



DAVID Y. IGE  
GOVERNOR

**STATE OF HAWAII**  
**OFFICE OF INFORMATION PRACTICES**

CHERYL KAKAZU PARK  
DIRECTOR

NO. 1 CAPITOL DISTRICT BUILDING  
250 SOUTH HOTEL STREET, SUITE 107  
HONOLULU, HAWAII 96813  
Telephone: (808) 586-1400 FAX: (808) 586-1412  
E-MAIL: [oiip@hawaii.gov](mailto:oiip@hawaii.gov)  
[www.oiip.hawaii.gov](http://www.oiip.hawaii.gov)

**OIP'S REPORT OF COUNTY AGENCIES'  
UIPA RECORD REQUEST  
YEAR-END LOGS for FY 2020**  
**(For record requests received from July 1, 2019 through June 30, 2020)**

The Hawaii Office of Information Practices (“OIP”) has prepared this report based on information posted by OIP at [data.hawaii.gov](http://data.hawaii.gov) on the Master UIPA Record Request Year-End Log for FY 2020 (“Master Log”)<sup>1</sup> for 85 executive, legislative, and independent agencies<sup>2</sup> from all four counties.

OIP reviewed each agency’s Log to correct obvious errors and uploaded agencies’ entries onto the Master Log. The revised Master Log totals are available at [data.hawaii.gov](http://data.hawaii.gov). A summary of fees and costs by department that OIP prepared from the agencies’ individual Logs is provided at the end of this report.

The county data for FY 2020 may be compared to the prior year’s county and state reports as well as the state data summarized in OIP’s Report of State Agencies’ Master UIPA Record Request Year-End Log for FY 2020. All state and county reports are available on the [Reports page at oip.hawaii.gov](http://data.hawaii.gov).

The overall Charts in this report are based on the totals and averages for all counties. There may be significant differences between counties, however, as shown in the accompanying Tables. Moreover, because of the significantly higher numbers of formal requests reported by

---

<sup>1</sup> “UIPA” refers to Hawaii’s Uniform Information Practices Act (Modified), chapter 92F, Hawaii Revised Statutes (HRS). For the Master Log, go to <https://data.hawaii.gov/Government-Wide-Support/OIP-Master-UIPA-Record-Request-Year-End-Log-for-FY/pwcd-mmyy/data>. 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>2</sup> “Agency” is defined by the UIPA as “any unit of government ... but does not include the nonadministrative functions of the courts of this State.” Section 92F-3, Hawaii Revised Statutes. Three fewer county agencies submitted Log reports in FY 2020, including the Maui Police Department, Hawaii County Finance Department, and Hawaii County Planning Department.

the City and County of Honolulu, which resulted in Honolulu requests comprising 70% (1,562) of total requests received by counties (2,225 total), many of the overall averages in the Charts have been skewed by Honolulu's larger numbers.

### **How many requests were made to the counties in FY 2020?**

Excluding routine requests,<sup>3</sup> there were 2,225 formal written record requests requiring county agencies to send notices to the requesters under the state's Uniform Information Practices Act ("UIPA"), chapter 92F, Hawaii Revised Statutes ("HRS"). County agencies estimated that they received 544,897 routine requests for information 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.

In FY 2020, formal UIPA record requests decreased by 110 (4.7% decrease) but there were 199,746 more routine requests were reported than in FY 2019 (345,151; 58% increase). A main reason for this increase is because the Hawaii County Finance Department reported 454,729 routine requests made in FY 2020 versus 231,202 in FY 2019, a 223,527 (97%) increase. The department explained that due to COVID-19, their offices were initially closed to the public and later reopened with reduced staff and by appointment only. Consequently, the department saw a large increase in requests to renew vehicle licenses and drivers' licenses by mail, along with calls for information and documentation.

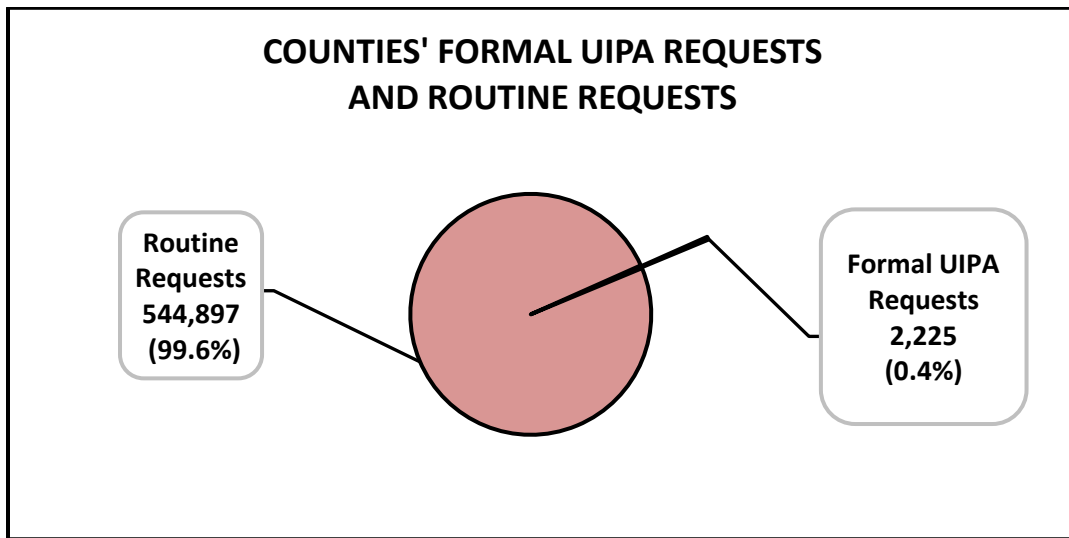
In contrast, all other counties reported fewer routine requests in FY 2020 versus FY 2019. The Honolulu Police Department (HPD) reported 39,771 routine requests in FY 2020 compared to 59,105 in FY 2019, and explained that the decrease was due to the fewer requests being made during the suspension of many judicial proceedings during the COVID-19 pandemic. The nearly 20,000 decrease in the number of routine requests made to HPD explains a comparable decrease in Honolulu's total routine requests in FY 2020 (63,412) versus FY 2019 (83,737). Note that Maui county also showed a substantial decrease in routine requests in FY 2020 (2,920 in FY 2020, compared to 25,886 in FY 2019), but that may be largely due to the fact that the Maui Police Department did not report in FY 2020 and had 23,142 routine requests in FY 2019.

The following pie chart (**Chart 1**) shows that the 2,225 formal UIPA record requests constituted 0.4% and the estimated 544,897 routine requests comprised 99.6% of the total requests reported by the county agencies in FY 2020. **Table 1** breaks down these numbers by county.

---

<sup>3</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).

**Chart 1 (Counties)**



**Table 1**

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

	<u>Formal Requests</u>	<u>Routine Requests</u>	<u>ALL</u>
Honolulu	1,562 (2%)	63,412 (98%)	64,974
Hawaii	258 (1%)	474,850 (99%)	475,108
Kauai	166 (4%)	3,715 (96%)	3,881
Maui	239 (8%)	2,920 (92%)	3,159
<b>All Counties</b>	<b>2,225 (0.4%)*</b>	<b>544,897 (99.6%)*</b>	<b>547,122</b>

\* = percentage of all counties' totals.

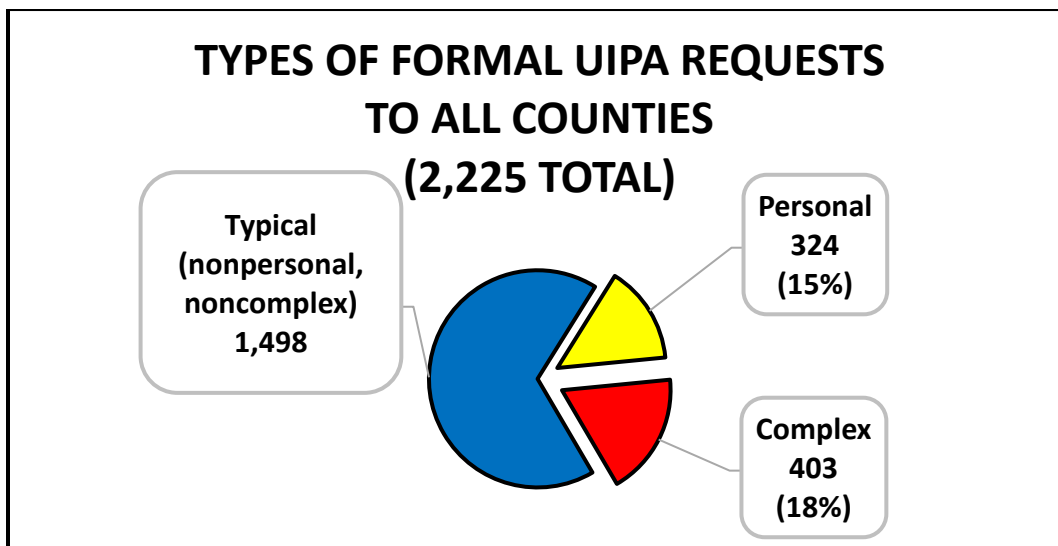
No \* = percentage of each county's totals.

**What kinds of requests were made?**

The formal requests to all counties can be broken down into 324 (15%) personal record requests<sup>4</sup> and 403 (18%) complex requests,<sup>5</sup> resulting in a balance of 1,498 (67%) nonpersonal and noncomplex requests, *i.e.* “typical” requests,<sup>6</sup> as shown in **Chart 2** below. **Table 2** shows the breakdown by county.

While there were more complex requests made in FY 2020 (403) compared to FY 2019 (195), the total number of formal UIPA requests decreased by 4.71% from 2,335 in FY 2019 to 2,225 in FY 2020.

