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# OIP'S REPORT OF STATE AGENCIES' UIPA RECORD REQUEST YEAR-END LOGS for FY 2017

(For record requests received from July 1, 2016 through June 30, 2017)

Hawaii's Office of Information Practices ("OIP") has prepared this report based on information posted at <a href="data.hawaii.gov">data.hawaii.gov</a> on the Master UIPA Record Request Year-End Log for FY 2017 ("Master Log"), which compiles data from 191 state agencies from all Executive Branch departments, the Legislature, the Judiciary, and independent agencies, such as the Office of Hawaiian Affairs, the University of Hawaii, and the Oahu Metropolitan Planning Organization.

This is the fourth year that most state agencies have used the UIPA Record Request Log ("Log"). OIP reviewed each agency's Log to correct obvious errors. A summary of fees and costs by department that OIP prepared from the agencies' individual Logs is provided at the end of this report.

OIP notes that a single state agency accounted for 4,500 (66%) of the total 6,781 requests reported by all agencies. 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.<sup>3</sup>

The state data for FY 2017 may be compared to the counties' data summarized in OIP's Report of County Agencies' UIPA Record Request Year-End Logs for FY 2017, as well as to prior years' state and county reports, which can be found on the Reports page at oip.hawaii.gov. This report comments on significant differences in results between FY 2017 and prior years' reports.

<sup>&</sup>lt;sup>1</sup> For the Master Log, go to <a href="https://data.hawaii.gov/Government-Wide-Support/OIP-Master-UIPA-Record-Request-Year-End-Log-For-FY/wxx9-8fxf/data">https://data.hawaii.gov/Government-Wide-Support/OIP-Master-UIPA-Record-Request-Log-For-FY/wxx9-8fxf/data</a>. For a sample form and training on the UIPA Record Request Log, go to OIP's UIPA training page at <a href="https://oip.hawaii.gov/laws-rules-opinions/uipa/uipa-record-request-log/">https://oip.hawaii.gov/laws-rules-opinions/uipa/uipa-record-request-log/</a>.

<sup>&</sup>lt;sup>2</sup> "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>&</sup>lt;sup>3</sup> The excluded agency was the Solid & Hazardous Waste Branch of the Department of Health, which receives the majority of its record requests from real estate agents seeking information as to whether a property has stored hazardous waste materials.

### How many requests were made to state agencies in FY 2017?

Excluding routine requests,<sup>4</sup> there were 2,281 formal written record requests requiring state agencies to send notices to the requester under the state's Uniform Information Practices Act ("UIPA"), chapter 92F, HRS. Agencies estimated that they received 197,085 routine requests for information for which fee schedules have been established and no formal UIPA response is required, such as requests for University of Hawaii transcripts or Department of Health's birth, marriage, and death records. Subpoenas for discovery of records in court cases, and responses to oral requests, or agency brochures provided to the public are also not tracked by the Log as formal written record requests.

The following pie chart (**Chart 1**) shows that the 2,281 formal UIPA record requests constituted 1% and the estimated 197,085 routine requests comprised 99% of the 199,366 total requests reported by the agencies in FY 2017.

The number of routine requests substantially increased from the 160,363 reported in FY 2016.

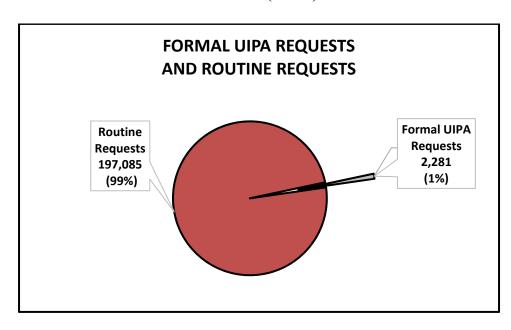


Chart 1 (State)

<sup>&</sup>lt;sup>4</sup> Routine requests are requests that are made orally (such as by telephone or over the counter), requests that do not require a UIPA response, or requests that are automatically granted or denied without supervisory review (such as for most police reports or agency brochures).

# What kinds of requests were made?

The 2,281 formal requests can be broken down into 424 (19%) personal record requests<sup>5</sup> and 230 (10%) complex requests,<sup>6</sup> resulting in a balance of 1,627 (71%) nonpersonal and noncomplex requests, *i.e.* "typical" requests,<sup>7</sup> as shown in **Chart 2** below.

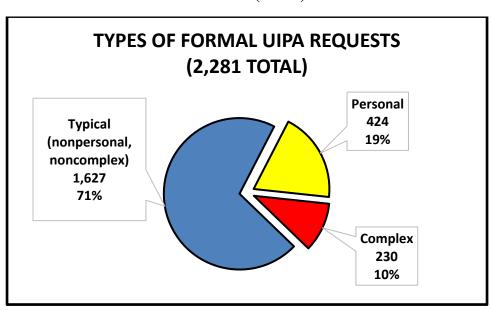


Chart 2 (State)

<sup>&</sup>lt;sup>5</sup> A personal record request is one "about" the requester and seeks the requester's own personal information that is readily accessible in a file or location with the requester's name or identifying information. Personal record requests are subject to Part III of the UIPA.

<sup>&</sup>lt;sup>6</sup> Complex record requests involve extenuating circumstances or voluminous records that prevent an agency from responding within the normal ten-day time limit.

<sup>&</sup>lt;sup>7</sup> The "typical" requests were for government records and were subject to Part II of the UIPA, which has different requirements than those under Part III for personal record requests.

# **How many requests were completed?**

**Chart 3A** shows that out of 2,281 total requests, 2,238 requests (98%) were completed in FY 2017.<sup>8</sup> Of the 2,238 completed requests, 418 (19%) were personal record requests, 220 (10%) were complex requests, and 1,600 (71%) were "typical" nonpersonal and noncomplex record requests.

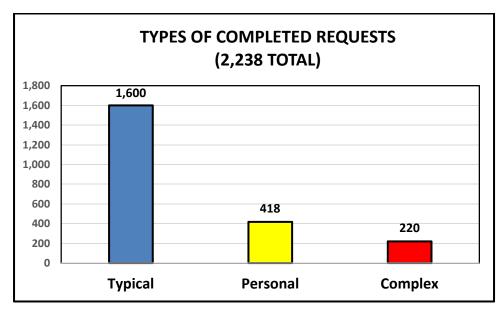


Chart 3A (State)

Of the 2,281 formal requests received by the agencies, 2,238 (98%) were completed and 43 (2%) were not completed as of June 30, 2017, as shown in **Chart 3B** below.

