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**OIP'S REPORT OF COUNTY AGENCIES'  
UIPA RECORD REQUEST  
YEAR-END LOGS for FY 2022**  
**(For record requests received from July 1, 2021 through June 30, 2022)**

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 2022 (“Master Log”)<sup>1</sup> for 84 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 2022 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 2022. All State and county reports are available on the [Reports page at oiip.hawaii.gov](http://oiip.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 the City and County of Honolulu, which resulted in Honolulu requests comprising 65% (1,542)

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<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.

of total requests received by counties (2,346 total), many of the overall averages in the Charts have been skewed by Honolulu’s larger numbers.

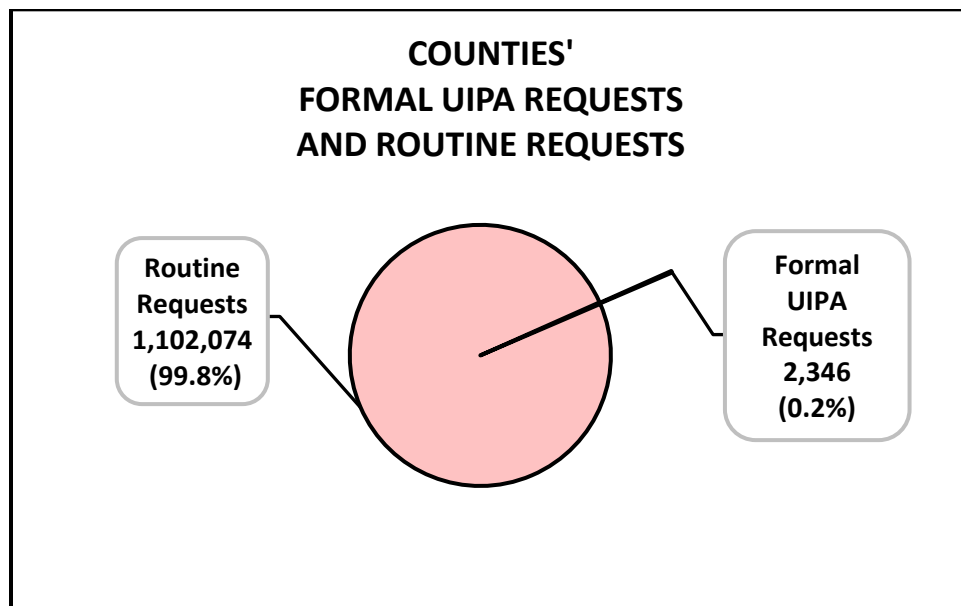
**How many requests were made to the counties in FY 2022?**

Excluding routine requests,<sup>3</sup> there were 2,346 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 1,102,074 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 2022, formal UIPA record requests increased by 389 (20%), and all counties reported 1,102,074 routine requests, up from 1,073,891 in FY 2021.

The following pie chart (**Chart 1**) shows that the 2,346 formal UIPA record requests constituted 0.2% and the estimated 1,102,074 routine requests comprised 99.8% of the total requests reported by the county agencies in FY 2021. **Table 1** breaks down these numbers by county.

**Chart 1 (Counties)**



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<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, vehicle and drivers’ licenses, or agency brochures).

**Table 1**

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

	<u>Formal Requests</u>	<u>Routine Requests</u>	<u>ALL</u>
Honolulu	1,542 (2%)	81,230 (98%)	82,772
Hawaii	382 (1%)	994,250 (99%)	994,632
Kauai	197 (5%)	3,699(95%)	3,896
Maui	225 (1%)	22,895 (99%)	23,120
All Counties	2,346 (0.2%)*	1,102,074 (99.8%)*	1,104,420

\* = percentage of all counties' totals.

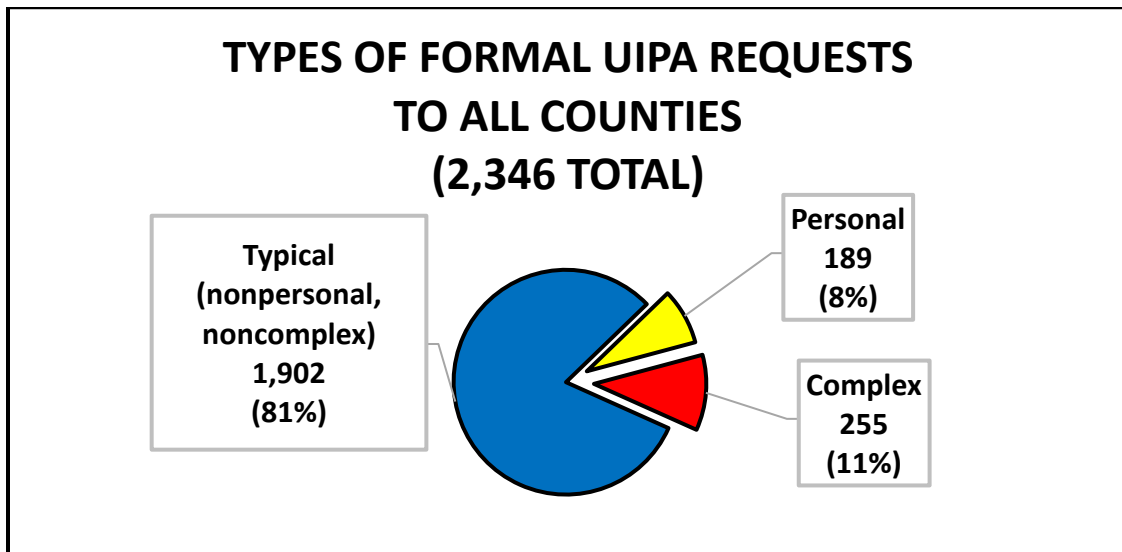
No \* = percentage of each county's totals.

**What kinds of requests were made?**

The formal requests received by all counties (2,346) can be broken down into 189 (8%) personal record requests<sup>4</sup> and 255 (11%) complex requests,<sup>5</sup> resulting in a balance of 1,902 (81%) nonpersonal and noncomplex requests, *i.e.* “typical” requests,<sup>6</sup> as shown in **Chart 2** below. **Table 2** shows the breakdown by county.

The total number of formal UIPA requests to all counties increased from 1,957 in FY 2021 to 2,346 in FY 2022. The number of complex cases increased from 201 in FY 2021 to 255 in FY 2022, and the number of personal requests decreased from 214 to 189. The number of “typical” requests increased from 1,542 to 1,902 in FY 2022.

**Chart 2 (Counties)**



**Table 2**  
**Types of Formal UIPA Requests Received by County**

	<u>Typical</u>	<u>Personal</u>	<u>Complex</u>	<u>ALL</u>
<b>Honolulu</b>	1,251 (81%)*	110 ( 7%)	181 (12%)	1,542 (66%)*
<b>Hawaii</b>	348 (91%)*	15 ( 4%)	19 ( 5%)	382 (16%)*
<b>Kauai</b>	137 (70%)*	40 (20%)*	20 (10%)*	197 ( 8%)*
<b>Maui</b>	166 (74%)*	24 (11%)*	35 (15%)*	225 (10%)*
<b>All Counties</b>	1,902 (81%)*	189 ( 8%)*	255 (11%)*	2,346 (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.

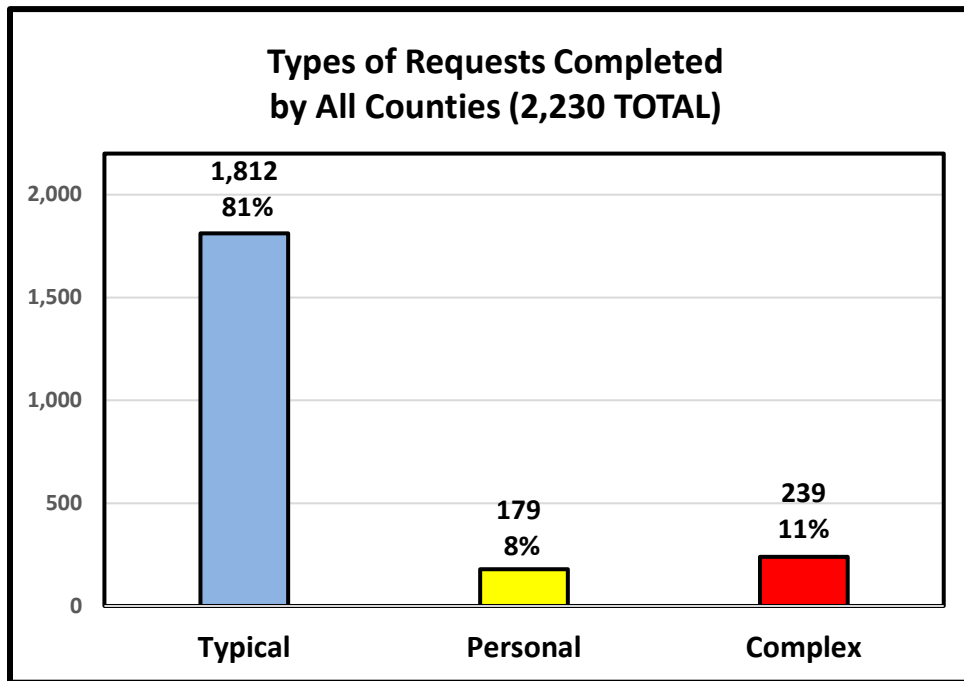
<sup>6</sup> The “typical” requests were for government records and were subject to Part II of the UIPA.