**Chart 2 (Counties)**



**Table 2**  
**Types of Formal UIPA Requests**  
**(2,225 Total) – by County**

	<u>Typical</u>	<u>Personal</u>	<u>Complex</u>	<u>ALL</u>
<b>Honolulu</b>	934 (60%)	266 (17%)	362 (23%)	1,562 (70%)*
<b>Hawaii</b>	224 (87%)	26 (10%)	8 ( 3%)	258 (12%)*
<b>Kauai</b>	123 (74%)	20 (12%)	23 (14%)	166 ( 7%)*
<b>Maui</b>	217 (91%)	12 ( 5%)	10 ( 4%)	239 (11%)*
<b>All Counties</b>	1,498 (67%)*	324 (15%)*	403 (18%)*	2,225 (100%)*

\* = percentage of all counties’ totals.

<sup>4</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, and have different requirements than government record requests under Part II.

<sup>5</sup> Complex record requests involve extenuating circumstances or voluminous records that prevent an agency from fulfilling the request within the usual ten days.

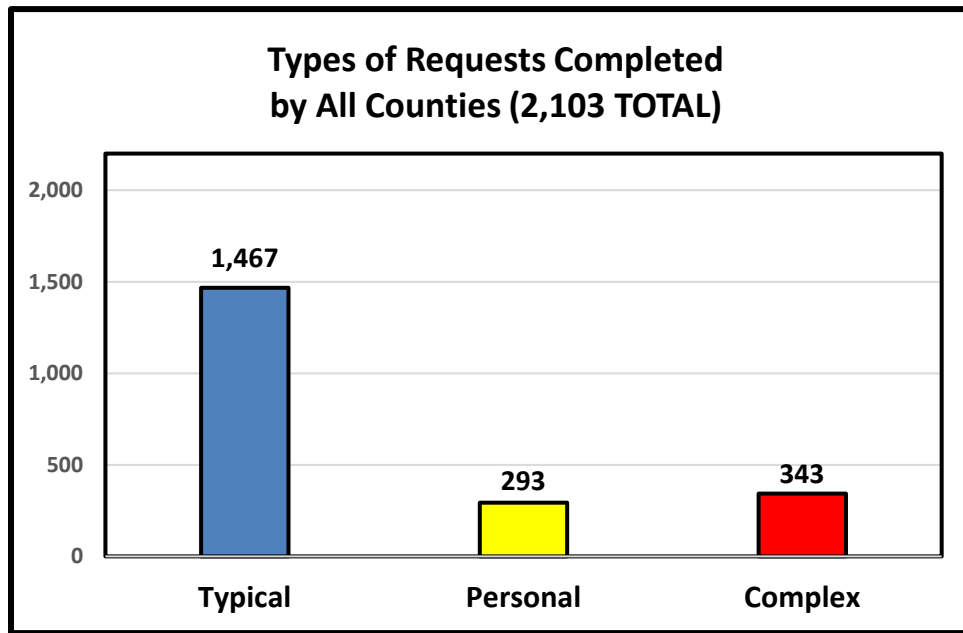
<sup>6</sup> The “typical” requests were for government records and were subject to Part II of the UIPA.

**How many requests were completed?**

**Chart 3A** shows that out of 2,225 total requests received by all county agencies, 2,103 (95%) requests were completed in FY 2020, compared to 93% completed in FY 2019.<sup>7</sup> Of the 2,103 requests completed in FY 2020, 293 (14%) were personal record requests, 343 (16%) were complex requests, and 1,467 (70%) were “typical” nonpersonal and noncomplex record requests below.

**Table 3A** shows the breakdown by county. As with the previous Table 2, there are significant differences between counties when they are viewed separately in Table 3A.

**Chart 3A (Counties)**



**Table 3A**  
Types of Requests Completed  
(2,103 Total) – by County

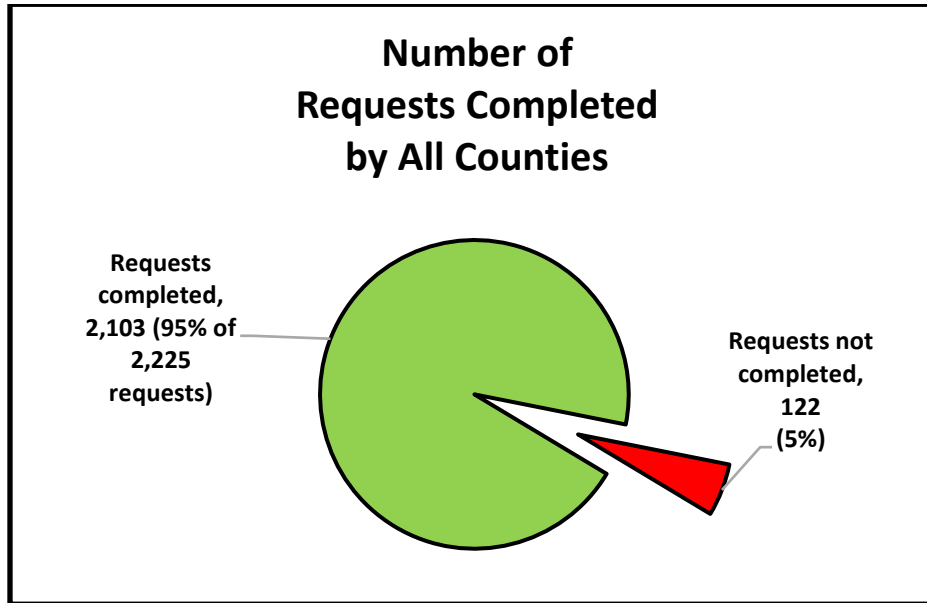
	<u>Typical</u>	<u>Personal</u>	<u>Complex</u>	<u>ALL</u>
Honolulu	923 (63%)	237 (16%)	309 (21%)	1,469 (77.1%)*
Hawaii	211 (87%)	26 (11%)	5 ( 2%)	242 ( 2.5%)*
Kauai	124 (74%)	20 (13%)	20 ( 13%)	164 ( 8.4%)*
Maui	209 (92%)	10 ( 4%)	9 ( 4%)	228 (12.0%)*
<b>All Counties</b>	<b>1,467 (70%)*</b>	<b>293 (14%)*</b>	<b>343 (16%)*</b>	<b>2,103 (100%)*</b>

\* = percentage of all counties’ totals.

<sup>7</sup> Requests that were completed in FY 2020 may have included those carried over from an earlier year. Likewise, requests that were not completed in FY 2020, may be completed in a later fiscal year. In FY 2019, 130 county cases were not completed and may have been completed in FY 2020.

Of the 2,225 formal requests received by all county agencies, 2,103 (95%) were completed and 122 (5%) were not completed as of June 30, 2020, as shown in **Chart 3B** below. **Table 3B** shows the breakdown by county.

**Chart 3B (Counties)**



**Table 3B**

**Number of Requests Completed – by County**

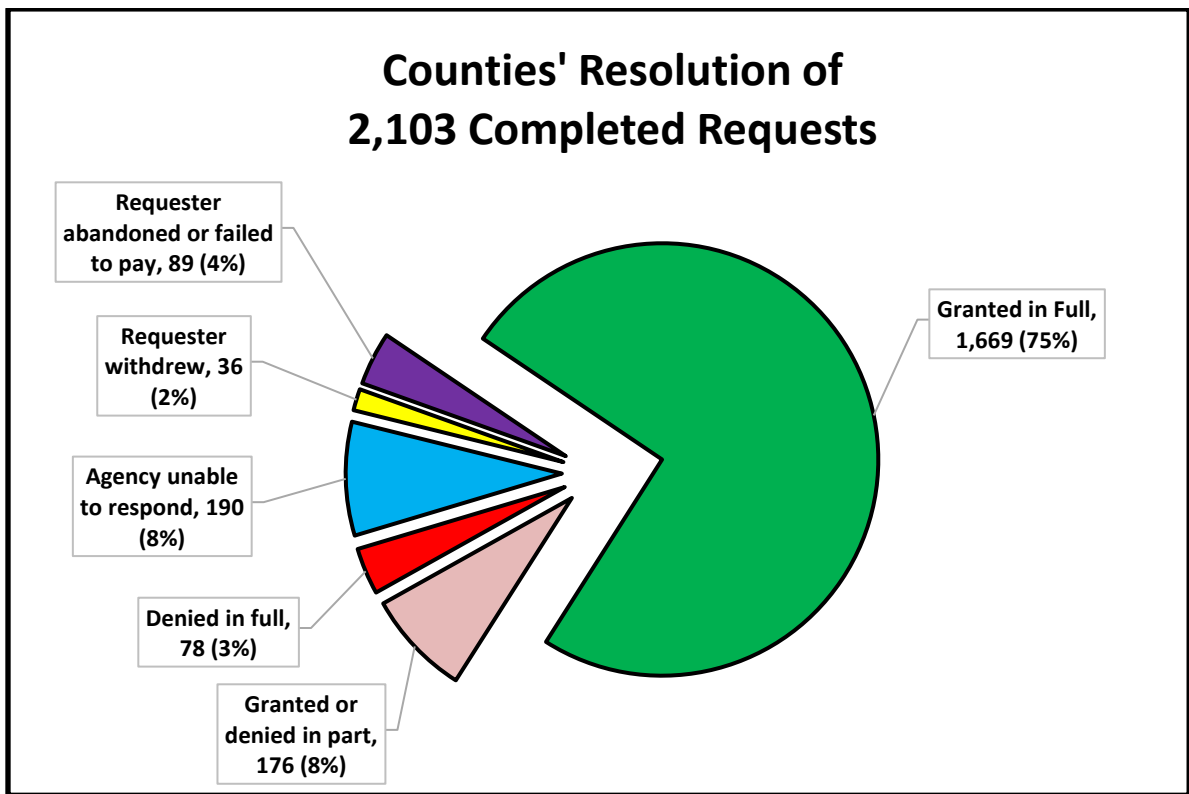
	<u>Completed</u>	<u>Not Completed</u>	<u>% Not Completed</u>
Honolulu	1,469	93	6%
Hawaii	242	16	6%
Kauai	164	2	4%
Maui	228	11	4%
All Counties	2,103	122	5%*

\* = percentage of all counties' totals

**How were requests resolved?**

Of the 2,103 requests completed by the county agencies, **Chart 4** below shows that 1,669 (75%) were granted in full; 176 (8%) were granted or denied in part; 78 (3%) were denied in full; in 190 (8%), the agency was unable to respond; 36 (2%) were withdrawn by the requester; and in 89 (4%), the requester abandoned or failed to pay for the request. **Table 4** shows the breakdown by county, and shows significant differences in how each county resolved requests.<sup>8</sup>

**Chart 4 (Counties)**



<sup>8</sup> Although these requests total more than the number of completed requests (2,103), the discrepancy is due to agencies reporting more than one resolution for a completed request.

