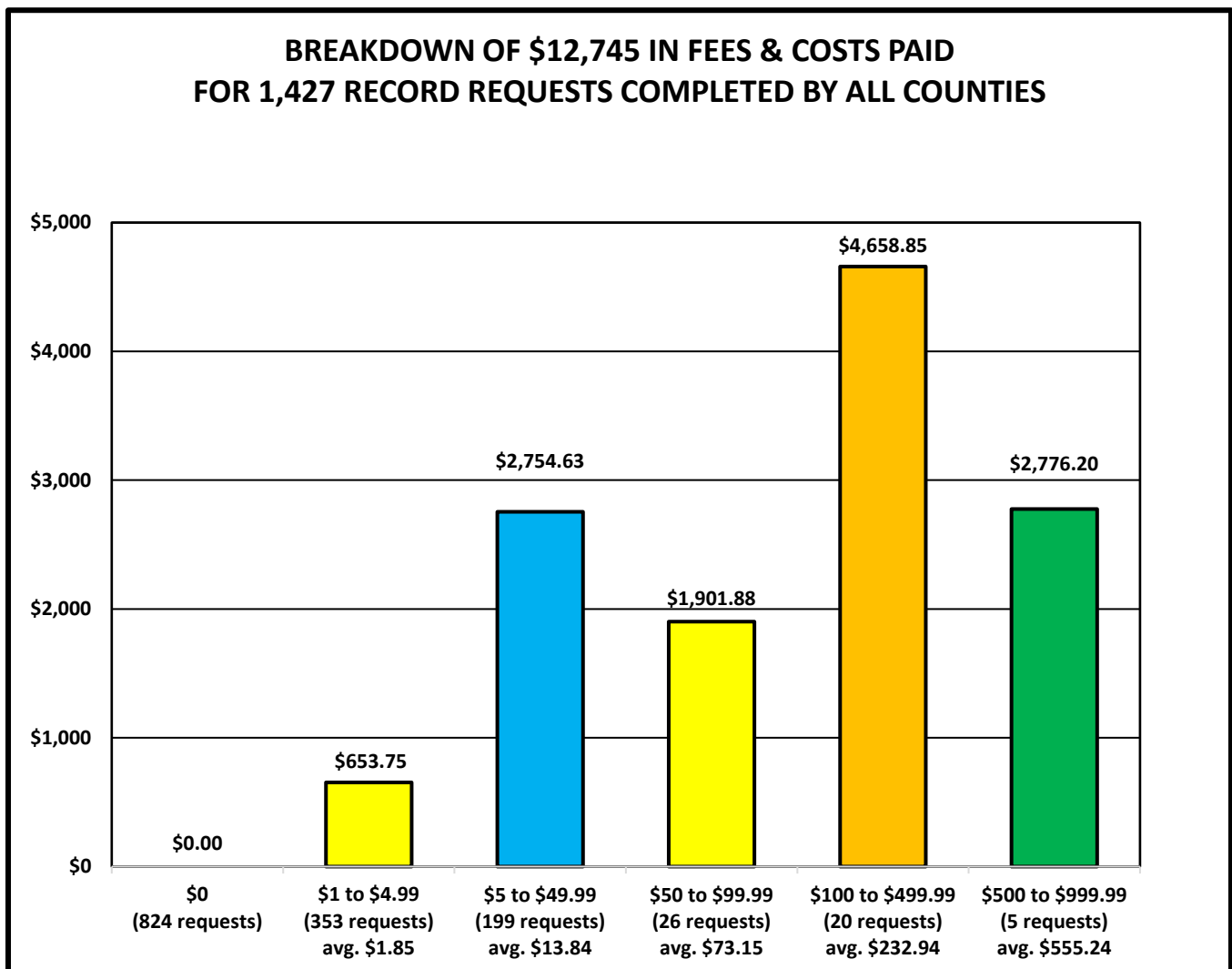
**Chart 11**



Again using Table 10’s data, **Chart 12** below shows the breakdown of the \$12,745 in fees and costs paid in 1,427 completed cases. As Chart 12 shows, 824 requesters (57.7% of 1,427 completed requests) paid nothing, and 603 requesters (42.3% of 1,427 completed requests) paid a total of \$12,745. Of the 603 requesters that paid any amount, 353 requesters (58.5% of 603 paying requesters) paid less than \$5, for a total of \$653.75 or average of \$1.85 per request. Another 199 requesters (33.0% of paying requesters) paid between \$5 and \$49.99, for a total of \$2,754.63 or average of \$13.84. Twenty-six requesters (4.3% of paying requesters) paid between \$50 and \$99.99, for a total of \$1,901.88 or average of \$73.15. Twenty requesters (3.3% of paying requesters) paid between \$100 and \$499.99, for a total of \$4,658.85 or average of \$232.94. Five requesters (0.8% of paying requesters) paid between \$500 and \$999.99, for a total of \$2,776.20 or average of \$555.24.