**How many requests were completed?**

**Chart 3A** shows the types of requests that were completed in FY 2022. Of 2,346 total requests received by all county agencies, 2,230 (95%) were completed in FY 2022, compared to 98% completed in FY 2021.<sup>7</sup> Of the 2,230 requests completed in FY 2022, 199 (8%) were personal record requests, 239 (11%) were complex requests, and 1,812 (81%) were “typical” nonpersonal and noncomplex record requests.

**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  
(2,230 Total) – by County

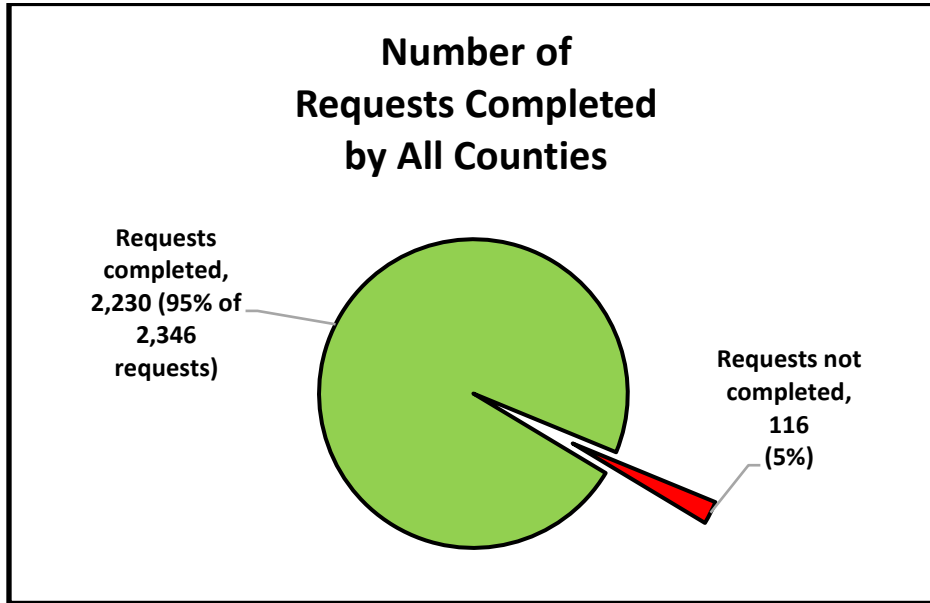
	Typical	Personal	Complex	ALL
Honolulu	1,226 (81%)*	110 (7%)*	174 (12%)*	1,510 (68%)*
Hawaii	335 (91%)*	15 (4%)*	19 (5%)*	369 (17%)*
Kauai	133 (72%)*	32 (17%)*	19 (11%)*	184 ( 8%)*
Maui	118 (71%)*	22 (13%)*	27 (16%)*	167 ( 7%)*
<b>All Counties</b>	<b>1,812 (81%)*</b>	<b>179 (8%)*</b>	<b>239 (11%)*</b>	<b>2,230 (100%)*</b>

\* = percentage of all counties’ totals.

<sup>7</sup> Requests that were completed in FY 2022 may have included those carried over from an earlier year. Likewise, requests that were not completed in FY 2022, may be completed in a later fiscal year. In FY 2021, 47 county cases were not completed and may have been completed in FY 2022.

Of the 2,346 formal requests received by all county agencies, 2,230 (95%) were completed and 116 (5%) were not completed as of June 30, 2022, as shown in **Chart 3B** below. **Table 3B** shows the breakdown by county. The overall percentages for the prior year were 98% completed and 2% not completed.

**Chart 3B (Counties)**



**Table 3B**  
Number of Requests Completed by County

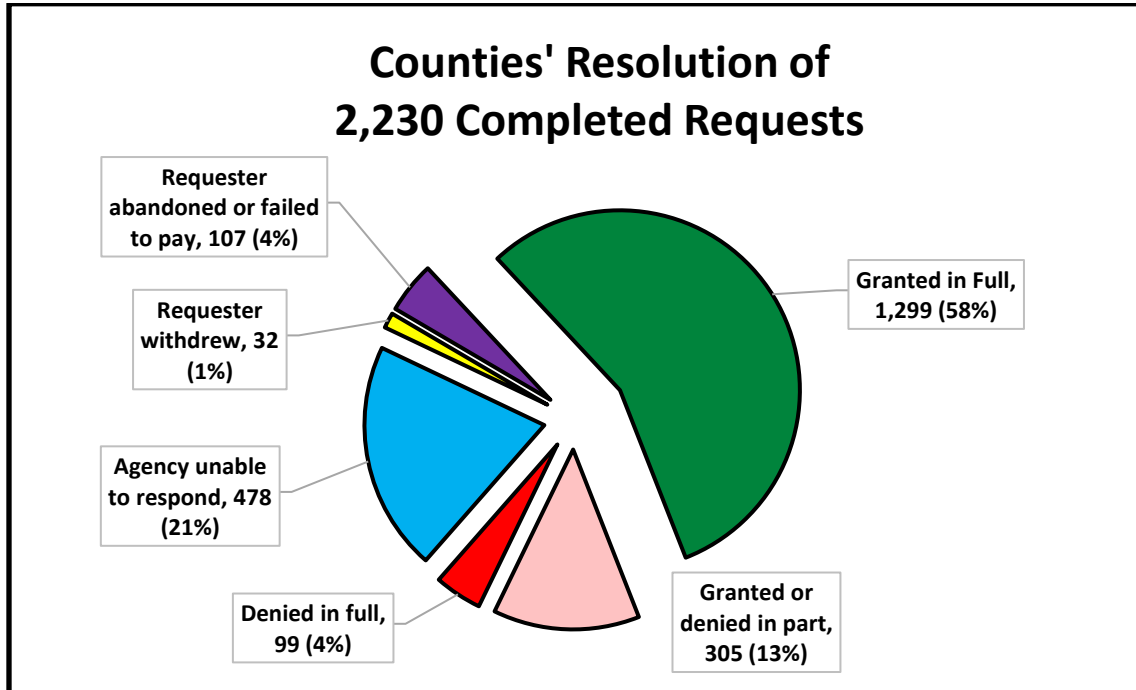
	<u>Completed</u>	<u>Not Completed</u>	<u>% Not Completed</u>
Honolulu	1,510	32	2%
Hawaii	369	13	3%
Kauai	184	13	7%
Maui	167	58	26%
All Counties	2,230	116	5%*

\* = percentage of all counties' totals

**How were requests resolved?**

Of the 2,230 requests completed by the county agencies, **Chart 4** below shows that 1,299 (58%) were granted in full; 305 (13%) were granted or denied in part; 99 (4%) were denied in full; in 478 (21%), the agency was unable to respond; 32 (1%) were withdrawn by the requester; and in 107 (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 by county total more than the number of completed requests (2,230), the discrepancy is due to agencies not reporting a resolution for some completed requests and reporting more than one resolution for other completed requests.

**Table 4**  
**Resolution of 2,230\* 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 Withdrew</b>	<b>Requester Abandoned</b>	
<b>Honolulu</b>	<b>788 (51%)</b>	<b>210 (13%)</b>	<b>75 (5%)</b>	<b>375 (24%)</b>	<b>27 (2%)</b>	<b>83</b>	<b>(5%)</b>
<b>Hawaii</b>	<b>213 (61%)</b>	<b>69 (20%)</b>	<b>15 (4%)</b>	<b>41 (12%)</b>	<b>2 (1%)</b>	<b>8</b>	<b>(2%)</b>
<b>Kauai</b>	<b>132 (70%)</b>	<b>15 ( 8%)</b>	<b>6 (3%)</b>	<b>32 (16%)</b>	<b>2 (1%)</b>	<b>4</b>	<b>(2%)</b>
<b>Maui</b>	<b>166 (74%)</b>	<b>11 ( 5%)</b>	<b>3 (1%)</b>	<b>30 (14%)</b>	<b>1 (1%)</b>	<b>12</b>	<b>(5%)</b>
<b>All Counties</b>	<b>1,299 (56%)**</b>	<b>305 (14%)**</b>	<b>99 (4%)**</b>	<b>478 (21%)**</b>	<b>32 (1%)**</b>	<b>107</b>	<b>(5%)**</b>

\*Although 2,230 requests were completed, there is no data on how some requests were resolved and agencies reported more than one resolution for other completed cases. Therefore, the total numbers by county in Table 4 will not match Table 3B.

\*\* = percentage of all counties' totals, based on 2,230 total completed requests; may not add to 100% due to agencies not reporting a resolution or reporting more than one resolution for some cases.

When the overall county data for FY 2022 is compared to the prior year, there was a decrease in the percentage of completed requests that were granted in full (56% vs. 62%) and a decrease in the number of completed requests that were granted in part (14% vs. 18%). Other comparisons between years show smaller percentage changes or none at all.