**Table 4**  
**Resolution of 2,103 Completed Requests – by County**

	<b>Granted in Full</b>	<b>Granted in Part</b>	<b>Denied in Full</b>	<b>Unable to Respond</b>	<b>Requester Withdrawn</b>	<b>Requester Abandoned</b>	
<b>Honolulu</b>	<b>1,167 (79%)</b>	<b>149 (10%)</b>	<b>49 (3%)</b>	<b>129 (8%)</b>	<b>21 (1%)</b>	<b>65</b>	<b>(4%)</b>
<b>Hawaii</b>	<b>185 (73%)</b>	<b>17 ( 6%)</b>	<b>2 (1%)</b>	<b>33 (13%)</b>	<b>7 (2%)</b>	<b>9</b>	<b>(3%)</b>
<b>Kauai</b>	<b>107 (65%)</b>	<b>7 ( 4%)</b>	<b>23 (14%)</b>	<b>15 (9%)</b>	<b>8 (4%)</b>	<b>7</b>	<b>(4%)</b>
<b>Maui</b>	<b>210 (92%)</b>	<b>3 ( 1%)</b>	<b>4 (1%)</b>	<b>13 (5%)</b>	<b>0 (0%)</b>	<b>8</b>	<b>(3%)</b>
<b>All Counties</b>	<b>1,669 (75%)*</b>	<b>176 (8%)*</b>	<b>78 (3%)*</b>	<b>190 (8%)*</b>	<b>36 (2%)*</b>	<b>89</b>	<b>(4%)*</b>

\* = percentage of all counties' totals

When the overall county data for FY 2020 is compared to the prior year, there were substantial increases in the number of completed requests that were granted or denied in part (+57%), withdrawn (+29%), abandoned (+25%) or in which the agency was unable to respond (+34%). There were decreases, however, in the number denied in full (-12%) and granted in full (-6%).

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

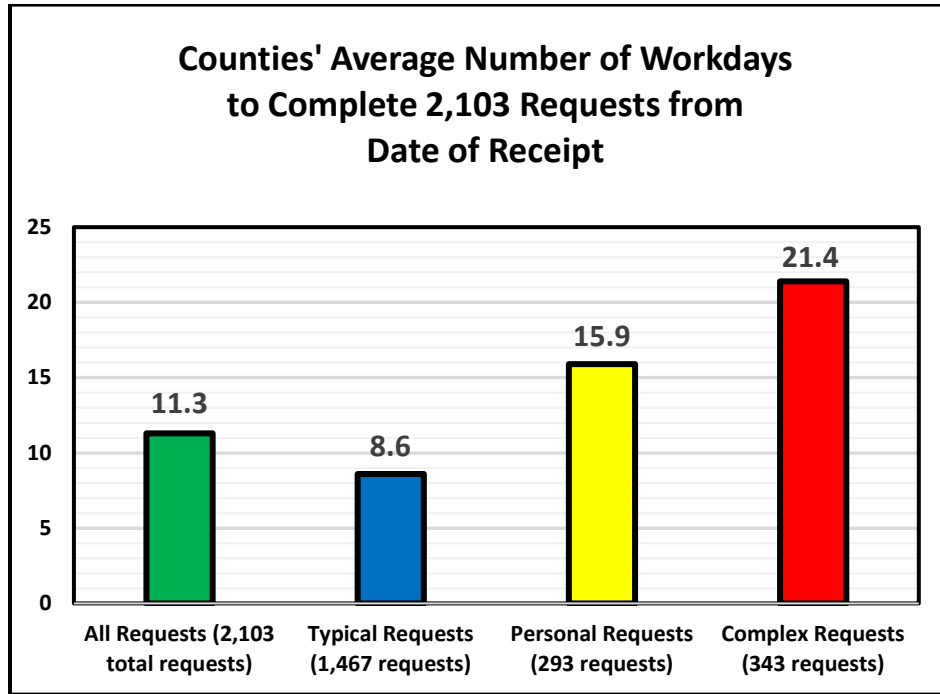
To calculate the number of working days it took to complete a request, the Log's Excel formula excluded weekends but not state holidays. Also, to avoid showing zero days for a request completed on the same day it was received, the formula added an extra day by including the date of the request (which 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 2,061 requests, or 92% of all requests. (Column I of the Master Log) In 187 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 8% of total cases.

As shown in the following bar graph, **Chart 5**, it took an average of 11.3 workdays from date of receipt to complete all record requests, based on 23,803 workdays to complete 2,103 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 8.6 days to complete 1,467 typical (noncomplex and nonpersonal requests; 67% of all requests) record requests; 15.9 days to complete 293 personal record requests; and 21.4 days to complete 343 complex requests. (Columns AQ through AS of Master Log) **Table 5** shows the breakdown by county.



**Chart 5 (Counties)**



**Table 5**

**Average Number of Workdays to Complete 2,103 Requests from Date of Receipt – by County**

	<u>All Requests</u>	<u>Typical Requests</u>	<u>Personal Requests</u>	<u>Complex Requests</u>
<b>Honolulu</b>	13.1	10.1	18.0	21.0
<b>Hawaii</b>	11.1	6.9	1.0	40.2
<b>Kauai</b>	6.2	3.4	5.3	24.4
<b>Maui</b>	7.3	6.9	10.3	16.8
<b>*All Counties' Avg.</b>	<b>11.3</b>	<b>8.6</b>	<b>15.9</b>	<b>21.4</b>

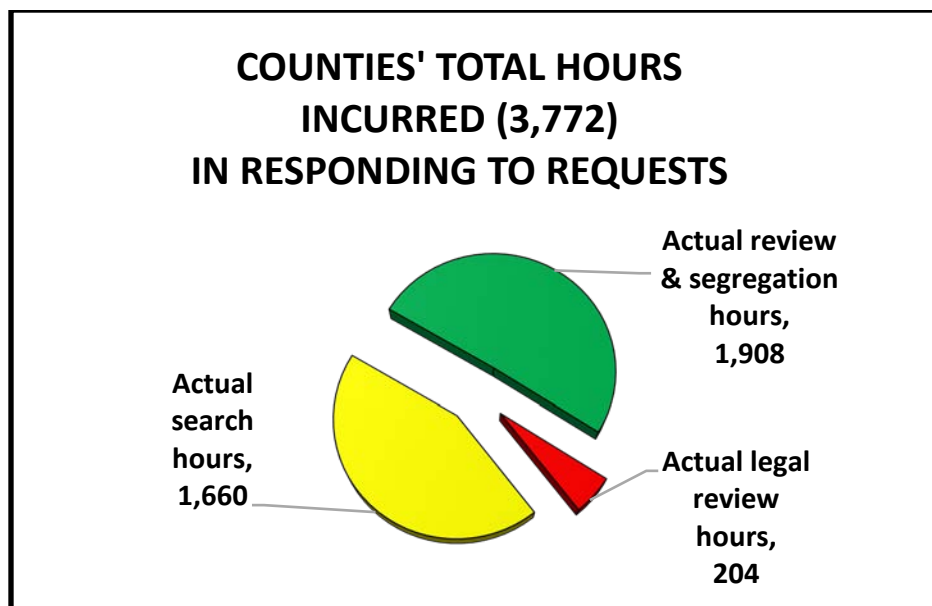
Compared to Chart 5 from FY 2019, all record requests are taking counties longer, on average, to complete:

<u>Days to complete</u>	<u>FY 2019</u>	<u>FY 2020</u>
Complex record requests	11.7	21.4
Personal record requests	12.7	15.9
Typical record requests	8.0	8.6
Overall average	9.0	11.3

Looking at the counties individually, for all requests, Honolulu went up from 9.8 workdays in FY 2019 to 13.1 in FY 2020. Hawaii went up from 7.5 workdays in FY 2019 to 11.1 in FY 2020. Maui went down from 7.8 workdays in FY 2019 to 7.3 in FY 2020. Kauai also went down, from 6.7 workdays in FY 2019 to 6.2 in FY 2020. (Table 5)

Agencies were 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 **Chart 6**, the agencies reported incurring a total of 3,772 hours to respond to record requests, of which 1,660 hours were for search, 1,908 hours were for review and segregation, and 204 hours were for legal review. These figures also include the time spent by agencies working on the 122 pending cases that were not completed at the end of FY 2020. **Table 6** shows the breakdown by county.