Twenty-six requesters (4.3% of paying requesters) paid between \$50 and \$99.99, for a total of \$1,901.88 or average of \$73.15. Twenty requesters (3.3% of paying requesters) paid between \$100 and \$499.99, for a total of \$4,658.85 or average of \$232.94. Five requesters (0.8% of paying requesters) paid between \$500 and \$999.99, for a total of \$2,776.20 or average of \$555.24.

**Chart 12**



## COUNTY AGENCIES' SUMMARY

In closing, OIP would like to thank the county agencies that participated in recording their Log data and uploading it to the Master UIPA Record Request Log on [data.hawaii.gov](http://data.hawaii.gov). While there are still a number of data entry corrections that must be made, OIP appreciates the counties' cooperation in instituting the Log and providing data that has been very helpful in understanding how the UIPA is working in Hawaii to provide public access to records maintained by county governments. The county data can now be compared to the state data that was summarized earlier in OIP's Report of State Agencies' Master UIPA Record Request Year-End Log for FY 2015, found on OIP's Reports page at [oip.hawaii.gov](http://oip.hawaii.gov).

Similar to the state Report, the county data shows that the typical county record request was granted in whole or in part and was completed in about seven work days, and the typical requester paid nothing for fees and costs. Excluding an estimated 52,582 routine requests, county agencies logged 1,515 formal UIPA record requests in FY 2015. (Chart 1) Of the 1,515 formal UIPA record requests that were **received**, 179 (12%) were personal record requests, 149 (10%) were complex requests, and 1,187 (78%) were the "typical" noncomplex/ nonpersonal record requests. (Chart 2)

County agencies **completed** 1,427 requests, or 94% of the 1,515 requests received in FY 2015. (Chart 3B) Of the 1,427 completed cases, 160 were personal (11%), 139 were complex (10%), and 1,128 (79%) were "typical" record requests. Of the 1,427 completed requests, 85% were granted in full or in part, 1% were denied in full, and the agency was unable to respond or the requester withdrew or abandoned the request in the remaining 19% of the county cases. (Chart 4)

It took all county agencies an average of 8.8 days to respond to 1,427 completed requests. (Chart 5) When broken down by type of requests, the average days to complete the "typical" request was 8.3 days; personal requests averaged 7.1 days; and complex requests averaged 13.4 days. After adjusting for the Log's formulas causing the inflation of completion days, county agencies can generally claim to take about seven work days, on average, to complete 1,288 typical and personal record requests, which constitute 89% of all completed cases. (Chart 5)

In terms of hours worked per request, county agencies took a total of 4,690 hours to respond to all requests, which includes nonchargeable time for legal review and the 88 requests that were not completed in FY 2015. (Chart 6) When broken down into chargeable search, review, and segregation hours for both completed and pending cases, agencies worked an average of 2.52 hours for a typical request, 0.49 hours for a personal record request, and 10.19 hours for a complex request. (Chart 7)

County agencies incurred \$90,474 in gross fees and costs (excluding legal review hours, personal record fees, and additional response fee estimates) to respond to all requests, of which \$12,745 (14.1%) was actually paid by all requesters. (Chart 8A) Although the 139 complex requests comprised only 9.7% of all completed requests, they took over four times as many SRS hours to complete than the typical request and accounted for \$30,121 (33.3%) of the gross fees and costs incurred by agencies. (Charts 2, 7, 8A and 8B) The 139 complex record requesters paid \$3,381 (26.5%) of the \$12,745 total amount recovered from all county requesters. (Charts 8A and 8B)

Fee waivers were granted in 74% of 1,515 cases. (Chart 9) The vast majority (1,066, or 70%) of requests were granted \$30 fee waivers, while 62 requests (4%) were allowed the \$60 public interest fee waivers. The 387 cases in which no fee waivers were granted may be explained, in part, by cases that were denied (20), withdrawn (44), or abandoned (54); for which the agency was unable to respond (167); or for personal records (179) for which no fees may be charged. (Charts 4 and 9)