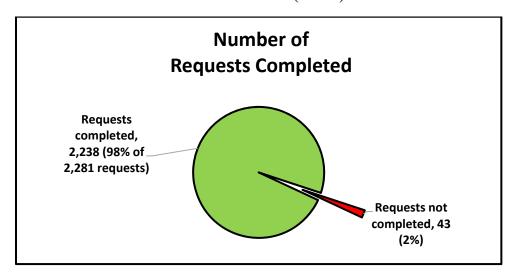
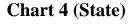


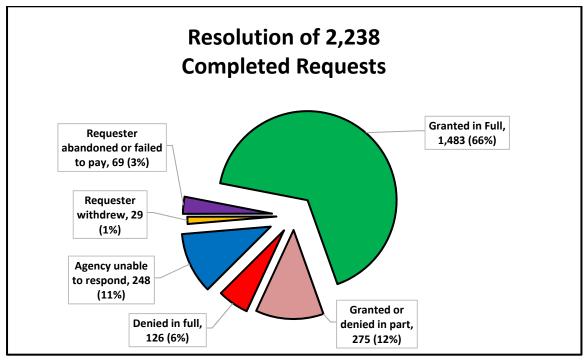
Chart 3B (State)

<sup>&</sup>lt;sup>8</sup> Requests that were completed in FY 2017 may have included those carried over from an earlier year. Likewise, requests that were not completed in FY 2017, may be completed in a later fiscal year. In FY 2016, 25 cases were not completed and may have been completed in FY 2017.

# **How were requests resolved?**

Of the 2,238 requests completed by the agencies, **Chart 4** below shows that 1,483 (66%) were granted in full; 275 (12%) were granted or denied in part; 126 (6%) were denied in full; in 248 (11%), the agency was unable to respond; 29 (1%) were withdrawn by the requester; and in 69 (3%), the requester abandoned or failed to pay for the request.<sup>9</sup>





<sup>&</sup>lt;sup>9</sup> Although these results total 2,230, eight fewer than the 2,238 completed, the discrepancy is due to agencies not reporting the resolution of eight requests. Due to this discrepancy, the percentages in Chart 4 total 99 rather than 100.

### **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 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 1,978 requests, or 88% of all requests. (Column I of the Master Log) In 153 (7%) of the requests, the agencies reported that they needed initial clarification of the request, which may partly explain why they were not able to send their notice or acknowledgement to requesters within ten workdays. In the remaining 5% of all cases the agencies did not check the Column I box to indicate that they provided their initial responses within ten days of receiving the requests.

As shown in the following bar graph, **Chart 5**, it took an average of 10.2 workdays from date of receipt to complete all record requests, based on 22,894 workdays to complete 2,238 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 7.8 days to complete 1,600 typical (noncomplex and nonpersonal) record requests; 5.3 days to complete 418 personal record requests; and 38.2 days to complete 220 complex requests. (Columns AQ through AS of Master Log)

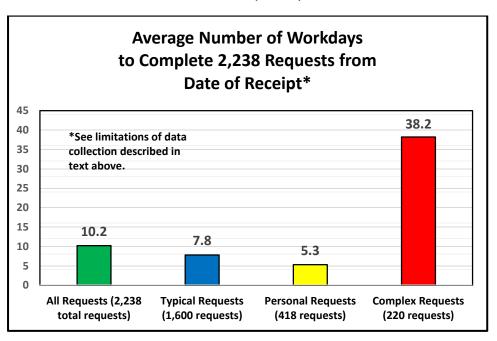
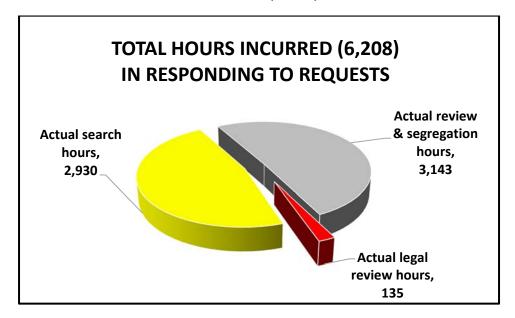


Chart 5 (State)

When Chart 5 for FY 2017 is compared to state agencies' prior years' results since FY 2015, the average number of workdays to complete all requests has increased to 10.2 workdays because of the increase in workdays to complete complex requests. On the other hand, the average number of workdays to complete the typical record requests has declined since FY 2015 (8.1 days) and FY 2016 (8.9 days) to 7.8 days in FY 2017.

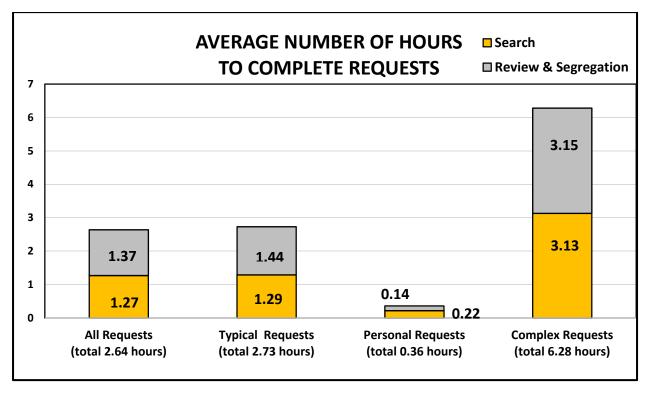
Agencies were also asked to keep track of the actual time that they spent on search, review (*e.g.*, for confidentiality or privacy concerns), and segregation (*e.g.*, redacting protected information) in 15-minute increments per hour. No less than .25 hour, or 15 minutes, was to be entered for search time for each request. Any legal research or other time spent to determine how the agency should respond or possible exemptions from disclosure could <u>not</u> 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 6,208 hours to respond to record requests, of which 2,930 hours were for search, 3,143 hours were for review and segregation, and 135 hours were for legal review. These figures also include the time spent by agencies working on the 43 pending cases that were not completed at the end of FY 2017.

Chart 6 (State)



The totals in Columns AT through BA of the Master Log show the number of SRS hours that agencies worked to respond to 2,281 record requests, including the 43 requests that were not completed at the end of FY 2017. Based on those SRS hours, and excluding legal review hours, it took an average of 2.64 total SRS hours of work, as shown below in **Chart 7** and the explanatory table that follows. The 1,627 typical record requests took an average of 2.73 SRS hours, and 424 personal record requests took an average of .36 SRS hours of agency work. The 230 complex record requests took an average of 6.28 SRS hours, which is 3.55 hours longer than the typical request.

	Search	<b>Review &amp; Segregation</b>	<b>Total SRS hours</b>
All requests	1.27	1.37	2.64
Noncomplex/ Nonpersonal "Typical"	1.29	1.44	2.73
Personal	.22	.14	.36
Complex	3.13	3.15	6.28
	(	Chart 7 (State)	



When Chart 7 for FY 2017 is compared to the same chart in FY 2016, the amount of SRS hours have decreased to complete all requests (2.64 vs. 3.28 hours), typical requests (2.73 vs. 4.00 hours), and complex requests (6.28 vs. 7.20 hours), and barely increased for personal requests (.36 vs. .33 hours).