**Chart 6 (Counties)**



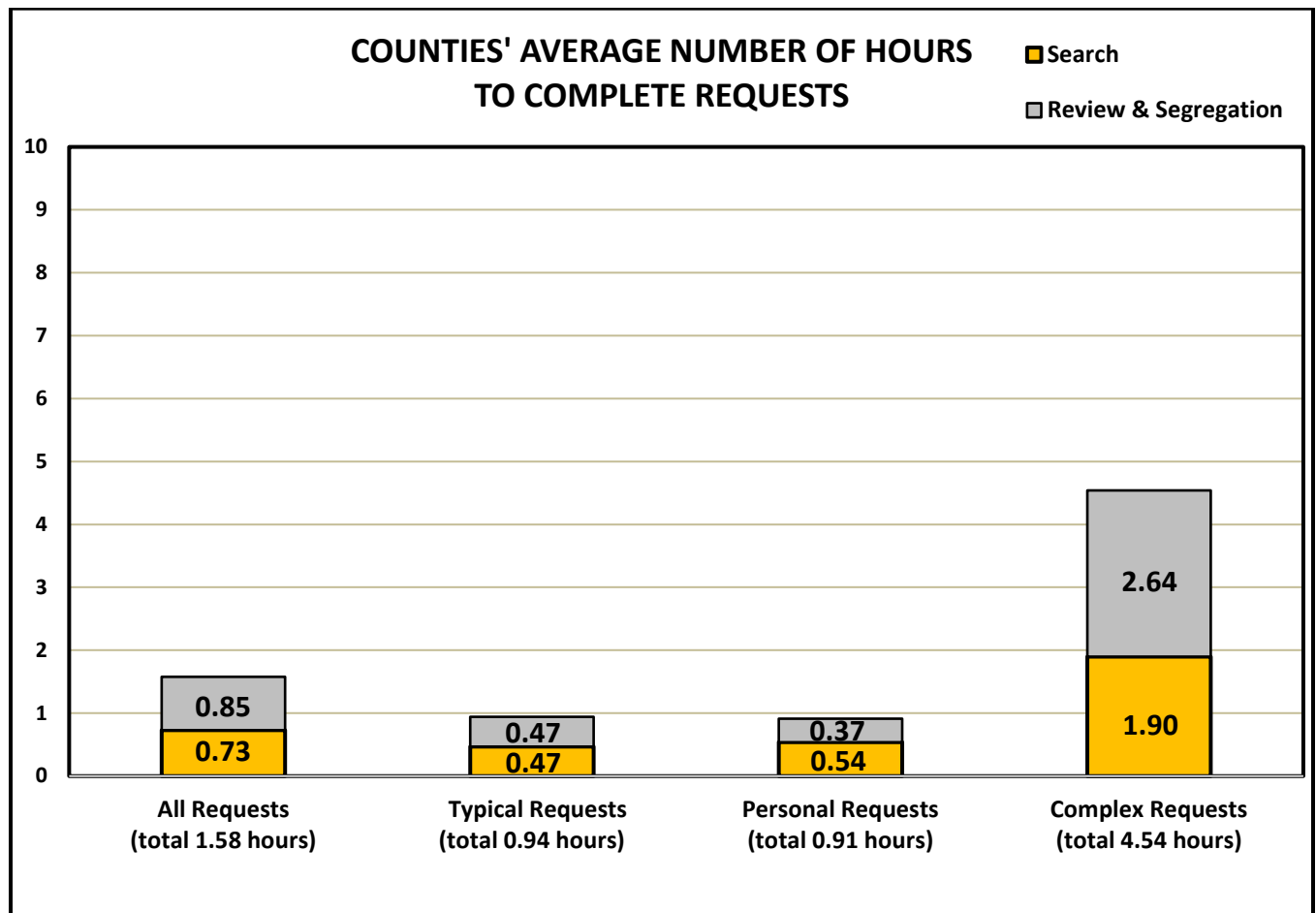
**Table 6**

**Total Hours Incurred (3,772)  
in Responding to Requests – by County**

	<b>Search Hours</b>	<b>Review &amp; Segregation Hours</b>	<b>Legal Review Hours</b>	<b>Total Hours</b>
<b>Honolulu</b>	746	1,150	194	1,990
<b>Hawaii</b>	235	4	4	299
<b>Kauai</b>	591	735	6	1,332
<b>Maui</b>	88	63	0	151
<b>All Counties</b>	<b>1,660</b>	<b>1,908</b>	<b>204</b>	<b>3,772</b>

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 122 requests that were not completed at the end of FY 2020. Based on those SRS hours, and excluding legal review hours, it took an average of 1.58 total SRS hours of work for each of 2,225 record requests in FY 2020, as shown in **Chart 7** below. The 1,498 typical (noncomplex/nonpersonal) record requests each took an average of 0.94 SRS hours, and 324 personal record requests each took an average of 0.91 SRS hours of agency work. The 403 complex record requests each took 4.54 SRS hours on average, which is almost five times as long as the typical request.

**Chart 7 (Counties)**



In comparison to last year, the average number of hours spent by all counties on each complex record request has increased from 3.03 hours in FY 2019 to 4.54 hours in FY 2020. (Chart 7) While the average time to complete typical or personal record requests is under one hour in both FY 2020 and FY 2019, the additional 1.51 hours to complete each complex record request has increased the counties' overall average to complete all types of requests to 1.58 hours in FY 2020 versus 1.26 hours in FY 2019. The counties' overall average is comparable to the state agencies' overall average of 1.54 hours to complete all types of requests in FY 2020.

**Table 7** shows the breakdown by counties.

**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	.47	.66	1.13
Noncomplex/ Nonpersonal	.48	.66	1.14
Personal	.50	.45	.95
Complex	.49	.84	1.33
 <u>Hawaii:</u>	 <u>Search</u>	 <u>Review &amp; Segregation</u>	 <u>Total SRS hours</u>
All requests	.48	.28	.76
Noncomplex/ Nonpersonal	.15	.13	.28
Personal	0	0	0
Complex	3.40	1.60	5.00
 <u>Kauai:</u>	 <u>Search</u>	 <u>Review &amp; Segregation</u>	 <u>Total SRS hours</u>
All requests	3.44	4.35	7.79
Noncomplex/ Nonpersonal	.19	.07	.26
Personal	.30	0	.30
Complex	23.78	31.43	55.21
 <u>Maui:</u>	 <u>Search</u>	 <u>Review &amp; Segregation</u>	 <u>Total SRS hours</u>
All requests	.36	.26	.62
Noncomplex/ Nonpersonal	.36	.17	.53
Personal	.25	0	.25
Complex	.20	2.60	2.80
 <u>All Counties:</u>	 <u>Search</u>	 <u>Review &amp; Segregation</u>	 <u>Total SRS hours</u>
All requests	.70	.91	1.61
Noncomplex/ Nonpersonal	.42	.51	.93
Personal	.48	.40	.88
Complex	1.86	2.66	4.52

## 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, agencies were asked 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 **Chart 8A**. In summary, the agencies incurred gross fees and costs of \$74,580 but could only charge \$57,393 for fees and costs allowed under OIP's rules, and they actually collected from requesters \$15,763.

Please note that the data in Chart 8A includes gross and net fees and costs for all 2,225 county requests made in FY 2020, even if they were not completed or charged to requesters. Moreover, the gross incurred SRS fees of \$74,580 (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 (201 hours), SRS fees for personal records, or additional response fee estimates. If those nonchargeable amounts were included and \$24,082 (from Column AF of the Master Log) in gross copying and delivery costs were included, then the gross incurred fees and costs would be much higher than the \$74,580 shown in the far left column of Chart 8A.

While agencies incurred fees and costs in all 2,225 cases, whether or not they were completed or charged to requesters, the amounts actually paid by requesters in Charts 8A, 8B, and 8C are based only on the 2,103 completed requests (1,467 typical; 293 personal; 343 complex. See Chart 3A).

Chart 8A visualizes the totals for all types of requests reported on the FY 2020 Master Log.

\$74,580 in total gross fees and costs incurred for all 2,225 cases, consisting of \$50,499 in fees and \$24,081 in costs

\$57,393 in total net chargeable fees and costs chargeable in all 2,225 cases, consisting of \$34,345 in fees and \$23,048 in costs

\$15,763 in fees and costs actually paid in 2,103 completed cases.

**Chart 8A (Counties)**

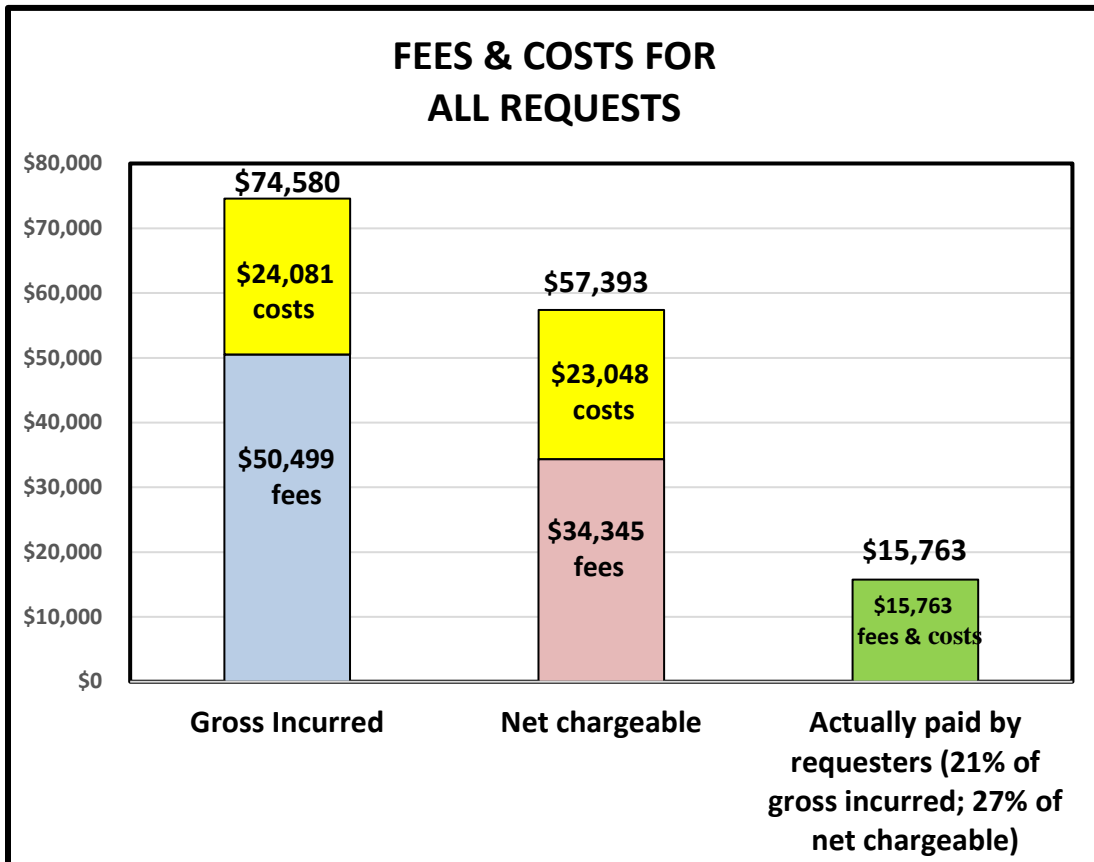


Table 8A below shows the fees and costs breakdown by county.