In the 1,427 completed county cases, 824 (57.7%) requesters paid nothing, and 603 (42.3%) requesters paid for fees or costs. (Table 10) Of the 603 requesters that paid any amount, 353 (58.5% of paying requesters) paid less than \$5, and 199 (33%) paid between \$5 and \$49.99 for their requests. (Charts 11 and 12) Only 51 requesters (8.5% of all paying requesters) paid \$50 or more per request, of whom at least 41 requesters appear to represent law firms, media, or commercial or non-profit entities. (Table 10 Supplement)



COUNTY	DEPARTMENT	PERSONAL	AMOUNT COLLECTED	COMPLEX	AMOUNT COLLECTED	TYPICAL	AMOUNT COLLECTED	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99	\$100 to \$499.99	\$500 to \$999.99	\$1,000 & over
CC HON	PLANNING & PERMIT	0	\$ -	0	\$ -	29	\$ 986.25	15			7	\$117.75	4	3		
CC HON	PROSECUTING ATTY	1	\$ -	0	\$ -	0	\$ -	1								
CC HON	TRANSPORTATION SVCS	2	\$ -	0	\$ -	0	\$ -	2								
<b>CC HON</b>	<b>CC HON TOTALS</b>	<b>77</b>	<b>\$ 1,482.01</b>	<b>34</b>	<b>\$ 2,341.18</b>	<b>859</b>	<b>\$ 5,679.92</b>	<b>456</b>	<b>323</b>	<b>\$582.85</b>	<b>153</b>	<b>\$2,212.48</b>	<b>19</b>	<b>16</b>	<b>3</b>	
HAWAII	AGING	0	\$ -	0	\$ -	0	\$ -									
HAWAII	CIVIL DEFENSE	0	\$ -	0	\$ -	1	\$ -	1								
HAWAII	CORP COUNSEL	0	\$ -	0	\$ -	0	\$ -									
HAWAII	COUNTY CLERK	1	\$ -	93	\$ 31.00	49	\$ -	136	5	\$12.80	2	\$18.20				
HAWAII	COUNTY COUNCIL	0	\$ -	0	\$ -	0	\$ -									
HAWAII	ENVIRONMENT MGMT	0	\$ -	0	\$ -	8	\$ -	8								
HAWAII	FINANCE	1	\$ -	1	\$ -	30	\$ 1,543.80	11			16	\$251.30	2	1	2	
HAWAII	FIRE	0	\$ -	0	\$ -	1	\$ -	1								
HAWAII	HOUSING	0	\$ -	0	\$ -	0	\$ -									
HAWAII	HUMAN RESOURCES	0	\$ -	1	\$ 377.75	4	\$ 2.25	3	1	\$2.25				1		
HAWAII	INFO TECHNOLOGY	0	\$ -	0	\$ -	0	\$ -									
HAWAII	LEGISLATIVE AUDITOR	0	\$ -	0	\$ -	0	\$ -									
HAWAII	LIQUOR CONTROL	0	\$ -	0	\$ -	2	\$ -	2								
HAWAII	MASS TRANSIT	0	\$ -	0	\$ -	0	\$ -	0								
HAWAII	MAYOR	0	\$ -	0	\$ -	11	\$ -	11								
HAWAII	PARKS & RECREATION	0	\$ -	0	\$ -	0	\$ -									
HAWAII	PLANNING	0	\$ -	0	\$ -	0	\$ -									
HAWAII	POLICE	0	\$ -	0	\$ -	0	\$ -									
HAWAII	PROSECUTING ATTY	0	\$ -	0	\$ -	0	\$ -									
HAWAII	PUBLIC WORKS	9	\$ -	4	\$ -	2	\$ 14.10	12	3	\$14.10						