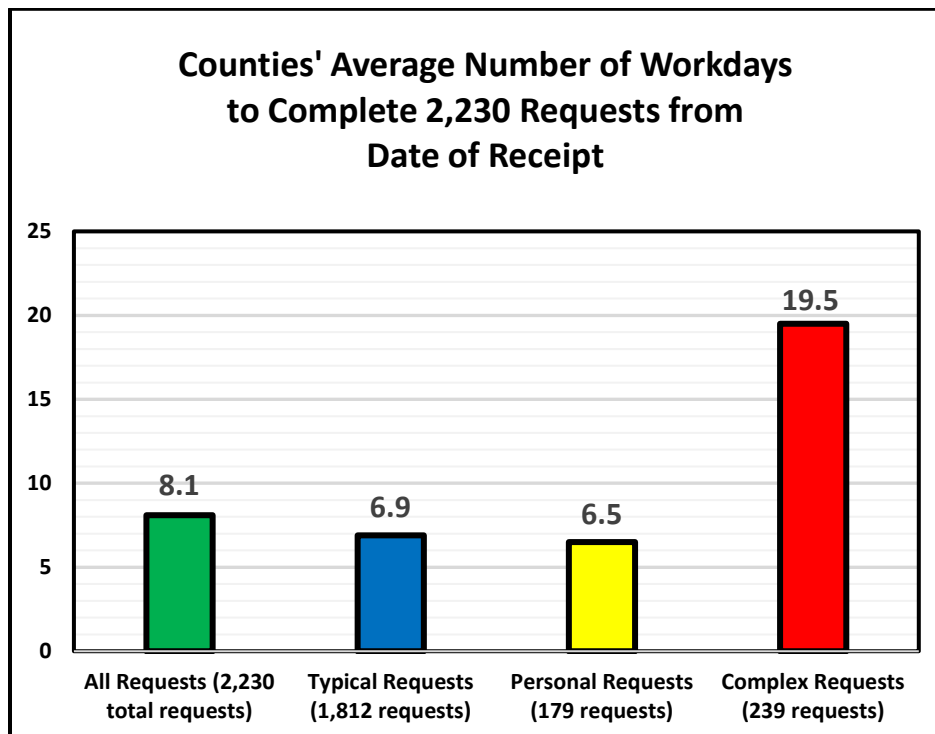
## How long did it take to complete requests?

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 county agencies reported providing initial responses within ten business days for 2,182 requests, or 93% of all 2,346 requests received. (Column I of the Master Log) In 139 (5.9%) of requests received, 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.

As shown in the following bar graph, **Chart 5**, it took an average of 8.1 workdays from date of receipt to complete all counties' record requests, based on 18,231 workdays to complete 2,230 requests. (Columns N and AP of the Master Log; see also Chart 3A for numbers of completed requests.) When broken down by type of request, Chart 5 shows that it took an average of 6.9 days to complete 1,812 typical record requests (81% of all requests); 6.5 days to complete 179 personal record requests (11% of all requests); and 19.5 days to complete 239 complex requests (8% of all 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 2,230 Requests  
From Date of Receipt – by County**

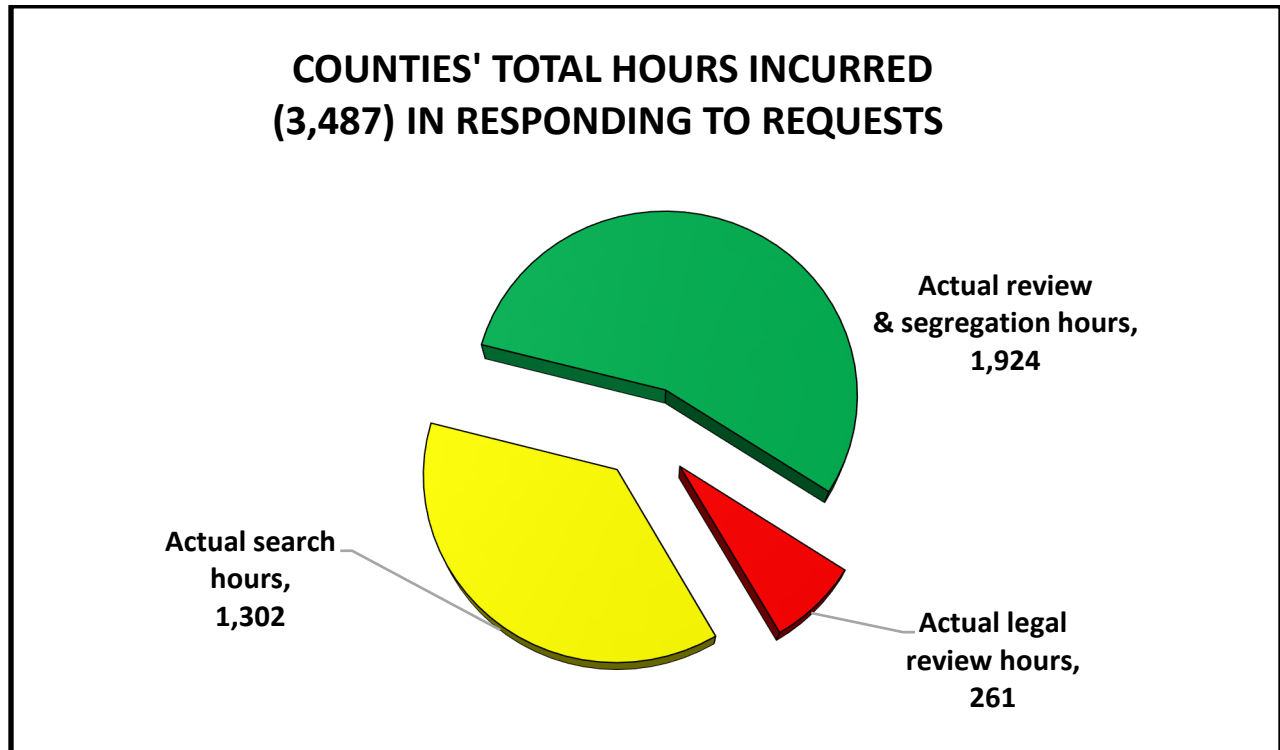
	<u>All Requests</u>	<u>Typical Requests</u>	<u>Personal Requests</u>	<u>Complex Requests</u>
<b>Honolulu</b>	<b>8.3</b>	<b>7.1</b>	<b>6.8</b>	<b>19.0</b>
<b>Hawaii</b>	<b>6.0</b>	<b>5.7</b>	<b>9.3</b>	<b>14.8</b>
<b>Kauai</b>	<b>7.2</b>	<b>5.2</b>	<b>4.1</b>	<b>25.7</b>
<b>Maui</b>	<b>11.7</b>	<b>10.3</b>	<b>6.7</b>	<b>21.3</b>
<b>*All Counties' Avg.</b>	<b>8.1</b>	<b>6.9</b>	<b>6.5</b>	<b>19.5</b>

Compared to **Chart 5** from FY 2021, all counties took fewer workdays, on average, to complete record requests:

<u>Days to complete</u>	<u>FY 2021</u>	<u>FY 2022</u>
Overall average	8.8	8.1
Typical record requests	7.5	6.9
Personal record requests	9.5	6.5
Complex record requests	21.1	19.5

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. The totals in Columns AT through BA of the Log show the number of SRS hours that county agencies worked to respond to 2,346 total record requests received. As shown in the following **Chart 6**, the agencies reported incurring a total of 3,487 hours to respond to the 2,346 record requests received in FY 2022, of which 1,302 hours were for search, 1,924 hours were for review and segregation, and 261 hours were for legal review.<sup>9</sup> **Table 6** shows the breakdown by county.

**Chart 6 (Counties)**



<sup>9</sup> Chart 6 includes the time spent by agencies working on the 116 pending cases that were not completed at the end of FY 2022, many of which were received toward the end of the year or were complex requests. The SRS hours for requests not completed since FY 2019 have remained relatively constant at 37 or 37.25 hours each year. Including this relatively low number of hours for not completed requests provides a closer approximation of the total number of hours incurred by agencies to complete record requests, including those that agencies worked on but did not actually complete until a later fiscal year.