**Table 8A**

**Fees & Costs for  
All Requests – by County**

	<u>Gross Fees/Costs Incurred</u>		<u>Total Incurred</u>	<u>Net Fees/Costs Chargeable</u>		<u>Total Chargeable</u>	<u>Actually Paid</u>
<b>Honolulu</b>	<b>\$24,600/</b>	<b>\$17,275</b>	<b>\$41,875</b>	<b>\$12,705/</b>	<b>\$16,252</b>	<b>28,957</b>	<b>\$13,161</b>
<b>Hawaii</b>	<b>3,526/</b>	<b>148</b>	<b>3,674</b>	<b>1,403/</b>	<b>145</b>	<b>1,548</b>	<b>189</b>
<b>Kauai</b>	<b>20,383/</b>	<b>5,775</b>	<b>26,158</b>	<b>19,397/</b>	<b>5,775</b>	<b>25,172</b>	<b>973</b>
<b>Maui</b>	<b>1,990/</b>	<b>883</b>	<b>2,873</b>	<b>840/</b>	<b>876</b>	<b>1,716</b>	<b>1,440</b>
<b>All Counties</b>	<b>\$50,499/</b>	<b>\$24,081</b>	<b>\$74,580</b>	<b>\$34,345/</b>	<b>\$23,048</b>	<b>\$57,393</b>	<b>\$15,763</b>



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 403 complex record requests filed in FY 2020 as well as the net amount that was properly chargeable (Master Log Column AM) to 343 completed complex cases. **Chart 8B** below visualizes the complex request totals reported by all counties on the Master Log as follows:

\$36,183 gross fees and costs incurred in 403 complex requests made  
\$31,649 net fees and costs chargeable in 403 complex requests made  
\$ 5,722 actually paid in 343 complex requests completed

The numbers of filed and completed complex cases in FY 2020 (403; 343), compared with the numbers in FY 2019 (358; 340), show a 12% increase in cases filed in FY 2020. The gross fees and costs incurred by all counties for complex record requests (\$36,183) were 42% higher than the \$25,770 incurred in FY 2019. The net chargeable fees and costs (\$31,649) were also higher than the \$18,160 chargeable in FY 2019. The amount actually paid in completed complex cases also increased, from \$3,852 in FY 2019 to \$5,722 in FY 2020.

**Chart 8B (Counties)**

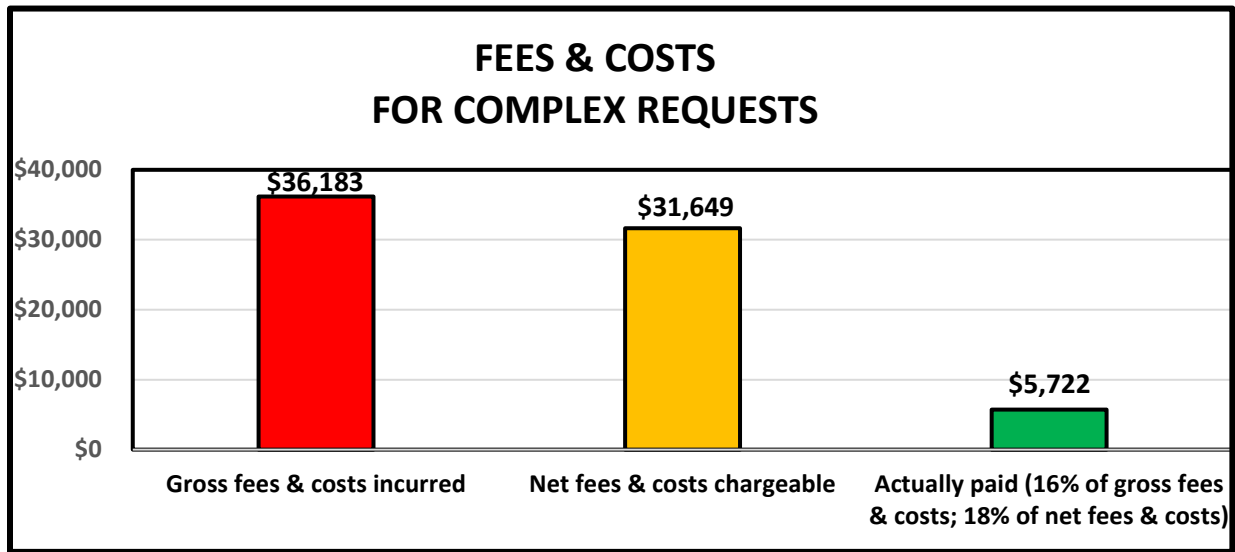


Table 8B shows the breakdown by county.

**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>	\$ 11,492	\$ 7,931	\$ 3,922
<b>Hawaii</b>	\$ 748	\$ 488	\$ 80
<b>Kauai</b>	\$ 22,828	\$ 22,183	\$ 673
<b>Maui</b>	\$ 1,115	\$ 1,047	\$ 1,047
<b>All Counties</b>	\$ 36,183	\$ 31,649	\$ 5,722

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 the following **Chart 8C** visualizes the totals for typical and personal record request cases as follows:

\$38,397 gross fees and costs incurred in 1,822 typical and personal requests made  
 \$25,744 net fees and costs chargeable in 1,822 typical and personal requests made  
 \$10,041 actually paid in 1,760 typical and personal requests completed

Based on a total of 1,760 completed typical and personal record requests and \$10,041 as the total amount paid by those types of requesters, the average per request calculates to \$5.70 actually paid by typical and personal record requesters. This average is misleading, however, as 1,548 requesters paid nothing, as will be seen later in Charts 11 and 12.

**Chart 8C (Counties)**

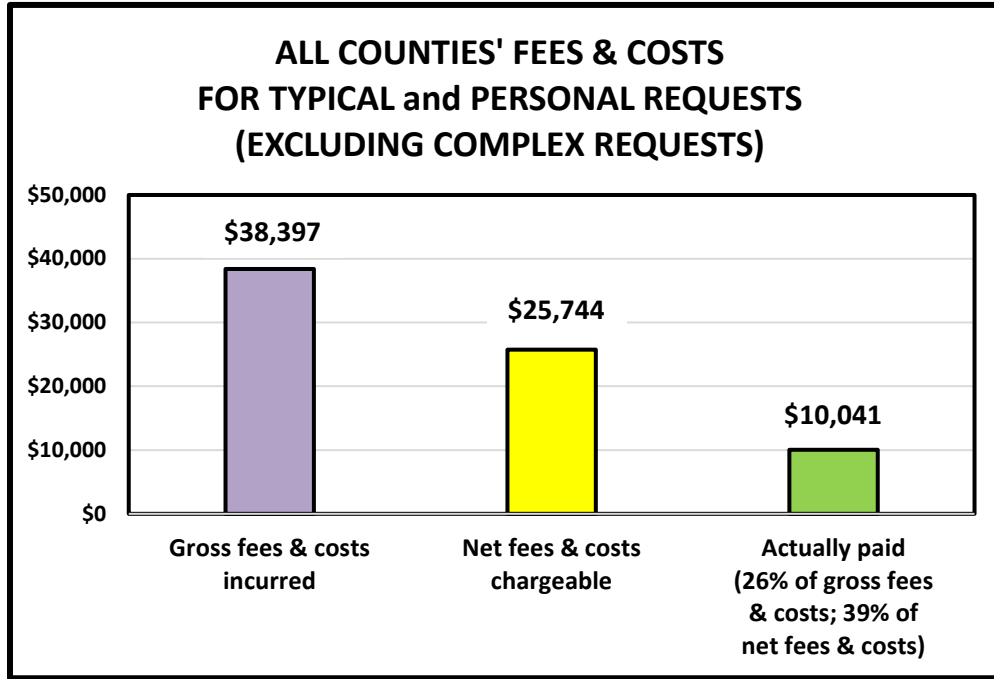


Table 8C shows the breakdown by county.

**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>	\$ 30,383	\$ 21,026	\$ 9,239
<b>Hawaii</b>	\$ 2,926	\$ 1,060	\$ 109
<b>Kauai</b>	\$ 3,330	\$ 2,989	\$ 300
<b>Maui</b>	\$ 1,758	\$ 669	\$ 393
<b>All Counties</b>	\$ 38,397	\$ 25,744	\$ 10,041

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 835 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 293 completed requests in FY 2020 (see Chart 3A). Moreover, fee waivers are only entered when SRS fees are entered, so there would generally be no waivers in most of the 393 cases where requests were denied in full, abandoned, or withdrawn, or when the agency was unable to respond (see Chart 4). Also, fee waivers are automatically entered by the Log only when the agency enters SRS hours, but not when only costs, and no SRS hours are entered.

Using 2,103 as the total number of completed cases, **Chart 9** below shows that the agencies reported granting \$30 fee waivers for 1,201 requests (57%) and \$60 fee waivers for 67 requests (3%). When compared to FY 2019, the counties, and in particular Honolulu, are providing more \$30 fee waivers and fewer \$60 fee waivers.