COUNTY	DEPARTMENT	PERSONAL	AMOUNT COLLECTED	COMPLEX	AMOUNT COLLECTED	TYPICAL	AMOUNT COLLECTED	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99	\$100 to \$499.99	\$500 to \$999.99	\$1,000 & over
HAWAII	RESEARCH & DEVELOP	0	\$ -	0	\$ -	1	\$ -	1								
HAWAII	WATER SUPPLY	0	\$ -	2	\$ 291.40	3	\$ -	4						1		
HAWAII	HAWAII TOTALS	11	\$0	101	\$ 700.15	112	\$ 1,560.15	190	9	\$29.15	18	\$269.50	2	3	2	
KAUAI	ELDERLY AFFAIRS	0	\$ -	0	\$ -	0	\$ -									
KAUAI	BOARDS & COMMISSNS	0	\$ -	0	\$ -	4	\$ -	4								
KAUAI	CIVIL DEFENSE	0	\$ -	0	\$ -	0	\$ -									
KAUAI	COUNTY ATTORNEY	0	\$ -	0	\$ -	4	\$ 24.50	1			3	\$24.50				
KAUAI	COUNTY AUDITOR	0	\$ -	0	\$ -	0	\$ -									
KAUAI	COUNTY CLERK	0	\$ -	1	\$ 90.00	14	\$ 11.50	13			1	\$11.50	1			
KAUAI	ECONOMIC DEVELOP	0	\$ -	0	\$ -	0	\$ -									
KAUAI	FINANCE	0	\$ -	0	\$ -	0	\$ -	0								
KAUAI	FIRE DEPT	0	\$ -	0	\$ -	17	\$ 18.00	13	2	\$6.00	2	\$12.00				
KAUAI	HOUSING AGENCY	0	\$ -	0	\$ -	0	\$ -	0								
KAUAI	MAYOR	0	\$ -	0	\$ -	1	\$ -	1								
KAUAI	PARKS & RECREATION	0	\$ -	0	\$ -	0	\$ -									
KAUAI	PERSONNEL SERVICES	0	\$ -	0	\$ -	0	\$ -	0								
KAUAI	POLICE DEPT	70	\$ 90.50	0	\$ -	50	\$ 32.00	92	16	\$30.50	12	\$92.00				
KAUAI	PROSECUTING ATTY	0	\$ -	0	\$ -	0	\$ -									
KAUAI	PUBLIC WORKS	1	\$ -	3	\$ 250.00	4	\$ 5.00	6			1	\$5.00		1		
KAUAI	TRANSPORTATION	0	\$ -	0	\$ -	0	\$ -									
KAUAI	WATER DEPT	0	\$ -	0	\$ -	1	\$ 97.25	0					1			
KAUAI	KAUAI TOTALS	71	\$ 90.50	4	\$ 340.00	95	\$ 188.25	130	18	\$36.50	19	\$145.00	2	1		





**TABLE 10 SUPPLEMENT: SUMMARY OF FEES & COSTS PAID BY REQUESTERS  
FY 2015  
COUNTIES**

**Over \$10,000:**

NONE

**\$1,000 - \$9,999.99**

NONE

**\$500 - \$999.99:**

1. C&C/ Budget/ Liquor Commission – Keani Alapa - \$608.25 (all copy/delivery costs)
- \* 2. C&C/ Hon Auth Rapid Transit – Race Randle, Howard Hughes - \$575.25 (fees and costs)
- \* 3. C&C/ Honolulu Police Dept. – Civil Beat - \$592.70 (fees and costs)
- \* 4. Hawaii/ Finance – Civil Beat Law Center - \$500.00 (all costs)
- \* 5. Hawaii/ Finance – Hawaii Community FCU - \$500.00 (all costs)

**TOTAL = \$2,776.20**

**\$100 - \$499.99:**

1. C&C/ Budget/ Liquor Commn – Benjamin Sadoshi - \$239.50 (all copy/delivery costs)
- \* 2. C&C/ Budget/ Liquor Commn – Mia Obciana - \$221.54 (all costs)
- \* 3. C&C/ Budget/ Purchasing - Janitorial & Groundskeeping contract - \$101.75 (all costs)
- \* 4. C&C/ Budget/ Purchasing – Radio Communications Facility Upgrade - \$280.25 (all costs)
- \* 5. C&C/ Environmental Services – MMMM LLP - \$131.50 (all costs)
- \* 6. C&C/ Facility Maintenance – Rui Kaneya, Civil Beat - \$235.00 (fees and costs)
- \* 7. C&C/ Hon Auth Rapid Transit – Sophie Cocke, Civil Beat - \$137.50 (fees and costs)
- \* 8. C&C/ Hon Auth Rapid Transit – Shirley Holu, Nordic PCL - \$173.00 (all costs)
- \* 9. C&C/ Hon Auth Rapid Transit – Jason Pang, Watts Constructors - \$173.00 (all costs)
- \* 10. C&C/ Hon Auth Rapid Transit - Stantec Consulting Svcs/SSFM Int'l - \$186.50 (all costs)
- \* 11. C&C/ Board of Water Supply – media - \$292.50 (fees and costs)
- \* 12. C&C/ Honolulu Police Dept. – KHON2 News - \$434.91 (fees and costs)
- \* 13. C&C/ Honolulu Police Dept. – Civil Beat - \$427.00 (fees and costs)
- \* 14. C&C/ Planning & Permitting – Zoning Info - \$144.00 (fees and costs)
- \* 15. C&C/ Planning & Permitting – Peter Hsieh - \$150.75 (all costs)
- \* 16. C&C/ Planning & Permitting – Gary Lee Law Offices - \$291.00 (all costs)
- \* 17. Hawaii/ Finance – David Kaapu - \$120.00 (all fees)
- \* 18. Hawaii/ Water Supply – Kalman, Raymond and Victoria - \$291.40 (fees and costs)
- \* 19. Hawaii/ Human Resources - Gill, Zukeran & Sgan Attorneys at Law - \$377.75 (fees and costs)
20. Kauai/ Public Works – RM - \$250.00 (fees and costs)