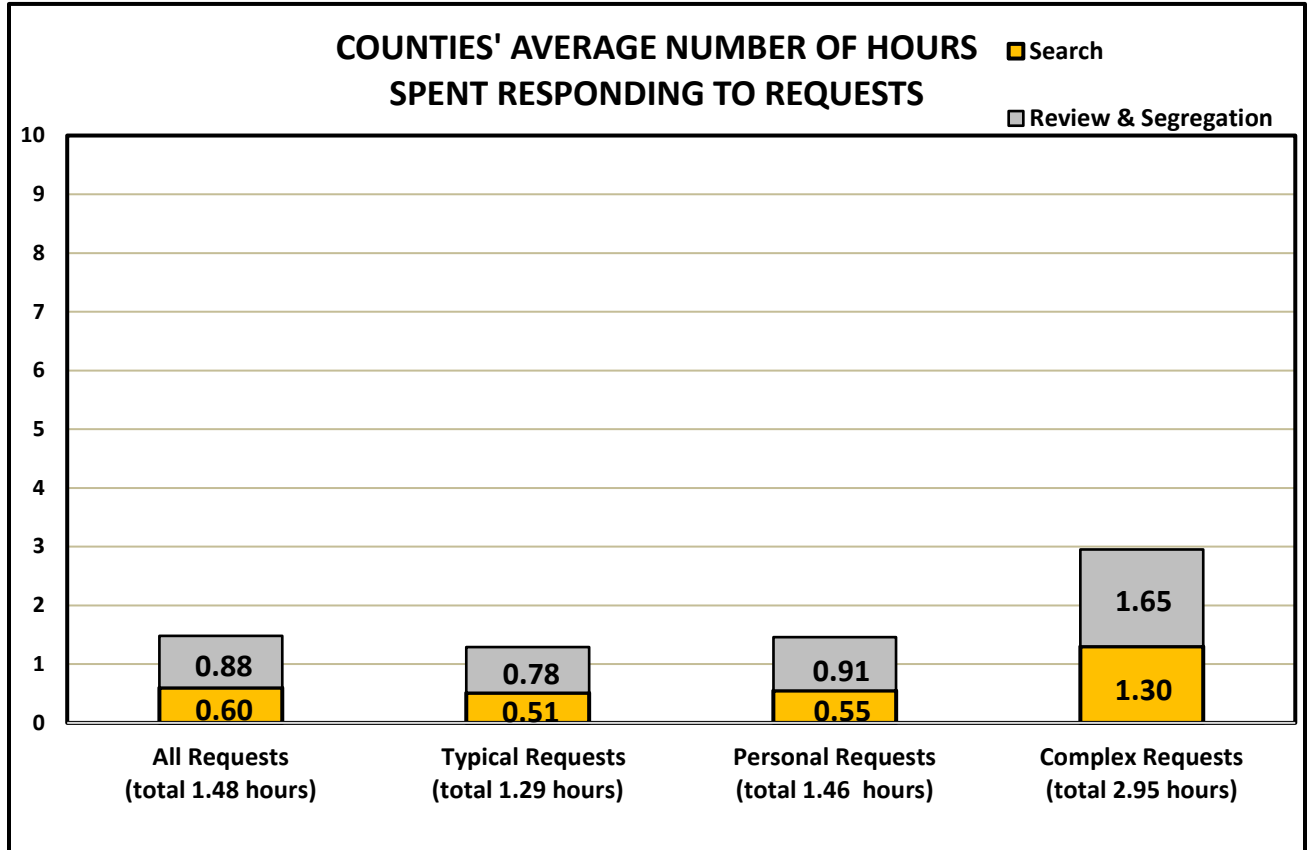
**Table 6**

**Total Hours Incurred (3,487)  
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>	<b>786</b>	<b>1,755</b>	<b>248</b>	<b>2,789</b>
<b>Hawaii</b>	<b>132</b>	<b>45</b>	<b>9</b>	<b>186</b>
<b>Kauai</b>	<b>122</b>	<b>55</b>	<b>1</b>	<b>178</b>
<b>Maui</b>	<b>262</b>	<b>69</b>	<b>3</b>	<b>334</b>
<b>All Counties</b>	<b>1,302</b>	<b>1,924</b>	<b>261</b>	<b>3,487</b>

Based on the total number of SRS hours, and excluding legal review hours, it took all counties an average of 1.48 total SRS hours of work for each of 2,346 record requests received in FY 2022, as shown in **Chart 7** below. Of the 2,346 record requests (see Chart 2), the 1,902 typical record requests each took an average of 1.29 SRS hours, and 189 personal record requests each took an average of 1.46 SRS hours of agency work. The 255 complex record requests each took 2.95 SRS hours on average, which is more than twice as long (102% more) as the typical request.

Chart 7 (Counties)



In comparison to the prior fiscal year, the average number of hours spent by all counties on each complex record request has increased from 2.65 hours in FY 2021 to 2.95 hours in FY 2022. The average time spent on typical requests increased from 1.17 hours to 1.29 hours. Average time spent for personal record requests increased from 1.28 hours to 1.46 hours. The counties' overall average time spent responding to all types of requests increased from 1.32 hours in FY 2021 to 1.48 hours in FY 2022. The following **Table 7** shows the breakdown by counties.

**Table 7**

**Average Number of Hours Spent  
Responding to Requests – by County**

<b><u>Honolulu:</u></b>	<b><u>Search</u></b>	<b><u>Review &amp; Segregation</u></b>	<b><u>Total SRS hours</u></b>
All requests	.54	1.18	1.72
Noncomplex/ Nonpersonal	.48	1.12	1.60
Personal	.64	1.25	1.89
Complex	1.20	1.96	3.16
<b><u>Hawaii:</u></b>	<b><u>Search</u></b>	<b><u>Review &amp; Segregation</u></b>	<b><u>Total SRS hours</u></b>
All requests	.35	.12	.47
Noncomplex/ Nonpersonal	.32	.07	.39
Personal	.80	.93	1.73
Complex	.94	.68	1.62
<b><u>Kauai:</u></b>	<b><u>Search</u></b>	<b><u>Review &amp; Segregation</u></b>	<b><u>Total SRS hours</u></b>
All requests	.66	.29	.95
Noncomplex/ Nonpersonal	.69	.18	.87
Personal	.43	0	.43
Complex	.68	1.52	2.20
<b><u>Maui:</u></b>	<b><u>Search</u></b>	<b><u>Review &amp; Segregation</u></b>	<b><u>Total SRS hours</u></b>
All requests	1.56	.41	1.97
Noncomplex/ Nonpersonal	1.48	.27	1.75
Personal	.04	.45	.49
Complex	2.51	.37	2.98
<b><u>All Counties:</u></b>	<b><u>Search</u></b>	<b><u>Review &amp; Segregation</u></b>	<b><u>Total SRS hours</u></b>
All requests	.60	.88	1.48
Noncomplex/ Nonpersonal	.51	.78	1.29
Personal	.55	.91	1.46
Complex	1.30	1.65	2.95

## 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 \$61,737 but could only charge \$38,495 for fees and costs allowed under OIP's rules, and they actually collected from requesters \$22,449.

Please note that the data in **Chart 8A** includes gross and net fees and costs for all 2,346 county requests made in FY 2022, even if they were not completed or charged to requesters. Moreover, the gross incurred SRS fees of \$48,559 (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 (261 hours), SRS fees for personal records, or additional response fee estimates. If those nonchargeable amounts were included and \$13,178 (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 \$61,737 shown in the far left column of **Chart 8A**.

While agencies incurred fees and costs in all 2,346 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 2,230 completed requests (1,812 typical; 179 personal; 239 complex. See Chart 3A).

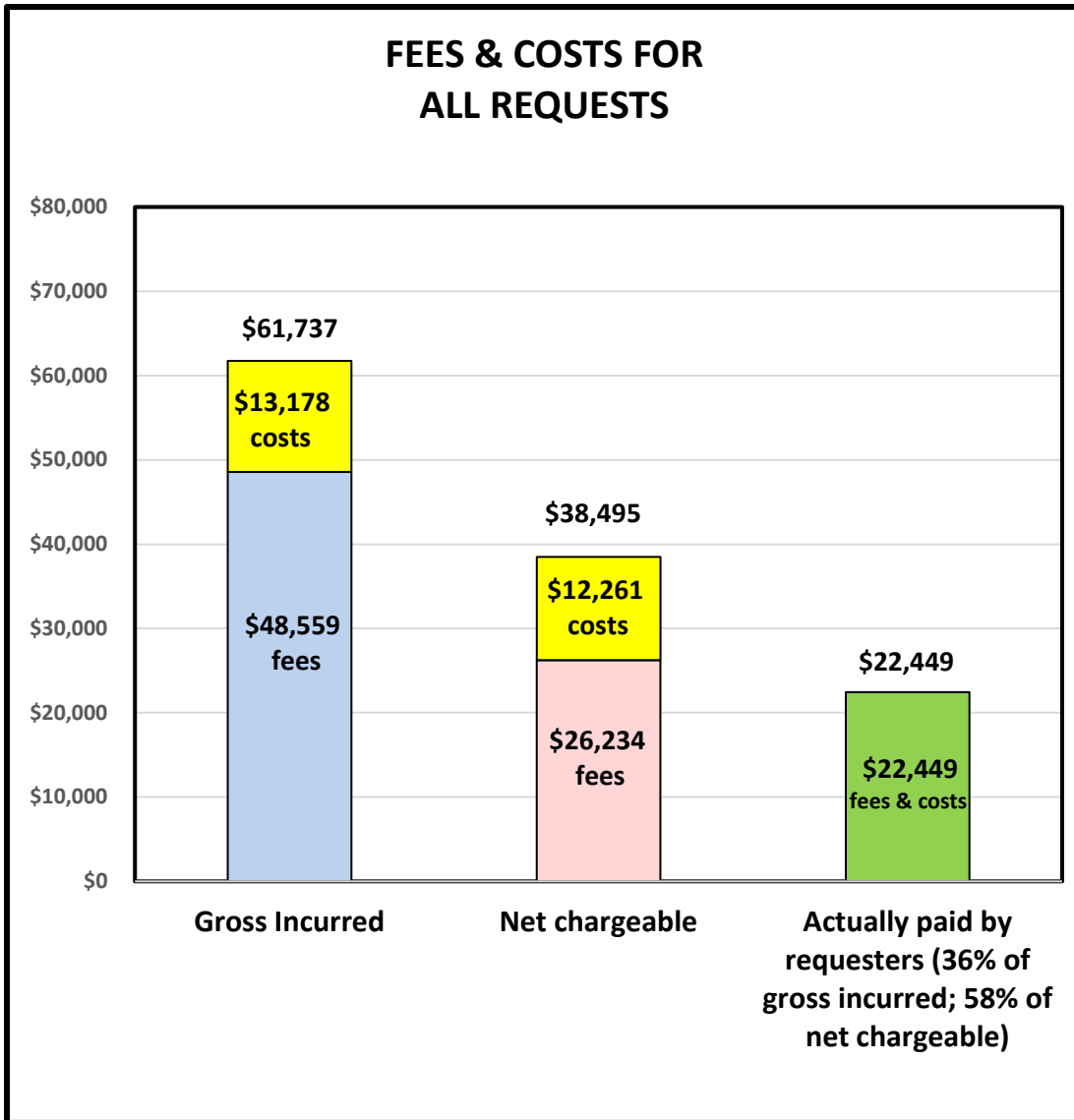
**Chart 8A** visualizes the totals for all types of requests reported on the FY 2022 Master Log as follows:

\$61,737 in total gross fees and costs incurred for all 2,346 cases, consisting of \$48,559 in fees and \$13,178 in costs

\$38,495 in total net chargeable fees and costs chargeable in all 2,346 cases, consisting of \$26,234 in fees and \$12,261 in costs

\$22,449 in fees and costs actually paid in 2,230 completed cases.