# **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 lawsuits 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 (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 the **Chart 8A** and the descriptive table that follows. In summary, the agencies incurred gross fees and costs of \$164,147 but could only charge \$109,952 for fees and costs allowed under OIP's rules, and they actually collected from requesters \$43,298 (26%).

Please note that the data in Chart 8A and the explanatory table on the next page include gross and net fees and costs for all 2,281 requests, even if they were not completed or charged to requesters. Moreover, the gross incurred SRS fees of \$87,990 (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 \$76,157 in gross copying and delivery costs were included, then the gross incurred fees and costs would total \$167,738, and not \$164,147 as shown in the far left column of Chart 8A below.

While agencies incurred fees and costs in all 2,281 cases whether or not they were completed or charged to requesters, the amounts actually paid by requesters in Charts 8A, B, and C are based only on the 2,238 completed requests (1,600 typical; 418 personal; 220 complex – Chart 3A).

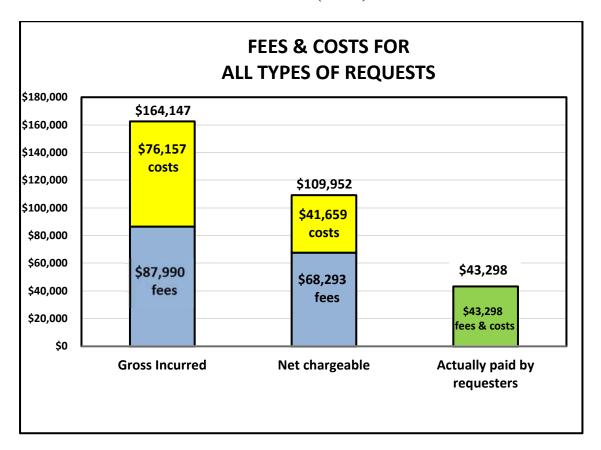
Chart 8A below visualizes the totals for all types of requests reported on the FY 2017 Master Log as follows:

\$164,147 in total gross fees and costs incurred for all 2,281 cases, consisting of \$87,990 in fees and \$76,157 in costs

\$109,952 in total net chargeable fees and costs chargeable in all 2,281 cases, consisting of \$68,293 in fees and \$41,659 in costs

\$43,298 in fees and costs actually paid in 2,238 completed cases

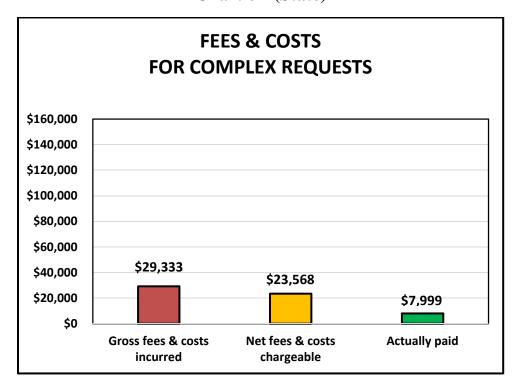
# Chart 8A (State)



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 230 complex record requests (of which, 10 were still pending at the end of FY 2017) as well as the net amount that was properly chargeable (Master Log Column AM). **Chart 8B** below visualizes the totals for complex requests reported on the Master Log as follows:

\$29,333 gross fees and costs incurred in 230 complex cases \$23,568 net fees and costs chargeable in 230 complex cases \$7,999 actually paid in 220 completed complex cases

Chart 8B (State)

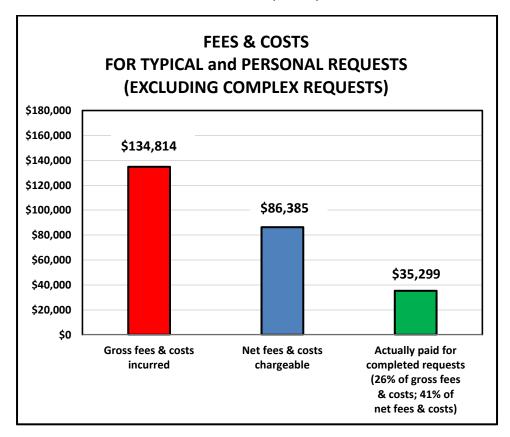


By subtracting the totals shown for the complex requests in Chart 8B from their counterparts for all requests in Chart 8A, the bar graph in **Chart 8C** visualizes the totals for typical and personal record request cases as follows:

\$134,814 gross fees and costs incurred in 2,051 typical and personal cases \$86,385 net fees and costs chargeable in 2,051 typical and personal cases \$35,299 actually paid in 2,018 completed typical and personal cases

Based on a total of 2,018 completed typical and personal record requests and \$35,299 as the total amount paid by those types of requesters, the average per request calculates to \$17.49 actually paid by typical and personal record requesters. This average is misleading, however, as 1,995 requesters paid nothing, as will be seen later in Charts 11 and 12.

# Chart 8C (State)

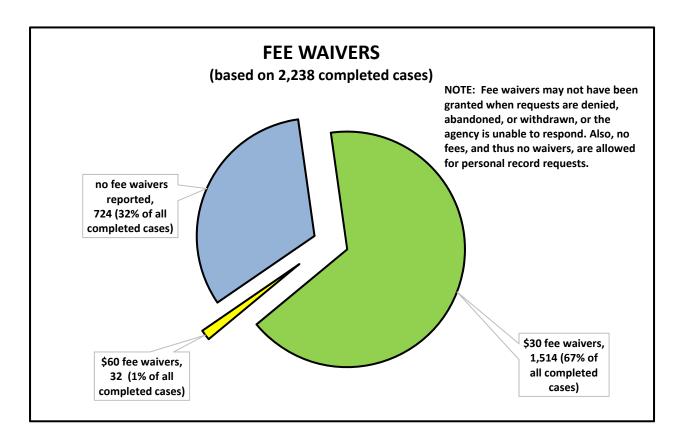


The difference between the net amounts that agencies can charge versus the actual amounts paid by requesters may be explained in large part by the fee waivers that agencies must grant under OIP rules. Up to \$30 in SRS fees are waived in most cases; up to \$60 in SRS fees may be waived if the request meets the public interest requirements. Note that no refunds are given to requesters whose SRS fees are less than the waiver amounts.

There were no fee waivers in 724 completed cases, which may be partially explained by the following reasons. No fees, and thus no waivers, are allowed for personal record requests, which totaled 418 in FY 2017. Moreover, waivers are only entered when SRS fees are entered, so there would generally be no waivers in most of the 472 cases where requests were denied, abandoned, or withdrawn, or when the agency was unable to respond.