**TOTAL = \$4,658.85**

**\$50 - \$99.99:**

1. C&C/ Budget/ Liquor Commn – Iris Nakagawa - \$52.75 (all copy/delivery costs)
2. C&C/ Budget/ Liquor Commn – Debbie Eichelberger - \$69.32 (all costs)
3. C&C/ Budget/ Liquor Commn – Roy Toguchi - \$67.40 (all costs)
- \* 4. C&C/ Budget/ Liquor Commn – Robert A. Ueoka - \$60.06 (all costs)
- \* 5. C&C/ Budget/ Purchasing – False Alarm Mgmt System - \$92.10 (all costs)
- \* 6. C&C/ Budget/ Purchasing – Honouliuli Wastewater Notice to Providers - \$63.75 (all costs)
- \* 7. C&C/ Budget/ Purchasing - Honouliuli Statement of Qualifications - \$63.75 (all costs)
- \* 8. C&C/ Budget/ Purchasing - Joint Traffic Management Center - \$55.00 (all costs)
- \* 9. C&C/ Budget/ Purchasing - Rehabilitation of Streets - \$71.50 (all costs)
- \* 10. C&C/ Budget/ Purchasing - Rehabilitation of Localized Streets - \$71.75 (all costs)
- \* 11. C&C/ Budget/ Purchasing - Kailua Tunnel Influent Pump Station - \$66.25 (all costs)
- \* 12. C&C/ Budget/ Purchasing – Kailua Tunnel Pump Station - \$79.75 (all costs)
- \* 13. C&C/ Enterprise Services – Samantha Sandford (PETA) - \$57.25 (all costs)
- \* 14. C&C/ Hon Auth Rapid Transit - Stantec Consulting Svcs/SSFm Int'l - \$92.50 (all costs)
- \* 15. C&C/ Honolulu Police Dept – Civil Beat - \$78.50 (fees and costs)
- \* 16. C&C/ Planning & Permitting – Damon Key - \$58.00 (fees and costs)
- \* 17. C&C/ Planning & Permitting – Zoning Info - \$64.00 (fees and costs)
- \* 18. C&C/ Planning & Permitting – Daniel Kim - \$74.00 (all costs)
- \* 19. C&C/ Planning & Permitting – Daniel Kim - \$86.75 (all costs)
- \* 20. Hawaii/ Finance - AE Keith & J. Kimi Reserved - \$82.50 (all fees)
21. Hawaii/ Finance – Nancy Fisk - \$90.00 (all fees)
- \* 22. Kauai/ County Clerk – Hawaii Alliance for Progressive Action - \$90.00 (all fees)
- \* 23. Kauai/ Water Dept. - Hawaii Construction Alliance - \$97.25 (fees and costs)
24. Maui/ Environmental Management - Cheyenne Leffler - \$92.75 (fees and costs)
25. Maui/ Corp Counsel - Col. Robert Sinnott - \$60.00 (all fees)
26. Maui/ Corp Counsel - Col. Robert Sinnott - \$65.00 (all fees)

**TOTAL = \$1,901.88**

**GRAND TOTAL paid by requesters \$50+ = \$ 9,336.93**

**Plus total paid by requesters \$5 to \$49.99 = 2,754.63**

**Plus total paid by requesters under \$5 = 653.75**

**TOTAL paid for all requests = \$12,745.31**

**\* Appears to be a request from an attorney, media, commercial or non-profit organization.**