**Chart 8A (Counties)**



Overall, Chart 8A shows that the counties recovered 36% of gross incurred fees and costs, and 58% of the net chargeable fees and costs.



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

**Table 8A**

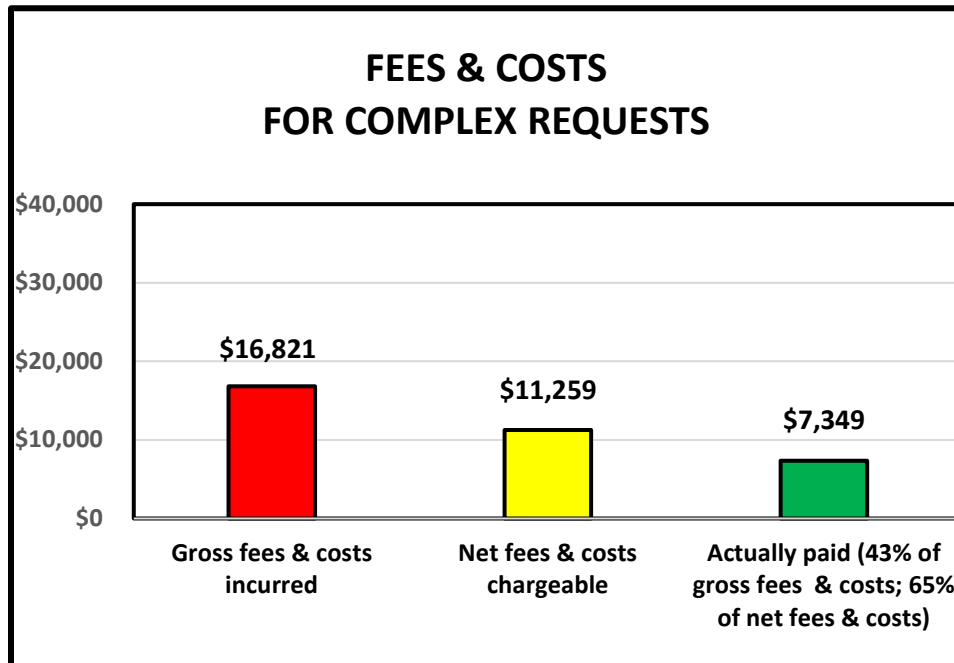
**Fees & Costs for All Requests – by County**

	<u>Gross Fees/Costs Incurred</u>		<u>Total Incurred</u>	<u>Net Fees/Costs Chargeable</u>		<u>Total Chargeable</u>	<u>Actually Paid</u>
Honolulu	\$39,489/	\$8,695	\$48,184	\$22,120/	\$8,138	\$30,258	\$18,158
Hawaii	3,125/	88	3,213	1,219/	88	1,307	171
Kauai	2,218/	3,507	5,725	865/	3,177	4,042	3,198
Maui	3,727/	888	4,615	2,030/	858	2,888	920
All Counties	\$48,559/	\$13,178	\$61,737	\$26,234/	\$12,261	\$38,495	\$22,449

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 255 complex record requests filed in FY 2022 as well as the net amount that was properly chargeable (Master Log Column AM) to 239 completed complex cases. **Chart 8B** visualizes the complex request totals reported by all counties on the Master Log as follows:

- \$16,821 gross fees and costs incurred in 255 complex requests made
- \$11,259 net fees and costs chargeable in 255 complex requests made
- \$ 7,349 actually paid in 239 complex requests completed

**Chart 8B (Counties)**



The 239 complex cases, which were 10.7% of all counties' completed cases, required more than twice as many (102%) SRS hours to complete than the typical record request (Chart 6) and accounted for 27.2% (\$16,821 – Chart 8B) of the total gross fees and costs incurred by all counties (\$61,737 – Chart 8A), of which requesters for the 239 complex cases paid 9% (\$7,349 – Chart 8B).

**Table 8B** shows the breakdown by each county of fees and costs for complex requests.

**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>	<b>\$ 10,683</b>	<b>\$ 6,383</b>	<b>\$ 4,195</b>
<b>Hawaii</b>	<b>\$ 303</b>	<b>\$ 110</b>	<b>\$ 105</b>
<b>Kauai</b>	<b>\$ 3,829</b>	<b>\$ 3,064</b>	<b>\$ 2,235</b>
<b>Maui</b>	<b>\$ 2,006</b>	<b>\$ 1,702</b>	<b>\$ 814</b>
<b>All Counties</b>	<b>\$ 16,821</b>	<b>\$ 11,259</b>	<b>\$ 7,349</b>

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:

\$44,916 gross fees and costs incurred in 2,091 typical and personal requests made  
\$27,236 net fees and costs chargeable in 2,091 typical and personal requests made  
\$15,100 actually paid in 1,991 typical and personal requests completed

Based on a total of 1,991 completed typical and personal record requests and \$15,100 as the total amount paid by those types of requesters, the average per request calculates to \$7.58 actually paid by typical and personal record requesters. This average is misleading, however, as 1,897 requesters paid nothing, as will be seen later in Charts 11 and 12.

**Chart 8C (Counties)**

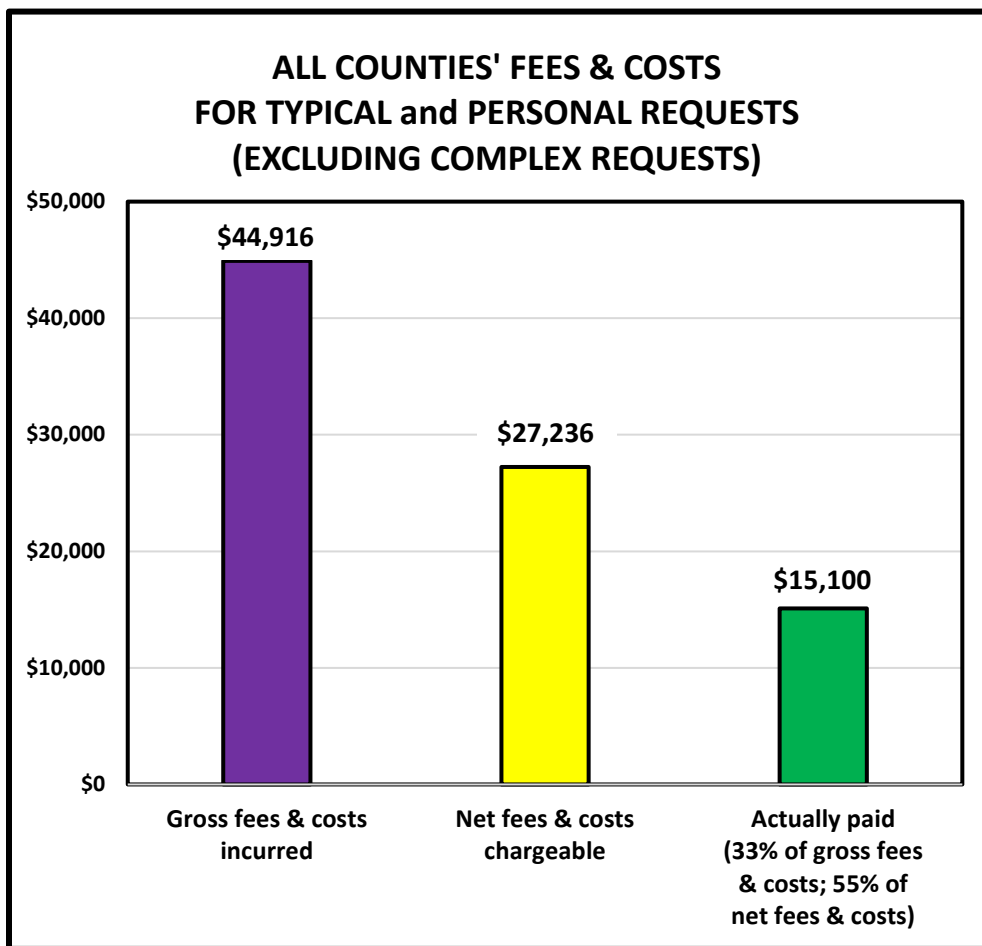


Table 8C shows the breakdown by county.

**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>	<b>\$ 37,501</b>	<b>\$ 23,875</b>	<b>\$ 13,963</b>
<b>Hawaii</b>	<b>\$ 2,910</b>	<b>\$ 1,197</b>	<b>\$ 66</b>
<b>Kauai</b>	<b>\$ 1,896</b>	<b>\$ 978</b>	<b>\$ 963</b>
<b>Maui</b>	<b>\$ 2,609</b>	<b>\$ 1,186</b>	<b>\$ 106</b>
<b>All Counties</b>	<b>\$ 44,916</b>	<b>\$ 27,236</b>	<b>\$ 15,100</b>

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 928 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 179 completed requests in FY 2022 (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 238 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 2,230 as the total number of completed cases, **Chart 9** below shows that the agencies reported granting \$30 fee waivers for 1,205 requests (54%) and \$60 fee waivers for 97 requests (4%). When compared to FY 2021, the counties are providing a larger percentage of \$30 fee waivers (up from 43%) and a larger percentage of \$60 fee waivers (up from 3%).