Using 2,238 as the total number of completed cases, **Chart 9** below shows that the agencies reported granting \$30 fee waivers for 1,514 requests (67%) and \$60 fee waivers for 32 requests (1%).

# Chart 9 (State)

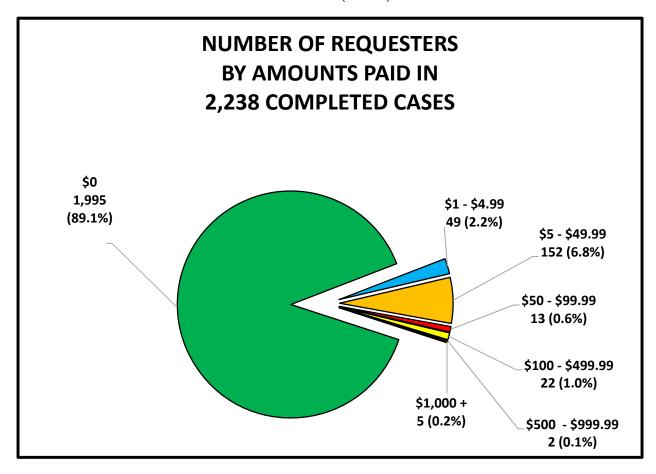


In FY 2016, the Log form was changed to automatically enter fee waivers whenever SRS fees were entered (except for personal record requests where no fees could be charged). There were no substantial differences in results between FY 2017 and FY 2016.

By reviewing each agency's Log, OIP compiled the data found in **Table 10**, which is attached at the end of this report. Based on 2,238 total completed requests, a total of \$43,298 was paid by requesters for fees and costs per Table 10.

Based on the 2,238 completed requests, **Chart 11** below shows that 1,995 requesters (89.1%) paid nothing; 49 requesters (2.2%) paid \$1 to \$4.99 per request; 152 requesters (6.8%) paid \$5 to \$49.99; 13 requesters (0.6%) paid \$50 to 99.99; 22 requesters (1.0%) paid \$100 to \$499.99; 2 requesters (0.1%) paid \$500 to \$999.99; and 5 requesters (0.2%) paid \$1,000 or more in fees and costs. Of the 42 requesters who paid \$50 or more, at least 35 requesters (83%) in the attached **Table 10 Supplement: Summary of Fees & Costs Paid by Requesters** were reported by state agencies as representing attorneys, media, or for-profit or nonprofit organizations.

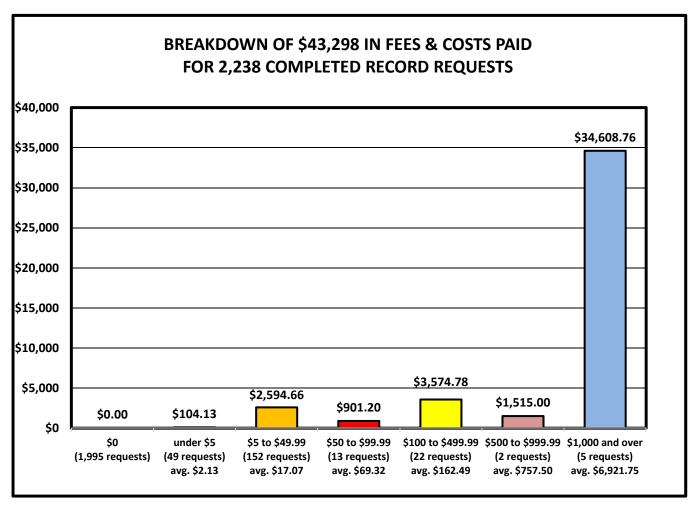
Chart 11 (State)



Again using Table 10's data, **Chart 12** below shows the breakdown of the \$43,298 in fees and costs paid in 2,238 completed cases. As Chart 12 shows, 1,995 requesters (89% of completed requests) paid nothing, and 243 requesters (11% of 2,238 requesters) paid a total of \$43,298. Of the 243 requesters that paid any amount, 49 requesters (20% of 243 paying requesters) paid less than \$5, for a total of \$104.13 or average of \$2.13 per request. Another 152 requesters (63% of paying requesters) paid between \$5 and \$49.99, for a total of \$2,594.66 or average of \$17.07.

Thirteen requesters (5% of paying requesters) paid between \$50 and \$99.99, for a total of \$901.20 or average of \$69.32. Twenty-two requesters (9% of paying requesters) paid between \$100 and \$499.99, for a total of \$3,574.78 or average of \$162.49. Two requesters (1% of paying requesters) paid between \$500 and \$999.99, for a total of \$1,515.00 or average of \$757.50. Finally, five commercial entities (2% of paying requesters) paid a total of \$34,608.76, or 80% of the total amount recovered from all requesters.

Chart 12 (State)



#### STATE AGENCIES' SUMMARY

In closing, OIP would like to thank the state agencies that participated in recording their Log data and providing this information to OIP. OIP appreciates the state agencies' cooperation in providing Log data that has been very helpful in understanding how the UIPA is working in Hawaii to provide public access to records maintained by the state government. The state data can now be compared to the counties' and prior years' state data, which was summarized in OIP's other reports found on the Reports page at oip.hawaii.gov.

Overall, the FY 2017 data shows that the typical record request was granted in whole or in part and was completed in 7.8 work days on average, and the typical requester paid nothing for fees and costs. Excluding an estimated 197,085 routine requests and the data provided by a single agency that would have skewed the entire report, state agencies logged 2,281 formal UIPA record requests in FY 2017. (Chart 1) Of the 2,281 formal UIPA record requests that were received, 424 (19%) were personal record requests, 230 (10%) were complex requests, and 1,627 (71%) were typical (noncomplex/nonpersonal) record requests. (Chart 2)

State agencies completed 2,238 requests, or 98% of the 2,281 requests received in FY 2017. (Chart 3B) Of the completed requests, 79% were granted in full or in part, 6% were denied in full, and the agency was unable to respond or the requester withdrew or abandoned the request in 15% of the cases. (Chart 4)

While it took state agencies an average of 10.2 work days to respond to 2,238 completed requests, this average appears to have been significantly affected by the time needed to complete complex record requests. (Chart 5) When broken down by type of requests, the average days to complete the typical request was 7.8 days; personal requests averaged 5.3 days; and complex requests averaged 38.2 days. After adjusting for the Log's formulas causing the inflation of completion days, state agencies averaged less than seven work days to complete 2,018 typical and personal record requests, which is 90% of all completed cases. (Chart 5) It took the state agencies more than five times as many days to complete 220 complex requests. (Chart 5)