**Chart 9 (Counties)**

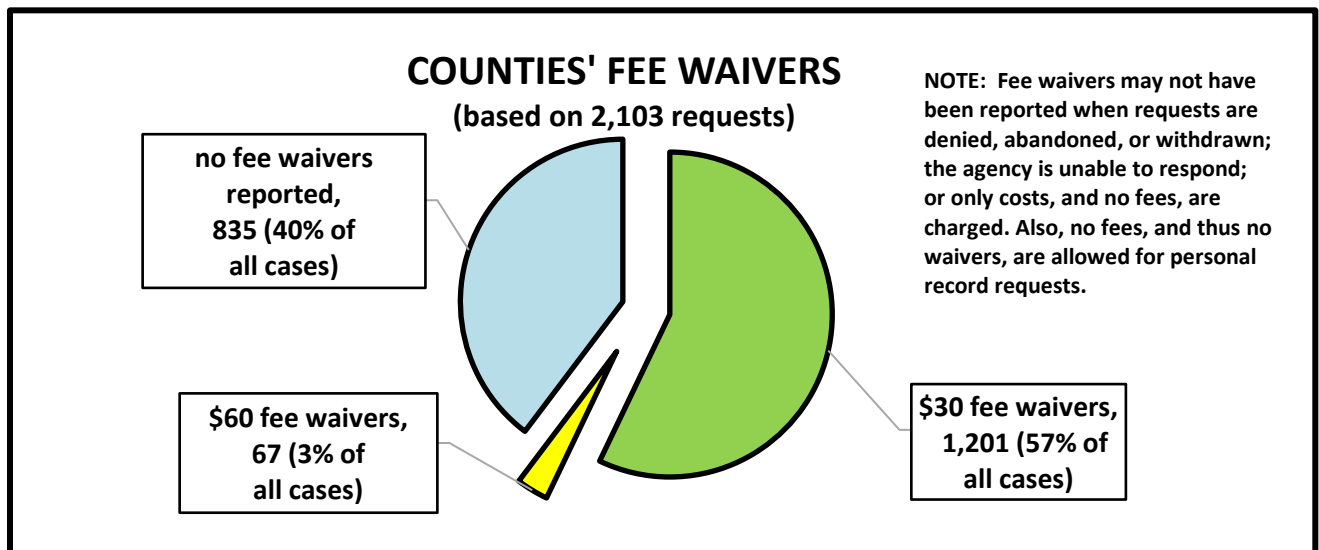


Table 9 shows the breakdown by county.

**Table 9**  
**Fee Waivers – by County**

	<u>\$30 Fee Waivers</u>	<u>\$60 Fee Waivers</u>	<u>No Fee</u>
	<u>Waivers</u>		
Honolulu	932 (63%)	54 (4%)	483 (33%)
Hawaii	100 (41%)	2 (1%)	140 (58%)
Kauai	62 (38%)	9 (5%)	93 (57%)
Maui	107 (47%)	2 (1%)	119 (52%)
All Counties	1,201 (57%)*	67 (3%)*	835 (40%)*

\* = percentage of all counties' totals

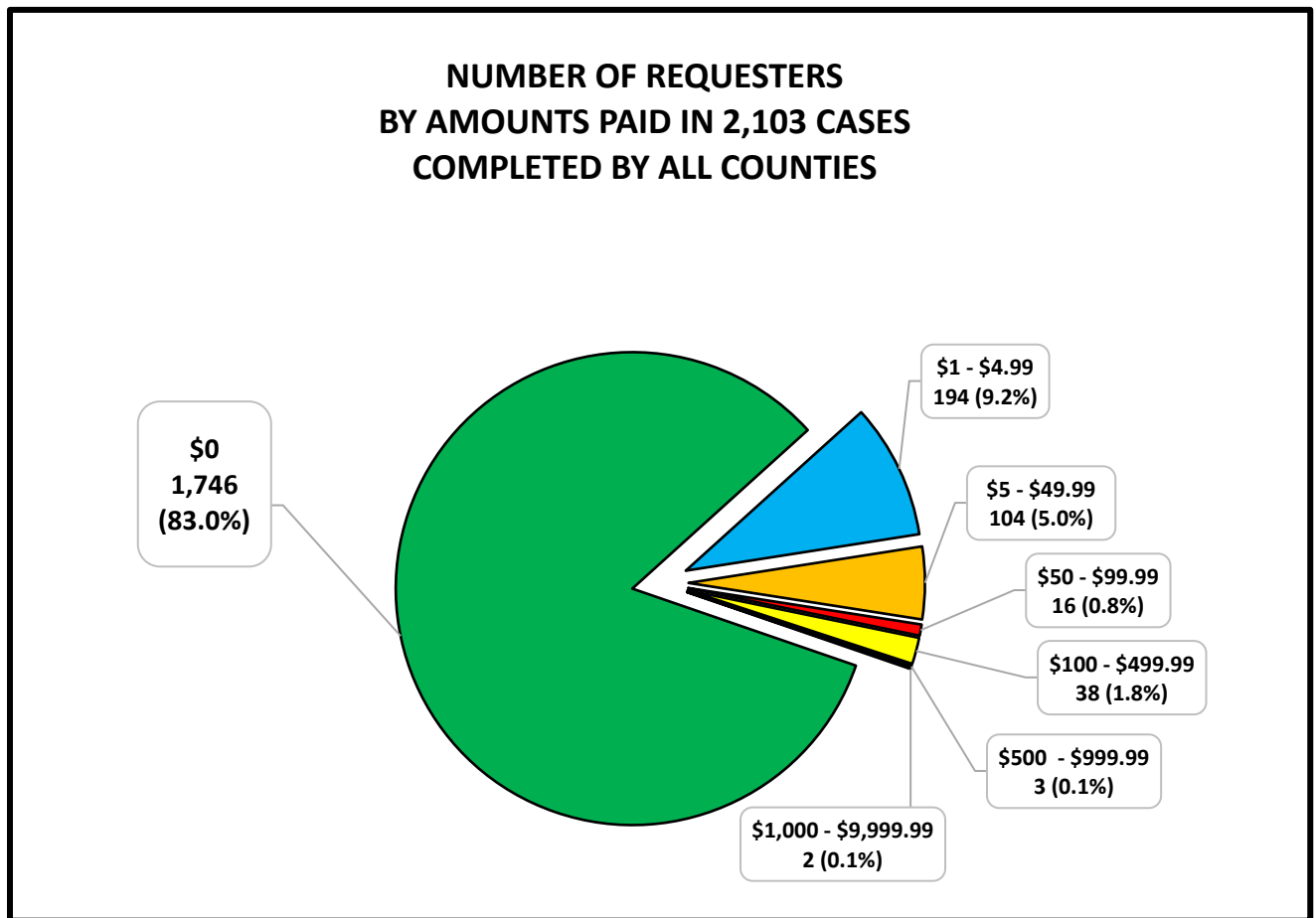
By reviewing each agency’s Log, OIP compiled the data found in **Table 10**, which is attached at the end of this report. For the 2,103 total completed requests, a total of \$15,763 was paid by requesters for fees and costs per Table 10. Table 10 lists the data by county and provides subtotals for each county.

Based on the 2,103 completed requests, **Chart 11** below shows that 1,746 requesters (83.0%) paid nothing, 194 requesters (9.2%) paid \$1 to \$4.99 per request; 104 requesters (5.0%) paid \$5 to \$49.99; 16 requesters (0.8%) paid \$50 to 99.99; 38 requesters (1.8%) paid \$100 to \$499.99; 3 requesters (0.1%) paid \$500 to \$999.99, and 2 requesters paid \$1,000 to \$9,999.99.

Of the 59 requesters who paid \$50 or more, at least 30 requesters (50%) in the attached **Table 10 Supplement: Summary of Fees & Costs Paid by Requesters** were reported by county agencies as representing attorneys, media, or for-profit or nonprofit organizations.

Compared to Chart 11 for FY 2019, the percentage breakdown is similar, although a slightly larger percentage in FY 2020 (83.0%) paid no fees and costs than in FY 2019 (79.9%) and two requesters paid more than \$1,000 in FY 2020.