**Chart 9 (Counties)**

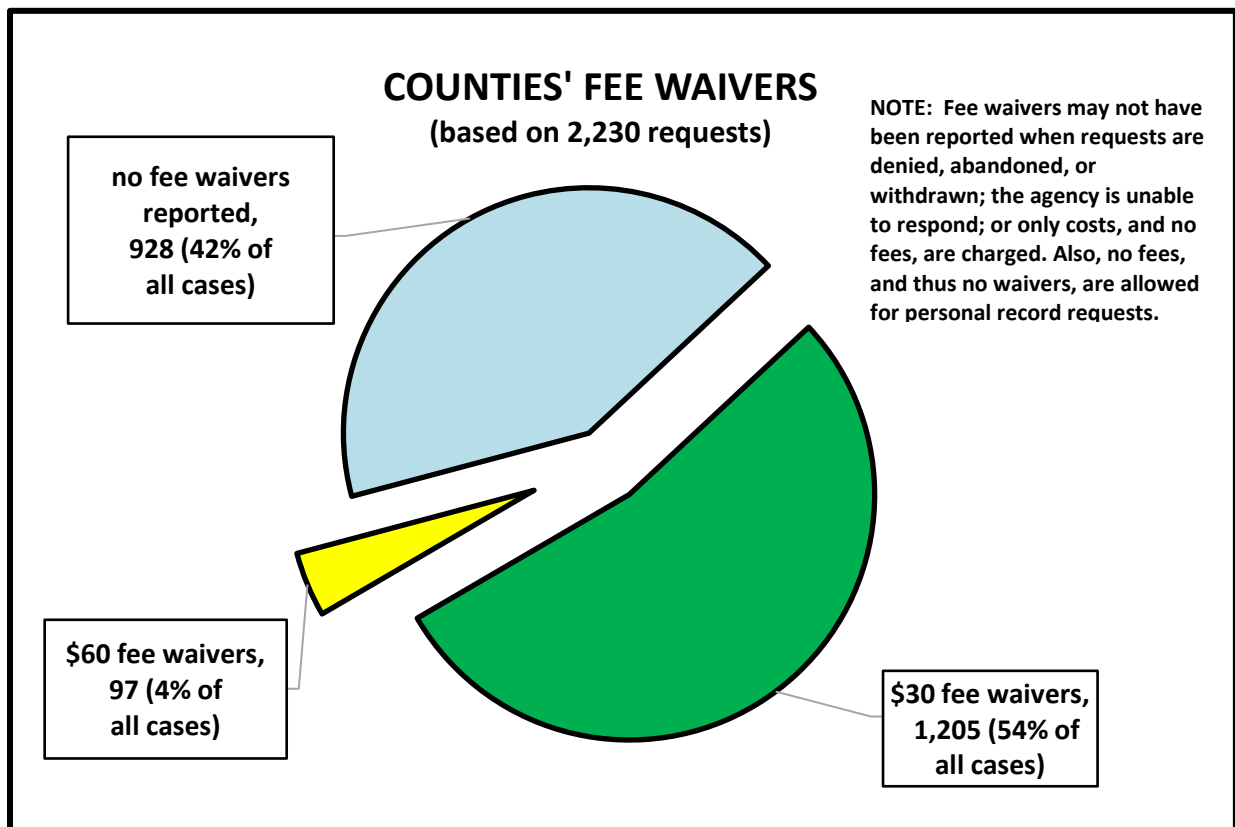


Table 9 shows the breakdown by county.

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

	<u>\$30 Fee Waivers</u>	<u>\$60 Fee Waivers</u>	<u>No Fee Waivers</u>
<b>Honolulu</b>	<b>865 (57%)</b>	<b>81 (5%)</b>	<b>564 (38%)</b>
<b>Hawaii</b>	<b>161 (43%)</b>	<b>1 (1%)</b>	<b>207 (56%)</b>
<b>Kauai</b>	<b>91 (49%)</b>	<b>8 (4%)</b>	<b>85 (47%)</b>
<b>Maui</b>	<b>88 (53%)</b>	<b>7 (4%)</b>	<b>72 (43%)</b>
<b>All Counties</b>	<b>1,205 (54%)*</b>	<b>97 (4%)*</b>	<b>928 (42%)*</b>

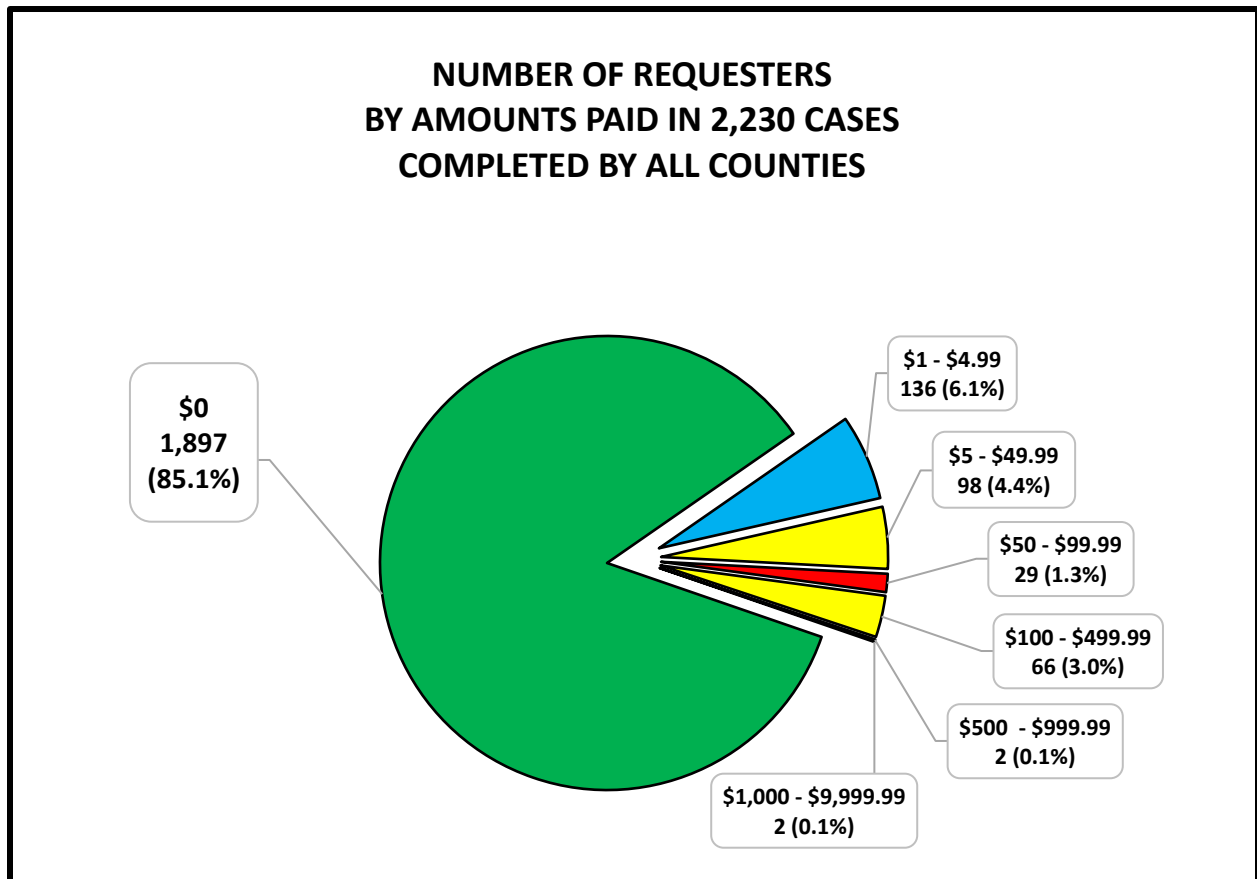
\* = percentage of all counties' totals

By reviewing each county agency’s Logs, OIP compiled the data found in **Table 10 Supplement: Summary of Fees & Costs Paid by Requesters**, which is attached at the end of this report. For the 2,230 total completed requests, a total of \$22,449 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 data compiled in Table 10 for 2,230 completed requests, **Chart 11** below shows that 1,897 requesters (85.1%) paid nothing; 136 requesters (6.1%) paid \$1 to \$4.99 per request; 98 requesters (4.4%) paid \$5 to \$49.99; 29 requesters (1.3%) paid \$50 to 99.99; 66 requesters (3.0%) paid \$100 to \$499.99; two requesters (0.1%) paid \$500 to \$999.99, and two requesters (0.1%) paid \$1,000 or more. Of the 99 requesters who paid \$50 or more, at least 68 requesters (68%) were reported by county agencies as representing attorneys, media, or for-profit or nonprofit organizations.

Compared to Chart 11 for FY 2021, the percentage breakdown is similar, with 85.1% paying no fees and costs in FY 2022 compared to 84.3% in FY 2021. Two requesters paid \$1,000 or more in FY 2022, compared to none in FY 2021.