In terms of hours worked per request, state agencies took a total of 6,208 hours to respond to all types of requests, which includes nonchargeable time for legal review and the 43 requests that were not completed in FY 2017. (Chart 6) When broken down into chargeable search, review, and segregation hours for both completed and pending cases, agencies worked an average of 2.73 hours for a typical request, 0.36 hours for a personal record request, and 6.28 hours for a complex request. (Chart 7)

State agencies incurred \$164,147 in gross fees and costs (excluding legal review hours, personal record fees, and additional response fee estimates) to respond to all requests, of which \$43,298 (26%) was actually paid by requesters. (Chart 8A) Although the 230 complex requests comprised only 10% of all requests, they consumed over twice as many SRS hours of agency time compared to the typical request, and complex requests disproportionately accounted for \$29,333 (18%) of the gross fees and costs incurred by agencies. (Charts 2, 7, 8A and 8B) Requesters for the 220 completed complex record requests paid \$7,999 (18%) of the \$43,298 total amount recovered from all requesters. (Charts 3A, 8A and 8B)

Fee waivers were granted in 68% of 2,238 completed cases. (Chart 9) The vast majority (1,514, or 67%) of completed requests were granted \$30 fee waivers, while 32 requests (1%) were allowed the \$60 public interest fee waivers. The 724 cases in which no fee waivers were granted could be explained in part by cases that that were denied (126), withdrawn (29), or abandoned (69); for which the agency was unable to respond (248); or for personal records (418) for which no fees may be charged. (Charts 3A, 4, and 9)

In the 2,238 completed state cases, 1,995 (89%) requesters paid nothing, and only 243 (11%) requesters paid any amount for fees or costs. (Chart 11; Table 10) Of the 243 requesters that paid any amount, 49 (20% of paying requesters) paid less than \$5, and 152 (63%) paid between \$5 and \$49.99 for their requests. (Charts 11 and 12; Table 10) Only 42 requesters (17% of all paying requesters) paid \$50 or more per request, of whom at least 35 (83%) requesters were reported by the agencies as representing law firms, media, commercial, or other for-profit or non-profit entities. (Table 10 Supplement) Moreover, only five commercial entities comprising 2% of paying requesters paid 80% of the total fees and costs recovered by state agencies from all requesters in FY 2017. (Table 10 Supplement.) It appears that most fees and costs are being paid by for-profit entities, and not by individual requesters.

TABLE 10: FY 2017 FEES & COSTS COLLECTED (by agency for completed requests)

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	AMOUNT	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99		\$500 to \$999.99	\$1,000 & over
AG	ATTORNEY GENERAL	0	\$ -	0	\$ -	24	\$ 11.35	23			1	\$11.35				
AG	CHILD SUPPORT ENFORCE	0	\$ -	0	\$ -	2	\$ -	2								
DOA	PLANT QUARANTINE	0	\$ -	1	\$ 271.80	1	\$ 108.33							2		
DOA	AGBUSINESS DEV CORP	0	\$ -	0	\$ -	3	\$ -	3								
DOA	AG PESTICIDES	3	\$ -	2	\$ 780.00	32	\$ 14.83	32	3	\$8.09	1	\$6.74			1	
DOA	CHAIRPERSON	0	\$ -	3	\$ 337.70	13	\$ -	14					1	1		
DOA	AG RESOURCE MGMT	0	\$ -	0	\$ -	2	\$ -	2								
DOA	ANIMAL QUARANTINE	0	\$ -	0	\$ -	2	\$ -	2								
DOA	PLANT PEST CONTROL	0	\$ -	0	\$ -	1	\$ -	1								
DOA	AG LOAN	0	\$ -	0	\$ -	0	\$ -									
DOA	AG DEVELOPMENT	0	\$ -	0	\$ -	2	\$ -	2								
DOA	AQUACULTURE DEV	0	\$ -	0	\$ -	0	\$ -									
DOA	QUALITY ASSURANCE	0	\$ -	0	\$ -	0	\$ -									
DOA	ANIMAL INDUSTRY	0	\$ -	0	\$ -	6	\$ 121.37		3	\$10.91	3	\$110.46				
B&F	EMPLOYEES RETIRE SYS	0	\$ -	1	\$ -	55	\$ 127.00	43	7	\$16.60	6	\$110.40				
B&F	ADMIN & RESEARCH	0	\$ -	0	\$ -	0	\$ -									
B&F	BUDGET, PRO PLN & MGT	0	\$ -	0	\$ -	1	\$ -	1								
B&F	DIRECTOR	0	\$ -	0	\$ -	0	\$ -									
B&F	EMP-UNION TRUST FUND	0	\$ -	5	\$ 224.25	2	\$ 39.75	3			2	\$82.75	2			
B&F	UNCLAIMED PROPERTY	0	\$ -	0	\$ -	5	\$ -	5								
B&F	PUBLIC DEFENDER	0	\$ -	0	\$ -	0	\$ -									
B&F	FEDERAL AWARDS MGMT	0	\$ -	0	\$ -	0	\$ -									
DAGS	PUBLIC WORKS	0	\$ -	0	\$ -	11	\$ 54.50	7			4	\$54.50				
DAGS	STATE PROCUREMENT	0	\$ -	0	\$ -	21	\$ -	21								
DAGS	RISK MANAGEMENT	0	\$ -	0	\$ -	2	\$ -	2								
DAGS	ENTERPRISE TECH SVCS	0	\$ -	0	\$ -	10	\$ -	10								
DAGS	ELECTIONS	0	\$ -	0	\$ -	2	\$ -	2								
DAGS	ACCOUNTING	0	\$ -	0	\$ -	21	\$ -	21								
DAGS	COMPTROLLER	0	\$ -	0	\$ -	1	\$ -	1								
DAGS	STADIUM AUTHORITY	0	\$ -	0	\$ -	1	\$ -	1								
DAGS	HAWAII DIST OFC	0	\$ -	0	\$ -	1	\$ -	1								
DAGS	MAUI DIST OFC	0	\$ -	0	\$ -	2	\$ -	2								
DAGS	CAMPAIGN SPENDING	4	\$ 18.70	0	\$ -	0	\$ -	2	1	\$4.25	1	\$14.45				