**Chart 11 (Counties)**

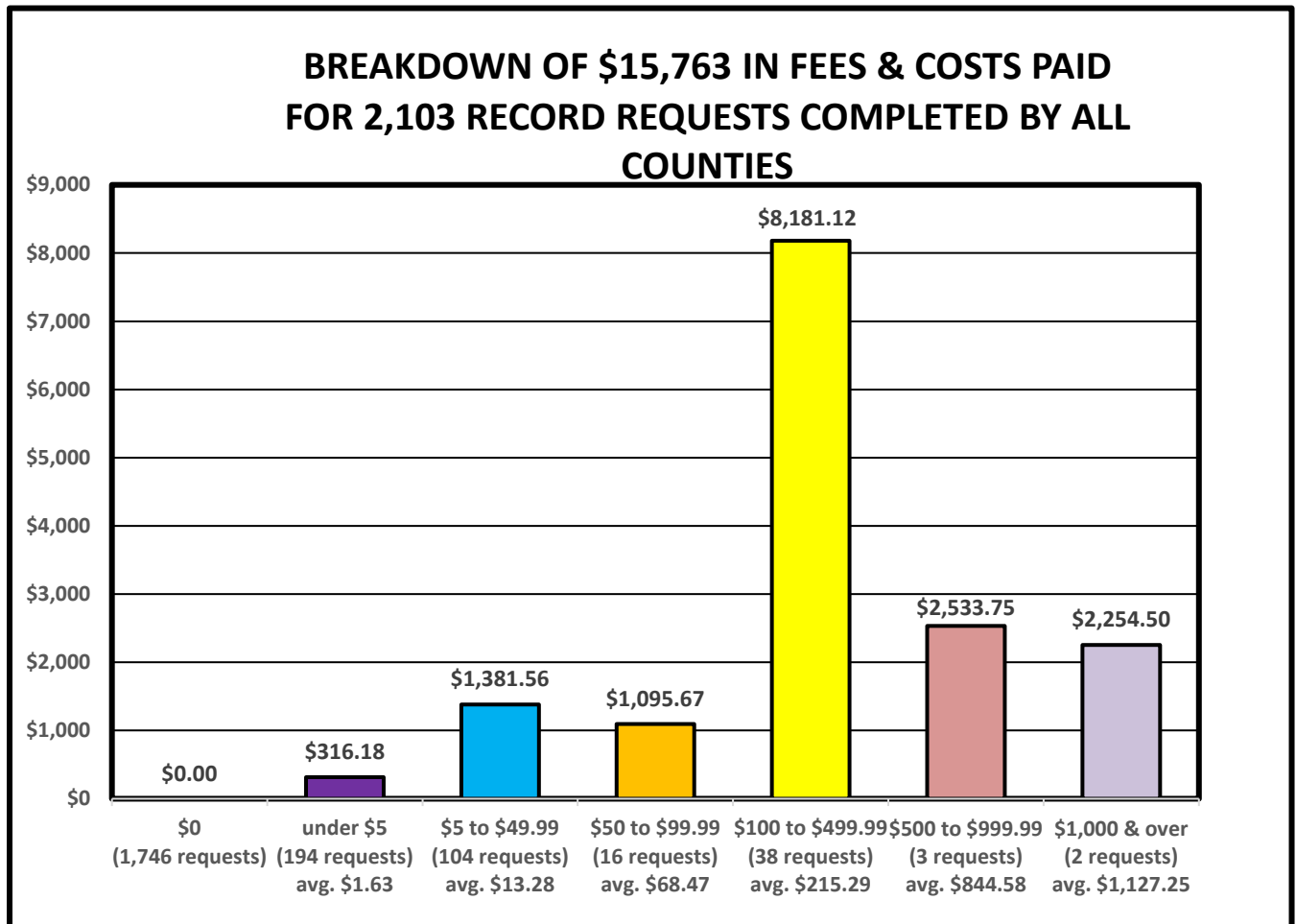


Again using Table 10's data, **Chart 12** below shows the breakdown of the \$15,763 in fees and costs paid in 2,103 completed cases. As Chart 12 shows, 1,746 requesters (83.0% of 2,103 completed requests) paid nothing, and 357 requesters (17.0% of 1,904 completed requests) paid a total of \$15,763. Of the 357 requesters that paid any amount, 194 requesters (54.3%) paid less than \$5, for a total of \$316.18 or average of \$1.63 per request. Another 104 requesters (29.2% of paying requesters) paid between \$5 and \$49.99, for a total of \$1,381.56 or average of \$13.28. Another 104 requesters (29.2% of paying requesters) paid between \$5 and \$49.99, for a total of \$1,381.56 or average of \$13.28.

Sixteen requesters (4.5% of paying requesters) paid between \$50 and \$99.99, for a total of \$1,095.67 or average of \$68.47. Thirty-eight requesters (10.7% of paying requesters) paid between \$100 and \$499.99, for a total of \$8,181.12 or average of \$215.29. Three requesters (0.8% of paying requesters) paid between \$500 and \$999.99, for a total of \$2,533.75 or average of \$844.58. Two requesters (0.6% of paying requesters) paid \$1,000 and over, for a total of \$2,254.50 or average of \$1,127.25.

The counties collected more for fees and costs from requesters in FY 2020 (\$15,763) than in FY 2019 (\$12,123).

**Chart 12 (Counties)**



## COUNTY AGENCIES' SUMMARY

In closing, OIP would like to thank the county agencies that participated in recording their Log data and providing it to OIP. OIP appreciates the counties' cooperation in providing Log data, which 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 and prior years' county data, which was summarized in OIP's other reports found on the [Reports page at oip.hawaii.gov](https://oip.hawaii.gov/reports/).

While there were significant differences between counties, the overall average for 85 county agencies reporting in FY 2020 showed that typical requests comprised 67% of all requests, were granted in whole or in part 83% of the time, and were completed in 8.6 work days on average. Of all county requests, 95% were completed in FY 2020, and 83% of all completed requests paid nothing for fees and costs.

OIP closely compared the FY 2020 data to prior years' data to see what effect the COVID-19 pandemic had upon record requests made to county agencies. The most noticeable difference was in the 58% increase in the number of routine record requests made to counties as compared to the 33% decrease in routine requests made to state agencies in FY 2020. While most state and county agencies reported decreases in routine requests, the large increase in the counties' total number of routine requests is due to the 97% increase in routine requests reported by the Hawaii County Department of Finance because of COVID-19 changes to process vehicle and drivers' licensing.

The Log, however, tracks only the formal UIPA record requests made to agencies. In FY 2020, all county agencies reported 2,225 formal UIPA record requests (Chart 1), which is 110 (4.7%) less than reported in FY 2019 (2,335). The formal requests can be broken down into 403 (18%) complex record requests, 324 (15%) personal record requests, and 1,498 (67%) "typical" requests (Chart 2).

County agencies completed 2,103 requests, or 75% of the 2,225 requests received in FY 2020. (Chart 3B) Of the 2,103 completed requests, 75% were granted in full, 8% were granted or denied in part, 3% were denied in full, the agency was unable to respond to 8%, the requester withdrew in 3%, and the requester abandoned the request in 14% of the county cases. (Chart 4)

The following chart compares how cases were resolved by the state and counties in FY 2019 compared to FY 2020.

<u>How Resolved</u>	<u>FY19 State</u>	<u>FY20 State</u>	<u>FY19 Counties</u>	<u>FY20 Counties</u>
Granted in full	70%	71%	81%	75%
Partially granted/denied	13%	6%	5%	8%
Denied in full	8%	3%	4%	3%
Agency unable to respond	6%	15%	6%	8%
Requester withdrew	1%	1%	1%	2%
Requester abandoned/failed to pay	2%	4%	3%	4%



It took all county agencies an average of 11.3 days to respond to 2,103 completed requests of any type in FY 2020, an increase from FY 2019's 9-day average response time. (Chart 5) When broken down by type of requests, the average days to complete the "typical" request in FY 2020 was 8.6 days; personal requests averaged 15.9 days; and complex requests averaged 21.4 days. Because of the increase in time to complete complex record requests in FY 2020 it took 11.3 days on average to complete each request compared to 8 days in FY 2019. (Chart 5)

In terms of hours worked per request, county agencies took a total of 3,772 hours to respond to all requests, which includes nonchargeable time for legal review and the 122 requests that were not completed in FY 2020. (Chart 6) When broken down into chargeable search, review, and segregation hours for both completed and pending cases, county agencies worked an average of 0.94 hours for a typical request, 0.91 hours for a personal record request, and 4.54 hours for a complex request. (Chart 7) Because of the 1.51 additional hours that it took counties to complete the average complex record requests in FY 2020 versus FY 2019, the counties' overall average to complete all types of requests increased to 1.58 hours in FY 2020 versus 1.26 hours in FY 2019. The county agencies' overall average is comparable to state agencies' overall average of 1.54 hours to complete all types of requests in FY 2020.

For FY 2020, county agencies incurred \$74,580 in gross fees and costs (excluding legal review hours, personal record fees, and additional response fee estimates) to respond to all requests, of which \$15,763 (21%) was actually paid by all requesters. (Chart 8A) Although the 343 complex requests comprised only 16% of all completed requests, they consumed about five times as many SRS hours compared to the typical request, and complex requests disproportionately accounted for \$36,183 (48.5%) of the gross fees and costs incurred by agencies (\$74,580). (Charts 2, 7, 8A and 8B) Requesters for the 343 completed complex record requests paid \$5,722 (36%) of the \$15,763 total amount recovered from all county requesters. (Charts 8A and 8B)

Fee waivers were granted in 60% of 2,103 completed cases. (Chart 9) For 1,201 (57%) of the requests, \$30 fee waivers were granted, while 67 requests (3%) were allowed the \$60 public interest fee waivers. The 835 cases in which no fee waivers were reported may be explained, in part, by cases that were denied (78), withdrawn (36), or abandoned (89); for which the agency was unable to respond (190); for personal records (293) for which no fees may be charged; or because only costs, and no fees, were charged. (Charts 4 and 9) Notably, the counties, and in particular Honolulu, granted fewer \$60 fee waivers in FY 2020 than in FY 2019.

In the 2,103 completed county cases, 1,746 (83%) requesters paid nothing, and 357 (17%) requesters paid for fees or costs. (Charts 11 and 12; Table 10) Of the 357 requesters that paid any amount, 194 (54.0%) paid less than \$5, and 104 (29.1%) paid between \$5 and \$49.99 for their requests. (Charts 11 and 12; Table 10) Only 59 requesters (16.5% of all paying requesters) paid \$50 or more per request, of whom at least 30 requesters (61.2%) were reported by the agencies as representing law firms, media, or commercial, or other for-profit or non-profit entities. (Table 10 Supplement) As in years past, it appears from the Table 10 Supplement that most fees and costs are being paid by for-profit entities, and not by individual requesters.