**Chart 11 (Counties)**

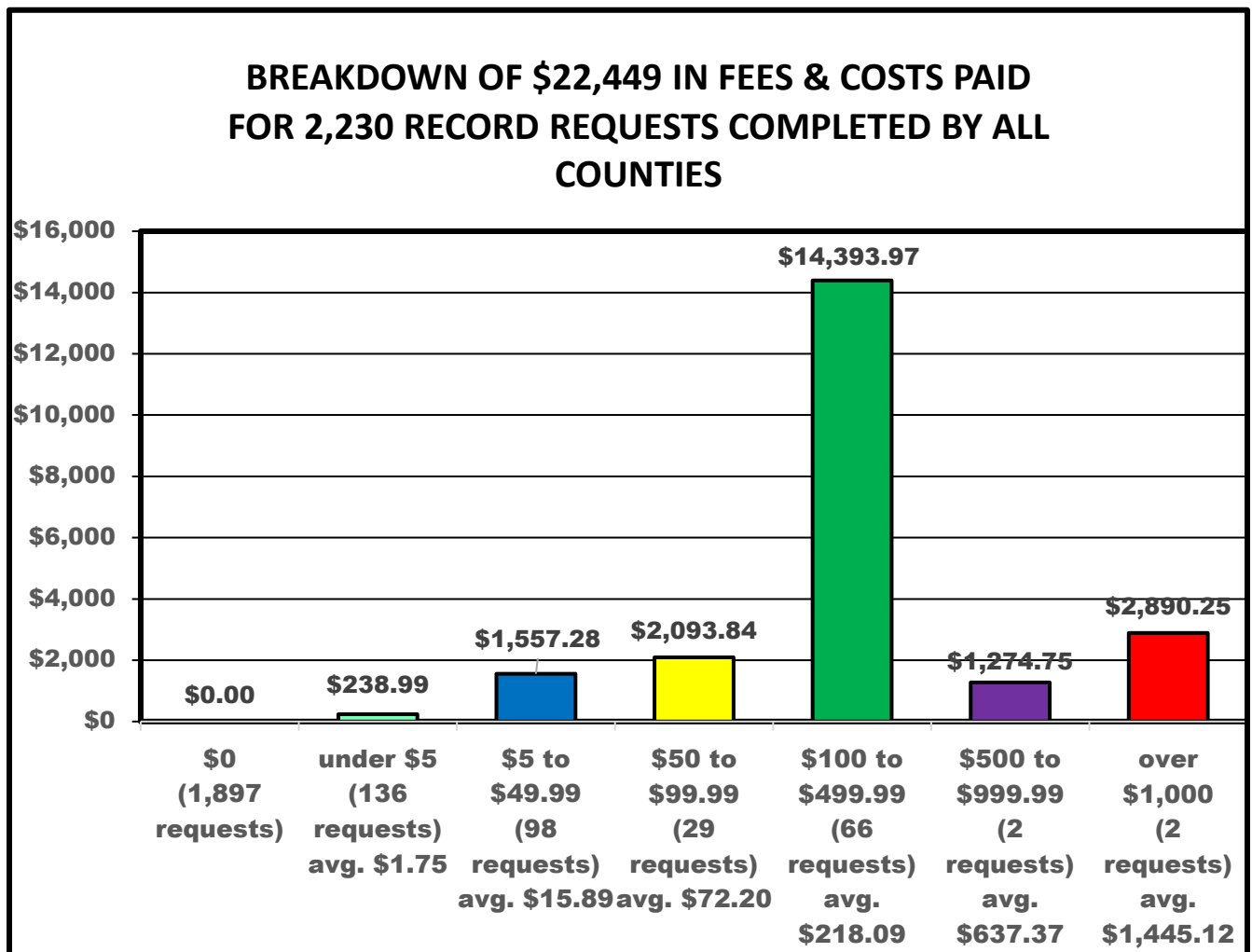


Again using Table 10's data, **Chart 12** below shows the breakdown of the \$22,449 in fees and costs paid in 2,230 completed cases. As Chart 12 shows, 1,897 requesters (85.1% of 2,230 completed requests) paid nothing, and 333 requesters (14.9% of completed requests) paid a total of \$22,449. Of the 333 requesters that paid any amount, 136 requesters (40.8%) paid less than \$5, for a total of \$238.99 or average of \$1.75 per request. Another 98 requesters (29.4% of paying requesters) paid between \$5 and \$49.99, for a total of \$1,557.28 or average of \$15.89.

Twenty-nine requesters (8.7% of paying requesters) paid between \$50 and \$99.99, for a total of \$2,093.84 or average of \$72.20. Sixty-six requesters (19.8% of paying requesters) paid between \$100 and \$499.99, for a total of \$14,393.97 or average of \$218.09. Two requesters (0.6% of paying requesters) paid between \$500 and \$999.99, for a total of \$1,274.75 or average of \$637.37. Two requesters (0.6% of paying requesters) paid \$1,000 and over, for a total of \$2,890.25.

The counties collected more for fees and costs from requesters in FY 2022 (\$22,449) than in FY 2021 (\$15,250).

**Chart 12 (Counties)**





## COUNTY AGENCIES' SUMMARY FOR FY 2022

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 84 county agencies reporting in FY 2022 showed that typical requests comprised 81% of all requests (Chart 2), were granted in whole or in part 71% of the time (Chart 4), and were completed in 6.9 work days on average (Chart 5). Of all county requests, 95% were completed in FY 2022 (Chart 3B), and 85.1% of all completed requests paid nothing for fees and costs (Chart 11).

The Log tracks only the formal UIPA record requests made to agencies. In FY 2022, county agencies reported a total of 2,346 formal UIPA record requests (Chart 1), which is 389 (19%) more than reported in FY 2021 (1,957). The formal requests can be broken down into 255 (11%) complex record requests, 189 (8%) personal record requests, and 1,902 (81%) "typical" requests (Chart 2).

County agencies completed 2,230 requests, or 95% of the 2,346 requests received in FY 2022. (Chart 3B) Of the 2,230 completed requests, 58% were granted in full, 13% were granted or denied in part, 4% were denied in full, the agency was unable to respond to 13%, the requester withdrew in 1%, and the requester abandoned the request in 4% of the county cases. (Chart 4) The following summary compares how cases were resolved by the counties in Chart 4 for FY 2021 versus FY 2022.

<u>How Resolved</u>	<u>FY21 Counties</u>	<u>FY22 Counties</u>
Granted in full	62%	58%
Partially granted/denied	18%	13%
Denied in full	5%	4%
Agency unable to respond	8%	21%
Requester withdrew	2%	1%
Requester abandoned/failed to pay	5%	4%

It took all county agencies an average of 8.1 days to respond to 2,230 completed requests of any type in FY 2022, a slight decrease from FY 2021's 8.3-day average response time. (Chart 5) When broken down by type of requests, the counties' average days to complete the "typical" request in FY 2022 was 6.9 days; personal requests averaged 6.5 days; and complex requests averaged 19.5 days. Because of the decrease in time to complete typical and personal record requests in FY 2022, it took counties 8.1 days on average to complete each request compared to 8.8 days in FY 2021. (Chart 5)

In terms of hours worked per request, county agencies took a total of 3,487 hours to respond to all requests, which includes nonchargeable time for legal review and the 116 requests that were not completed in FY 2022. (Chart 6) When broken down into chargeable search, review, and segregation hours for both completed and pending cases, county agencies worked an average of 1.29 hours for a typical request, 1.46 hours for a personal record request, and 2.95 hours for a complex request. (Chart 7) The counties' overall average time spent responding to all types of requests increased to 1.48 hours in FY 2022 versus 1.32 hours in FY 2021.

For FY 2022, county agencies incurred \$61,737 in gross fees and costs (excluding legal review hours, personal record fees, and additional response fee estimates) to respond to all requests, of which \$22,449 (36%) was actually paid by all requesters. (Chart 8A) Although the 239 complex requests comprised less than 11% of all completed requests, they consumed more than twice as many SRS hours compared to the typical request, and complex requests disproportionately accounted for \$16,821 (27%) of the gross fees and costs incurred by all county agencies (\$61,737), only 11.9% of which (\$7,349) was actually paid by complex record requesters. (Charts 2, 3A, 7, 8A and 8B)

Fee waivers by county agencies were granted in 58% of 2,230 completed cases. (Chart 9) For 1,205 (54%) of the requests, \$30 fee waivers were granted, while 97 requests (4%) were allowed the \$60 public interest fee waivers. The 928 cases in which no fee waivers were reported may be explained, in part, by cases that were denied (99), withdrawn (32), or abandoned (107); for which the agency was unable to respond (478); for personal records (179) for which no fees may be charged; or because only costs, and no fees, were charged. (Charts 4 and 9)

In the 2,230 completed county cases, 1,897 (85.1%) requesters paid nothing, and 333 (14.9%) requesters paid for fees and/or costs. (Charts 11 and 12; Table 10) Of the 333 requesters that paid any amount, 136 (40.8%) paid less than \$5, and 98 (29.4%) paid between \$5 and \$49.99 for their requests. (Charts 11 and 12; Table 10) Only 99 requesters (29.8% of all paying requesters) paid \$50 or more per request, of whom at least 68 requesters (68.6%) were identified as representing law firms, media, or commercial, or other for-profit or non-profit entities. (Table 10 Supplement)

Only two county requesters paid \$1,000 or more for requests completed in FY 2022. 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, for county UIPA record requests.