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	TNIIOMA	COLLECTED	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99		\$500 to \$999.99	\$1,000 & over
DAGS	PRE AUDIT	2	\$ -	1	\$ -	15	\$	-	18								
DAGS	OIP	9	\$ -	2	\$ 5.00	22	\$	102.65	29	1	\$3.25	2	\$44.40	1			
DBEDT	PLANNING	0	\$ -	0	\$ -	9	\$	-	9								
DBEDT	ENERGY	0	\$ -	1	\$ -	5	\$	-	6								
DBEDT	DIRECTOR	1	\$ -	0	\$ -	2	\$	-	3								
DBEDT	TOURISM	0	\$ -	17	\$ -	28	\$	-	45								
DCCA	PVL ADMIN	0	\$ -	0	\$ -	0	\$	-									
DCCA	DIV OF FINANCIAL INST	2	\$ 0.25	0	\$ -	13	\$	137.25	9	1	\$0.25	5	\$137.25				
DCCA	RICO	53	\$ 254.35	1	\$ -	34	\$	31.75	55	26	\$47.25	6	\$116.75		1		
DCCA	CONSUMER ADVOCACY	0	\$ -	0	\$ -	0	\$	-									
DCCA	INSURANCE	0	\$ -	0	\$ -	0	\$	-									
DCCA	CATV	0	\$ -	0	\$ -	0	\$	-									
DCCA	DIRECTOR	0	\$ -	1	\$ -	2	\$	-	3								
DCCA	OFC OF ADMIN HEARINGS	0	\$ -	0	\$ -	0	\$	-									
DCCA	PUC	0	\$ -	3	\$ 74.00	8	\$	113.15	9					1	1		
DCCA	BUSINESS REGISTRATION	0	\$ -	0	\$ -	5	\$	19.75	4			1	\$19.75				
DCCA	CONSUMER PROTECTION	0	\$ -	0	\$ -	4	\$	-	4								
DCCA	INFO SYSTEMS	0	\$ -	0	\$ -	0	\$	-									
DHRD	DHRD	0	\$ -	0	\$ -	23	\$	-	23								
DHS	HAWAII PUBLIC HOUSING	2	\$ -	8	\$ -	38	\$	40.00	47			1	\$40.00				
DLIR	DISABILITY COMP	0	\$ -	0	\$ -	3	\$	-	3								
DLIR	EDP SYSTEMS	0	\$ -	0	\$ -	0	\$	-									
DLIR	HLRB	0	\$ -	0	\$ -	14	\$	-	14								
DLIR	DOSH	2	\$ 44.70	13	\$ 48.81	16	\$	76.91	24	1	\$3.43	6	\$166.99				
DLIR	ASO	0	\$ -	0	\$ -	0	\$	-									
DLIR	EMPLOY SECURITY APP	0	\$ -	0	\$ -	0	\$	-									
DLIR	LIR APPEALS BOARD	1	\$ -	0	\$ -	0	\$	-	1								
DLIR	RESEARCH & STATS	0	\$ -	0	\$ -	0	\$	-									
DLIR	WAGE STANDARDS	0	\$ -	0	\$ -	8	\$	1.35	7	1	\$1.35						
DLIR	WORK DEV COUNCIL	0	\$ -	0	\$ -	0	\$	-									
DLIR	UNEMPLOY INSURANCE	0	\$ -	0	\$ -	0	\$	-									
DLIR	WEST HAW DIST OFC	0	\$ -	0	\$ -	0	\$	-									
DLIR	KAUAI DIST OFC	26	\$ -	0	\$ -	0	\$	-	26								
DLNR	ASO	0	\$ -	0	\$ -	0	\$	-									

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	AMOUNT	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99		\$500 to \$999.99	\$1,000 & over
DLNR	CHAIRPERSON	0	\$ -	5	\$ 540.00	33	\$ 366.50	34						4		
DLNR	BUREAU OF CONVEYANCE	0	\$ -	0	\$ -	0	\$ -									
DLNR	WATER RESOURCE MGMT	0	\$ -	0	\$ -	0	\$ -									
DLNR	ENGINEERING	0	\$ -	0	\$ -	4	\$ 41.75	3			1	\$41.75				
DLNR	CONS & RES ENFORCE	0	\$ -	0	\$ -	0	\$ -									
DLNR	BOATING & OCEAN REC	0	\$ -	1	\$ -	14	\$ -	15								
DLNR	IT	0	\$ -	0	\$ -	0	\$ -									
DLNR	KIRC	0	\$ -	0	\$ -	1	\$ -	1								
DLNR	LAND MGMT	1	\$ -	0	\$ -	6	\$ -	7								
DLNR	STATE PARKS	0	\$ -	0	\$ -	0	\$ -									
DLNR	PERSONNEL	0	\$ -	0	\$ -	0	\$ -									
DLNR	CONS & COASTAL LANDS	0	\$ -	0	\$ -	1	\$ -	1								
DLNR	AQUATIC RESOURCES	0	\$ -	0	\$ -	1	\$ -	1								
DOD	STATE CIVIL DEFENSE	0	\$ -	0	\$ -	2	\$ -	2								
DOE	OFC OF SUPERINTENDENT	7	\$ -	4	\$ 4,366.00	60	\$ 695.25	60			4	\$57.25	2	4		1
DOE	WEST HAWAII EXP ACAD	0	\$ -	0	\$ -	0	\$ -									
DOE	SEEQS	0	\$ -	0	\$ -	0	\$ -									
DOE	CONNECTIONS CH SCHL	0	\$ -	0	\$ -	0	\$ -									
DOE	HAKIPU'U LRN CTR	0	\$ -	0	\$ -	0	\$ -									
DOE	HALAU KU MANA	0	\$ -	1	\$ -	0	\$ -	1								
DOE	HI ACAD OF ARTS & SCI	0	\$ -	0	\$ -	1	\$ -	1								
DOE	HI TECH ACAD	0	\$ -	0	\$ -	0	\$ -									
DOE	INNOVATIONS	0		0		0										
DOE	KAMAILE ACADEMY PCS	0	\$ -	0	\$ -	1	\$ -	1								
DOE	KANUIKAPONO PCS	0	\$ -	0	\$ -	0	\$ -									
DOE	KANU O KA AINA	0	\$ -	0	\$ -	0	\$ -									
DOE	KAOHAO SCHOOL	0		0		0										
DOE	KA UMEKE KA 'EO	1	\$ -	0	\$ -	0	\$ -	1								
DOE	KA WAIHONA	11	\$ -	0	\$ -	0	\$ -	11								
DOE	KAWAIKINI	0	\$ -	0	\$ -	3	\$ -	3								
DOE	KAU LEARNING ACADEMY	0	\$ -	0	\$ -	0	\$ -									
DOE	KE ANA LA'AHANA	0	\$ -	0	\$ -	0	\$ -									
DOE	KE KULA NIIHAU	0	\$ -	0	\$ -	0	\$ -									
DOE	KE KULA O SAMUEL	0	\$ -	1	\$ -	0	\$ -	1								

