

INFORMATIONAL PURPOSES ONLY. This document is made available to the public for informational purposes only and is not a substitute for personal legal advice. Each public records request is unique. Please contact the Public First Law Center to discuss your public records request. Inquiries to Public First are confidential, and advice is provided without charge.

AGENCY RESPONSE TIMES¹

Type of Request	Acknowledgement	Notice	Disclosure
Routine	n/a	n/a	Reasonable time not to exceed 10 days
Normal	n/a	10 days	5 days
Extenuating Circumstances	10 days	20 days	5 days
Extenuating Circumstances: Voluminous	10 days	20 days	Incremental: 5 days, then 20 day increments until finished

All response times are business days, which means that 10 days typically is two weeks. For example, an agency that receives a normal request on Monday October 28 would have until Tuesday November 12 to provide the Notice to Requester because Monday November 11 (Veteran’s Day) is a holiday.

Response times for an Acknowledgement or Notice to Requester are measured from receipt of the public records request. For example, for a voluminous request, the agency must acknowledge the request within two weeks and send a Notice to Requester within two weeks after the Acknowledgement (20 business days total from when the agency received the request). These response times may be extended if, for example, the request was sent to the wrong unit of an agency or the records request was clarified or narrowed.

Disclosure response times for non-routine requests are measured from when the requester makes prepayment of fees, if required, or from the date of the Notice to Requester.

¹ Source: Hawaii Administrative Rules §§ 2-71-13, 2-71-15; *see also* State of Hawaii Office of Information Practices, [Open Records: Guide to Hawaii’s Uniform Information Practices Act](#) at 39-46 (Aug. 2024); State of Hawaii Office of Information Practices, [Informal Guide to Processing Large or Complex UIPA Record Requests](#) (Jan. 2012).