**TABLE 10: FY 2020 FEES & COSTS COLLECTED (by county agency for completed requests)**

COUNTY	DEPARTMENT	PERSONAL	AMOUNT COLLECTED	COMPLEX	AMOUNT COLLECTED	TYPICAL	AMOUNT COLLECTED	TOTAL AMOUNT COLLECTED	# \$0	# Under \$5	Amt	# \$5 to \$49.99	Amt	# \$50 to \$99.99	Amt	# \$100 to \$499.99	Amt	# \$500 to \$999.99	Amt	\$1,000 & over	Amt	TOTAL AMOUNT COLLECTED	
CC HON	BUDGET/ACCOUNTING	0	\$ -	0	\$ -	5	\$ 45.00	\$ 45.00	2			3	\$45.00										\$45.00
CC HON	BUDGET/ ADMIN	5	\$ -	1	\$ -	9	\$ -		15														
CC HON	BUDGET/ CIP ADMIN	0	\$ -	0	\$ -	1	\$ -		1														
CC HON	BUDGET/ LIQUOR COMM	10	\$ 4.50	11	\$ 263.14	143	\$ 590.21	\$ 857.85	11	112	\$180.23	38	\$439.51	2	\$115.61	1	\$122.50						\$857.85
CC HON	BUDGET/ PURCHASING	81	\$ 1,963.25	0	\$ -	0	\$ -	\$ 1,963.25	66	3	\$4.00	4	\$50.50			8	\$1,908.75						\$1,963.25
CC HON	BUDGET/ REAL PROPRTY	0	\$ -	0	\$ -	16	\$ -		16														
CC HON	BUDGET/ INTERNAL CONTROL	0	\$ -	1	\$ 149.00	0	\$ -	\$ 149.00								1	\$149.00						\$149.00
CC HON	CITY AUDITOR	0	\$ -	0	\$ -	7	\$ -		7														
CC HON	CITY CLERK	0	\$ -	0	\$ -	13	\$ 3.00	\$ 3.00	12	1	\$3.00												\$3.00
CC HON	BUDGET/ BUDGETARY ADMIN	0	\$ -	0	\$ -	1	\$ -		1														
CC HON	BUDGET/ TREASURY	0	\$ -	5	\$ -	50	\$ 875.24	\$ 875.24	42	8	\$9.75			1	\$94.24	4	\$771.25						\$875.24
CC HON	COMMUNITY SERVICES	0	\$ -	0	\$ -	1	\$ -		1														
CC HON	CORP COUNSEL	0	\$ -	0	\$ -	26	\$ 165.75	\$ 165.75	23			1	\$40.00	2	\$125.75								\$165.75
CC HON	DESIGN & CONSTRUCTION	0	\$ -	0	\$ -	17	\$ 188.20	\$ 188.20	16							1	\$188.20						\$188.20
CC HON	ECONOMIC DEVPT	0	\$ -	0	\$ -	1	\$ -		1														
CC HON	EMERGENCY MGMT	0	\$ -	0	\$ -	1	\$ -		1														
CC HON	ENTERPRISE SERVICES	0	\$ -	1	\$ -	0	\$ -		1														
CC HON	ENVIRONMENTAL SVCS	0	\$ -	0	\$ -	6	\$ 135.25	\$ 135.25	1	1	\$0.75	4	\$134.50										\$135.25
CC HON	ETHICS COMMISSION	1	\$ -	0	\$ -	13	\$ -		14														
CC HON	FACILITY MAINTENANCE	0	\$ -	0	\$ -	11	\$ 996.50	\$ 996.50	4	1	\$1.75	3	\$38.75	1	\$58.50	2	\$897.50						\$996.50
CC HON	HON AUTH RAPID TRANS	0	\$ -	1	\$ -	3	\$ -		4														
CC HON	BOARD OF WATER SUPP	42	\$ 440.75	0	\$ -	0	\$ -	\$ 440.75	38			1	\$10.00	1	\$70.00	2	\$360.75						\$440.75
CC HON	HON FIRE DEPT	95	\$ -	270	\$ -	356	\$ 90.25	\$ 90.25	706	2	\$9.50	13	\$80.75										\$90.25
CC HON	HON POLICE COMMN	2	\$ -	0	\$ -	3	\$ -		5														
CC HON	HON POLICE DEPT	0	\$ -	12	\$ 432.50	167	\$ 439.35	\$ 871.85	149	14	\$22.25	11	\$187.10	3	\$201.25	2	\$461.25						\$871.85







**TABLE 10 SUPPLEMENT: SUMMARY OF FEES & COSTS PAID BY REQUESTERS  
FY 2020  
COUNTIES**

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

- \* 1. C&C/ PLANNING & PERMITTING – Sullivan-Meheula-Jones - \$1,229.75 (all costs)
  - \* 2. C&C/ PLANNING & PERMITTING – Joyce Tam-Sugiyama - \$1,024.75 (all costs)
- TOTAL = \$2,254.50**

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

- 1. MAUI/ WATER SUPPLY – JY - \$977.75
  - \* 2. C&C/ MAYOR/MANAGING DIRECTOR – David Chapman - \$885.25
  - \* 3. C&C/ MAYOR/MANAGING DIRECTOR – David Chapman - \$670.75
- TOTAL = \$2,533.75**

**\$100 - \$500:**

- 1. C&C/ BUDGET/ PURCHASING – Contract Request - \$450.50
- 2. C&C/ BUDGET/ PURCHASING – RFQ-ODC-2000008 - \$354.25
- 3. C&C/ BUDGET/ PURCHASING – RFB-DDC-1143712 - \$184.50
- 4. C&C/ BUDGET/ PURCHASING – RFP-COR-1276406- \$173.25
- 5. C&C/ BUDGET/ PURCHASING – RGP-DCS-GIA2018 - \$280.00
- 6. C&C/ BUDGET/ PURCHASING – Contract Request - \$200.00
- 7. C&C/ BUDGET/ PURCHASING – RFD-DIT-1254309 - \$160.00
- 8. C&C/ BUDGET/ PURCHASING – Contract Request - \$106.25
- \* 9. C&C/ BUDGET/ INTERNAL CONTROL – Civil Beat - \$149.00
- 10. C&C/ BUDGET/ TREASURY – TP - \$221.25
- 11. C&C/ BUDGET/ TREASURY – GF - \$221.25
- 12. C&C/ BUDGET/ TREASURY – WK - \$221.25
- 13. C&C/ BUDGET/ TREASURY – MT - \$107.50
- \* 14. C&C/ BUDGET/ LIQUOR COMMISSION – Unite Here, Local 5 - \$122.50
- \* 15. C&C/ DESIGN & CONSTRUCTION – Ashley K. Ikeda - \$188.20
- \* 16. C&C/ FACILITY MAINTENANCE – Civil Beat - \$445.50
- 17. C&C/ FACILITY MAINTENANCE – Jo Ann Ochi - \$452.00
- 18. C&C/ BOARD OF WATER SUPPLY – Payroll records request - \$150.00
- 19. C&C/ BOARD OF WATER SUPPLY – Payroll records request - \$210.75
- 20. C&C/ HONOLULU POLICE DEPT. – Mark Reid - \$101.25
- \* 21. C&C/ HONOLULU POLICE DEPT. – Civil Beat - \$360.00
- \* 22. C&C/ PARKS & RECREATION – Civil Beat - \$360.00
- \* 23. C&C/ PARKS & RECREATION – Larissa Thom - \$122.82
- \* 24. C&C/ PLANNING & PERMITTING – Kasdan Lippsmith LLC - \$296.00
- \* 25. C&C/ PLANNING & PERMITTING – Mark Carr - \$121.60
- \* 26. C&C/ PLANNING & PERMITTING – Prince Kuhio Hawaiian Civic Club - \$461.75

- \* 27. C&C/ PLANNING & PERMITTING – Derrick Sakai - \$126.75
- \* 28. C&C/ PLANNING & PERMITTING – Ronald T. Ogomori - \$166.75
- \* 29. C&C/ PLANNING & PERMITTING – Joyce Tam-Sugiyama - \$126.00
- \* 30. C&C/ PLANNING & PERMITTING – John O. Ramsey - \$115.50
- \* 31. C&C/ PLANNING & PERMITTING – Revere & Associates - \$119.00
- \* 32. C&C/ PLANNING & PERMITTING – Damon Key Leong Kupchak Hastert - \$103.50
- \* 33. C&C/ PROSECUTING ATTORNEY – Civil Beat - \$167.50
- \* 34. KAUAI/ PLANNING – B.G. LLP - \$122.25
- \* 35. KAUAI/ PLANNING – C.S. LLP - \$449.75
- \* 36. KAUAI/ PLANNING – B.G. LLP - \$100.00
- \* 37. KAUAI/ PLANNING – M.K.T. - \$120.00
- \* 38. MAUI/ WATER SUPPLY – WD - \$243.75

**TOTAL = \$8,181.12**

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

- 1. C&C/ BUDGET/ LIQUOR COMMISSION – Ikuyo Coppa - \$58.94
- 2. C&C/ BUDGET/ LIQUOR COMMISSION – Thomas Berger - \$56.67
- 3. C&C/ BUDGET/ TREASURY – Diane Almadova - \$94.24
- \* 4. C&C/ CORPORATION COUNSEL – Civil Beat - \$50.00
- \* 5. C&C/ CORPORATION COUNSEL – Civil Beat - \$75.75
- \* 6. C&C/ FACILITY MAINTENANCE – Civil Beat - \$58.50
- 7. C&C/ BOARD OF WATER SUPPLY – Request for historical records - \$70.00
- 8. C&C/ HONOLULU POLICE DEPT – Thomas Burns - \$78.75
- 9. C&C/ HONOLULU POLICE DEPT – Pamela Brown- \$56.25
- 10. C&C/ HONOLULU POLICE DEPT – Brian Mikel - \$66.25
- \* 11. C&C/ PARKS & RECREATION – Bessie Rodriguez - \$68.57
- \* 12. C&C/ PLANNING & PERMITTING – Bays Lung Rose Holma - \$51.00
- \* 13. HAWAII/ HUMAN RESOURCES – Civil Beat - \$92.50
- 14. KAUAI/ PLANNING – H.B. - \$81.50
- 15. KAUAI/ LIQUOR CONTROL – Corp Counsel RFLS - \$66.75
- 16. MAUI/ WATER SUPPLY – SR & SR - \$70.00

**TOTAL = \$1,095.67**

**GRAND TOTAL paid by requesters \$50+ = \$14,065.04**

**Plus total paid by requesters \$5 to \$49.99 = 1,381.56**

**Plus total paid by requesters under \$5 = 316.18**

**TOTAL paid for all requests = \$15,762.78**

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