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	AMOUNT	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99	\$100 to \$499.99	\$1,000 & over
DOE	KONA PACIFIC	0	\$ -	0	\$ -	0	\$ -								
DOE	KANAKA NEW CENTURY	0	\$ -	0	\$ -	0	\$ -								
DOE	KE KULA 'O NAWAHIOLKA	0	\$ -	0	\$ -	0	\$ -								
DOE	KIHEI CHARTER SCHOOL	0	\$ -	0	\$ -	0	\$ -								
DOE	KUA O KA LA	0	\$ -	1	\$ -	0	\$ -	1							
DOE	KUALAPUA SCHOOL	0	\$ -	1	\$ -	0	\$ -	1							
DOE	KULA AUPUNI NIIHAU	0	\$ -	0	\$ -	0	\$ -								
DOE	LAUPAHOEHOE	10	\$ -	0	\$ -	57	\$ -	67							
DOE	MALAMA HONUA	0	\$ -	0	\$ -	2	\$ -	2							
DOE	MYRON B. THOMPSON	0	\$ -	0	\$ -	0	\$ -								
DOE	NA WAI OLA	0	\$ -	0	\$ -	0	\$ -								
DOE	HI ST CHART SC COMM	0	\$ -	1	\$ -	0	\$ -	1							
DOE	SEEQS	0	\$ -	0	\$ -	0	\$ -								
DOE	UNIV LAB SCHOOL	0	\$ -	1	\$ -	0	\$ -	1							
DOE	VOLCANO SCHOOL	0	\$ -	2	\$ -	0	\$ -	2							
DOE	VOYAGER PCS	0	\$ -	0	\$ -	0	\$ -								
DOE	WAIALAE ELEM PCS	0	\$ -	0	\$ -	0	\$ -								
DOE	WAIMEA MIDDLE	0	\$ -	0	\$ -	0	\$ -								
DOE	WEST HAWAII EXPLOR	0	\$ -	0	\$ -	0	\$ -								
GOV	GOV	2	\$ -	2	\$ -	6	\$ -	10							
HHSC	HAWAII HEALTH SYSTEMS	1	\$ -	0	\$ -	3	\$ -	4							
JUD	FINANCIAL SERVICES	0	\$ -	0	\$ -	2	\$ -	2							
JUD	PUBLIC AFFAIRS	0	\$ -	0	\$ -	2	\$ 56.42				2	\$56.42			
JUD	FIRST CIRCUIT	0	\$ -	0	\$ -	2	\$ -	2							
JUD	SECOND CIRCUIT	0	\$ -	0	\$ -	1	\$ -	1							
JUD	THIRD CIRCUIT	0	\$ -	0	\$ -	2	\$ 5.45	1			1	\$5.45			
LEG	AUDITOR	1	\$ -	0	\$ -	3	\$ -	4							
LEG	HOUSE CLERK	0	\$ -	0	\$ -	9	\$ -	9							
LEG	LEG REFERENCE BUREAU	0	\$ -	0	\$ -	0	\$ -								
LEG	OMBUDSMAN	11	\$ -	0	\$ -	4	\$ -	15							
LEG	SENATE CLERK	0	\$ -	0	\$ -	5	\$ -	5							
LEG	STATE ETHICS COMM	0	\$ -	0	\$ -	22	\$ -	21			1	\$10.00			
LG	LT GOV	0	\$ -	0	\$ -	0	\$ -								
ОНА	OFFICE OF HAW AFFAIRS	0	\$ -	2	\$ -	38	\$ 42.40	38			2	\$42.40			

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	AMOUNT	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99		\$500 to \$999.99	\$1,000 & over
PSD	PSD	4	\$ -	0	\$ -	38	\$ -	42								
DOT	ADMIN	0	\$ -	3	\$ -	13	\$ -	16								
DOT	AIRPORTS	0	\$ -	8	\$ -	9	\$ 40.00	15			2	\$40.00				
DOT	HARBORS	0	\$ -	1	\$ 13.00	26	\$ 1,112.75	9			7	\$99.75	6	5		
DOT	HIGHWAYS	1	\$ -	4	\$ 45.82	28	\$ 30,504.01	26			2	\$45.82		1		4
DOT	ОМРО	0	\$ -	0	\$ -	0	\$ -									
TAX	TAX	0	\$ -	0	\$ -	14	\$ -	14								
UH	UH	0	\$ -	0	\$ -	13	\$ -	13								
DOH	ALC DRUG ABUSE	0	\$ -	0	\$ -	0	\$ -									
DOH	ADULT MENTAL HEALTH	0	\$ -	0	\$ -	0	\$ -									
DOH	BEHAVIORAL HEALTH	0	\$ -	0	\$ -	0	\$ -									
DOH	CAMHD	12	\$ -	3	\$ -	6	\$ -	21								
DOH	ASO	0	\$ -	0	\$ -	2	\$ -	2								
DOH	Hawaii Dist Health	1	\$ -	0	\$ -	9	\$ -	10								
DOH	Kauai Dist Health	0	\$ -	0	\$ -	7	\$ -	7								
DOH	Health Status Monitor	0	\$ -	0	\$ -	0	\$ -									
DOH	Exec Ofc Aging	4	\$ -	0	\$ -	0	\$ -	4								
DOH	OEQC	0	\$ -	0	\$ -	2	\$ -	2								
DOH	Hith Plan Dvmt	0	\$ -	0	\$ -	0	\$ -									
DOH	Sanitation	0	\$ -	0	\$ -	6	\$ -	6								
DOH	Clean Air Br	0	\$ -	0	\$ -	92	\$ 760.95	86	3	\$6.75	2	\$19.20			1	
DOH	Wastewater	0	\$ -	0	\$ -	24	\$ -	24								
DOH	Haz Eval Emerg	11	\$ -	29	\$ -	391	\$ -	431								
DOH	State Lab	0	\$ -	0	\$ -	0	\$ -									
DOH	Emerg Med Svcs	0	\$ -	0	\$ -	5	\$ -	5								
DOH	Clean Water Br	0	\$ -	1	\$ -	82	\$ -	83								
DOH	Health Care Assuarnce	0	\$ -	8	\$ 277.70	2	\$ 108.20	7						3		
DOH	Disease Outbreak Ctrl	4	\$ -	81	\$ 1,014.83	4	\$ 25.00	7			82	\$1,039.83				
DOH	Director's Office	0	\$ -	0	\$ -	0	\$ -									
DOH	Environmental Planning	0	\$ -	1	\$ -	3	\$ -	4								
DOH	Environmental Mgmt	0	\$ -	0	\$ -	0	\$ -									
DOH	Environ Resources Ofc	0	\$ -	0	\$ -	0	\$ -									
DOH	Planning Policy (PPPD)	0	\$ -	0	\$ -	0	\$ -									
DOH	Develop Dis (DDD)	2	\$ -	0	\$ -	2	\$ -	4								