**TABLE 10 SUPPLEMENT: SUMMARY OF FEES & COSTS PAID BY REQUESTERS  
FY 2022  
COUNTIES**

**Over \$1,000:**

1. C&C/ ENVIRONMENTAL SERVICES – K. Bukoski - \$1,885.25
  - \* 2. C&C/ HONOLULU POLICE DEPT. – Nick Grube - \$1,005.00
- TOTAL = \$2,890.25**

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

- 1. C&C/ ENVIRONMENTAL SERVICES - J. Tanouye - \$753.50
  - 2. C&C/ HONOLULU POLICE DEPT. – D. Low - \$521.25
- TOTAL = \$1,274.75**

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

- \* 1. C&C/ ENVIRONMENTAL SERVICES – K. Yamada - \$280.00
- \* 2. C&C/ ENVIRONMENTAL SERVICES – T. Silva - \$179.75
- \* 3. C&C/ ENVIRONMENTAL SERVICES - I. Sandison, White Goods - \$154.25
- 4. C&C/ HON AUTHORITY RAPID TRANS. - Marcel Honore - \$400.00
- 5. C&C/ HON AUTHORITY RAPID TRANS. – Troy Silva - \$290.00
- \* 6. C&C/ HONOLULU FIRE DEPT. – CL - \$285.00
- \* 7. C&C/ HONOLULU FIRE DEPT. – TF - \$120.00
- 8. C&C/ LIQUOR COMMISSION – Baricaua, Jennifer - \$102.05
- \* 9. C&C/ LIQUOR COMMISSION – Yamane, Elena “Kau’I” - \$156.75
- 10. C&C/ LIQUOR COMMISSION – Sobier, Rob - \$162.50
- 11. C&C/ LIQUOR COMMISSION – Yokoyama, Travis - \$188.26
- \* 12. C&C/ HONOLULU POLICE DEPT. – Nick Grube - \$395.00
- \* 13. C&C/ HONOLULU POLICE DEPT. – Lynn Kawano - \$173.75
- \* 14. C&C/ HONOLULU POLICE DEPT. – Jenn Boneza - \$110.00
- \* 15. C&C/ HONOLULU POLICE DEPT. – SIMS Hawaii - \$136.25
- \* 16. C&C/ HONOLULU POLICE DEPT. – Law Ofc of V. Devens - \$167.00
- 17. C&C/ HONOLULU POLICE DEPT. – E. Lee - \$198.75
- \* 18. C&C/ HONOLULU POLICE DEPT. – Law Ofc of V. Devens - \$175.75
- \* 19. C&C/ HONOLULU POLICE DEPT. – SIMS Hawaii - \$143.75
- \* 20. C&C/ HONOLULU POLICE DEPT. – Law Ofc of V. Devens - \$257.21
- 21. C&C/ HONOLULU POLICE DEPT. – M. Harada - \$275.00
- 22. C&C/ HONOLULU POLICE DEPT. – W. Woods - \$186.25
- \* 23. C&C/ HONOLULU POLICE DEPT. – Love & Kirschenbaum LLLC - \$101.25
- 24. C&C/ HONOLULU POLICE DEPT. – P. German - \$332.50
- 25. C&C/ HONOLULU POLICE DEPT. – E. Holmes - \$131.25
- \* 26. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$149.61

- 27. C&C/ HONOLULU POLICE DEPT. – R. & C. Alapai - \$453.75
- 28. C&C/ HONOLULU POLICE DEPT. – M. Burke - \$415.00
- \* 29. C&C/ HONOLULU POLICE DEPT. – Law Ofc of V. Devens - \$229.88
- \* 30. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$345.30
- \* 31. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$138.26
- \* 32. C&C/ HONOLULU POLICE DEPT. – Goodsell Anderson Quinn & Stifel - \$262.50
- \* 33. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$306.11
- 34. C&C/ HONOLULU POLICE DEPT. – A. Sidhu - \$216.33
- \* 35. C&C/ HONOLULU POLICE DEPT. – J. Merrill - \$118.75
- \* 36. C&C/ HONOLULU POLICE DEPT. – Liberty Mutual Ins - \$127.38
- 37. C&C/ HONOLULU POLICE DEPT. – B. Higa - \$193.75
- \* 38. C&C/ HONOLULU POLICE DEPT. – Crum & Forster - \$186.25
- 39. C&C/ HONOLULU POLICE DEPT. – K. Bowers - \$166.25
- \* 40. C&C/ HONOLULU POLICE DEPT. – SIMS Hawaii - \$227.50
- 41. C&C/ HONOLULU POLICE DEPT. – M. Toth - \$240.00
- \* 42. C&C/ HONOLULU POLICE DEPT. – Frontier Adjusters - \$102.38
- 43. C&C/ HONOLULU POLICE DEPT. – K. Cuadra - \$240.00
- \* 44. C&C/ POLICE COMMISSION - J. Geanous - \$329.74
- \* 45. C&C/ PLANNING & PERMITTING – Jeremiah Henderson - \$286.00
- \* 46. C&C/ PLANNING & PERMITTING – Ross Uehara-Tilton - \$130.00
- \* 47. C&C/ PLANNING & PERMITTING – James Rooney - \$270.00
- \* 48. C&C/ PLANNING & PERMITTING – Gregory Kugle - \$167.00
- \* 49. C&C/ PLANNING & PERMITTING – Gregory Kugle - \$262.50
- 50. C&C/ PLANNING & PERMITTING – Richard Quinn - \$115.50
- \* 51. KAUAI/ COUNTY CLERK - Friends of Mahaulepu - \$210.00
- \* 52. KAUAI/ HOUSING - Friends of Maha 'ulepu - \$120.00
- \* 53. KAUAI/ POLICE DEPT. – Honolulu Civil Beat - \$206.50
- 54. KAUAI/ POLICE DEPT. – P. Morimoto - \$131.50
- \* 55. KAUAI/ POLICE DEPT. – Kramer Trial Lawyers - \$160.50
- \* 56. KAUAI/ PLANNING – E.B - \$104.00
- 57. KAUAI/ PLANNING – R.C - \$471.00
- \* 58. KAUAI/ PLANNING - J.G - \$153.00
- \* 59. KAUAI/ PLANNING – B.B - \$392.50
- \* 60. KAUAI/ PLANNING – B.H - \$150.25
- \* 61. KAUAI/ PLANNING – T.I - \$104.00
- \* 62. KAUAI/ PLANNING – B.H - \$313.00
- \* 63. KAUAI/ PLANNING - B.H - \$341.25
- \* 64. MAUI/ PLANNING - Horovitz Tilley LLLC - \$320.00
- \* 65. MAUI/ POLICE DEPT. – VIN Safety - \$318.43
- \* 66. MAUI/ POLICE DEPT. – Kreuger Law - \$115.93

TOTAL = \$14,393.97



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

1. C&C/ LIQUOR COMMISSION – Baricaua, Jennifer - \$67.15
2. C&C/ LIQUOR COMMISSION – Kaohu-Kauahi, Janelle - \$57.23
- \* 3. C&C/ HONOLULU POLICE DEPT. – Law Ofc of V. Devens - \$80.55
- \* 4. C&C/ HONOLULU POLICE DEPT. – A. Wooten Atty - \$71.25
- \* 5. C&C/ HONOLULU POLICE DEPT. – SIMS Hawaii - \$58.75
- \* 6. C&C/ HONOLULU POLICE DEPT. – J. Ponce De Leon - \$86.25
- \* 7. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$60.06
- \* 8. C&C/ HONOLULU POLICE DEPT. – Bickerton Law Group - \$80.71
- \* 9. C&C/ HONOLULU POLICE DEPT. – Law Ofc of J. Kim - \$89.88
10. C&C/ HONOLULU POLICE DEPT. – J. Lee - \$88.75
11. C&C/ HONOLULU POLICE DEPT. – E. Abarca - \$63.75
12. C&C/ HONOLULU POLICE DEPT. – E. Anastas - \$88.75
13. C&C/ HONOLULU POLICE DEPT. – R. Cuadra - \$98.75
- \* 14. C&C/ HONOLULU POLICE DEPT. – Law Ofc of Eric Seitz - \$83.75
15. C&C/ HONOLULU POLICE DEPT. – S. Glunt - \$83.75
- \* 16. C&C/ HONOLULU POLICE DEPT. – Nick Grube - \$98.75
- \* 17. C&C/ POLICE COMMISSION - S. Frisinger - \$55.00
- \* 18. C&C/ PARKS & RECREATION - Lisa Mcfall - \$50.50
19. C&C/ PLANNING & PERMITTING – Neal Honda - \$82.25
- \* 20. C&C/ PLANNING & PERMITTING – William Meheula - \$57.50
- \* 21. C&C/ PLANNING & PERMITTING – Marry Huynh - \$63.00
22. C&C/ PLANNING & PERMITTING – Rush Moore - \$53.75
23. C&C/ CITY CLERK – Corinne Solomon - \$70.00
24. C&C/ CITY CLERK – Corinne Solomon - \$58.25
- \* 25. HAWAII/ HUMAN RESOURCES - Civil Beat - \$90.00
- \* 26. KAUAI/ POLICE DEPT. – DeCosta Hempey LLC - \$55.00
- \* 27. KAUAI/ PLANNING - B.H - \$61.50
- \* 28. MAUI/ PLANNING – Horvitz-Tilley LLC - \$50.00
29. MAUI/ POLICE – PO - \$84.00

**TOTAL = \$2,093.84**

**GRAND TOTAL paid by requesters \$50+ = \$20,477.11**

**Plus total paid by requesters \$5 to \$49.99 = 1,741.48**

**Plus total paid by requesters under \$5 = 230.49**

**TOTAL paid for all requests = \$22,449.08**

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