DEPT	DIVISION/AGENCY	PERSONAL	AMOUNT	COMPLEX	AMOUNT	TYPICAL	AMOUNT	\$0	Under \$5	Amt	\$5 to \$49.99	Amt	\$50 to \$99.99	\$100 to \$499.99	\$500 to \$999.99	\$1,000 & over
DOH	State Council Devel Dis	0	\$ -	0	\$ -	0	\$ -									
DOH	Health Info Systems	0	\$ -	0	\$ -	0	\$ -									
DOH	Maui Dist Health	0	\$ -	0	\$ -	23	\$ 2.00	21	2	\$2.00						
DOH	Deputy Director	0	\$ -	0	\$ -	0	\$ -									
DOH	Communication	0	\$ -	0	\$ -	1	\$ -	1								
DOH	Dis & Comm Access Bd	0	\$ -	0	\$ -	1	\$ -	1								
DOH	Compliance Assistance	0	\$ -	0	\$ -	0	\$ -									
DOH	Safe Drinking Water	0	\$ -	0	\$ -	0	\$ -									
DOH	Environ Health Svcs	0	\$ -	0	\$ -	0	\$ -									
DOH	Health Resources Admin	0	\$ -	0	\$ -	0	\$ -									
DOH	Chronic Disease Mgmt	0	\$ -	0	\$ -	0	\$ -									
DOH	Chronic Dis Prevent	0	\$ -	0	\$ -	0	\$ -									
DOH	Primary Prevention	0	\$ -	0	\$ -	0	\$ -									
DOH	Family Health Svcs	0	\$ -	0	\$ -	0	\$ -									
DOH	Human Resources	0	\$ -	0	\$ -	0	\$ -									
DOH	Environ Health Admin	0	\$ -	0	\$ -	0	\$ -									
DOH	Language Access	0	\$ -	0	\$ -	0	\$ -									
DOH	TB Control	229	\$ 210.00	0	\$ -	1	\$ -	224			6	\$210.00				
DOH	Indoor & Rad Health	0	\$ -	0	\$ -	35	\$ 11.00	34			1	\$11.00				
DOH	Child Spec Hlth Needs	0	\$ -	0	\$ -	0	\$ -									
DOH	Maternal & Child Hlth	0	\$ -	0	\$ -	1	\$ -	1								
DOH	Women, Inf, & Children	0	\$ -	0	\$ -	3	\$ -	3								
	TOTALS	418	\$ 528.00	220	\$7,998.91	1,600	\$ 34,771.62	1,995	49	\$104.13	152	\$2,594.66	13	22	2	5
	Percentage of 2,238 completed requests	19%		10%		71%		89.2%	2.2%		6.8%		0.5%	1.0%	0.1%	0.2%
TOTAL PA	ID \$43,298.53															

# TABLE 10 SUPPLEMENT: SUMMARY OF FEES & COSTS PAID BY REQUESTERS FY 2017

#### \$1,000 - \$9,999.99:

- \* 1. DOT/ HIWAYS Experian Info Solutions \$7,901.52 (all costs)
- \* 2. DOT/ HIWAYS R.L. Polk \$7,901.50 (all costs)
- \* 3. DOT/ HIWAYS Experian Info Solutions \$7,282.87 (all costs)
- \* 4. DOT/ HIWAYS Experian Info Solutions \$7,282.87 (all costs)
- \* 5. DOE/ OFFICE OF THE SUPERINTENDENT "CO" \$4,240 (all fees)

**TOTAL = \$34,608.76** 

#### \$500 - \$999.99:

- \* 1. DOA/ PESTICIDES Paul Alston \$780.00 (all fees)
  - 2. DOH/ CLEAN AIR "36462" \$735.00

TOTAL = \$1,515.00

#### \$100 - \$500:

- \* 1. DOA/ PLANT QUARANTINE Animal Rights Hawaii \$271.80
- \* 2. DOA/ PLANT QUARANTINE Dr. Tyler Ralson- \$108.33 (all fees)
  - 3. DOA/ CHAIRPERSON Bianca Isaki \$285.00 (all fees)
  - 4. DCCA/ RICO "JB" \$122.10 (all costs)
- \* 5. DCCA/ PUC Environment Hawaii, Inc. \$113.15
- \* 6. DLNR/ CHAIRPERSON "DK" \$366.50
- \* 7. DLNR/ CHAIRPERSON "RW" \$170.00 (all fees)
- 8. DLNR/ CHAIRPERSON "EKF" \$170.00 (all fees)
- \* 9. DLNR/ CHAIRPERSON "KN" \$200.00
- \* 10. DOE/ OFFICE OF THE SUPERINTENDENT "BI" \$157.75
- \* 11. DOE/ OFFICE OF THE SUPERINTENDENT "DB" \$234.50
- \* 12. DOE/ OFFICE OF THE SUPERINTENDENT "AO" \$104.00
- \* 13. DOE/ OFFICE OF THE SUPERINTENDENT "DH" \$126.00 (all costs)
- \* 14. DOT/ HARBORS Saus Bros. \$104.50
- \* 15. DOT/ HARBORS Adakin \$180.50
- \* 16. DOT/ HARBORS Adakin \$106.25
- \* 17. DOT/ HARBORS Adakin \$105.50
- \* 18. DOT/ HARBORS Adakin \$127.75
- \* 19. DOT/ HIGHWAYS Law Office of Ian Mattoch \$135.25
  - 20. DOH/ HEALTH CARE ASSURANCE Russi \$108.20 (all costs)
  - 21. DOH/ HEALTH CARE ASSURANCE Jeff Hansel \$150.00
  - 22. DOH/ HEALTH CARE ASSURANCE Todd Brady \$127.70

#### \$50 - \$99.99:

- 1. DOA/ CHAIRPERSON Christine Terada \$52.70
- \* 2. B&F/ EMP-UNION TRUST FUND Daniel L. Montgomery \$71.50
- \* 3. B&F/ EMP-UNION TRUST FUND Anne G. Henderson \$99.75
- 4. DAGS/ OIP Brian Black \$60.00 (all fees)
- \* 5. B&F/ PUC Greater Pacific Law Office, LLLC \$74.00
- \* 6. DOE/ OFFICE OF THE SUPERINTENDENT "JG" \$74.00
- \* 7. DOE/ OFFICE OF THE SUPERINTENDENT "OR" \$67.75
- \* 8. DOT/ HARBORS Adakin \$70.75
- \* 9. DOT/ HARBORS Adakin \$64.50
- \* 10. DOT/ HARBORS Adakin \$89.50
- \* 11. DOT/ HARBORS Adakin \$52.25
- \* 12. DOT/ HARBORS Adakin \$58.75
- \* 13. DOT/ HARBORS Michael Delulis \$65.75

**TOTAL = \$901.20** 

GRAND TOTAL paid by requesters \$50+ = \$40,599.74

Plus total paid by requesters \$5 to \$49.99 = 2,594.66

Plus total paid by requesters under \$5 = 104.13

TOTAL paid for all requests = \$43,298.53

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