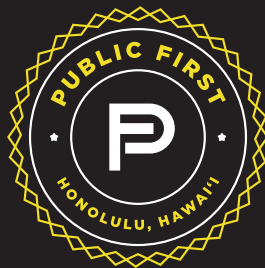




FY 2023

Agency Lists

PUBLIC RECORDS



✓ What Agencies Handed Over Records Every Time?

100% Requests Resulted in Some Disclosure¹

AGENCY	No. OF REQUESTS
Honolulu Dept. of Environmental Services	15
Maui Dept. of Liquor Control	11
Kaua'i Dept. of Liquor Control	9
Maui Planning Dept.	70
State Dept. of Accounting & General Services, Accounting Branch	49
Dept. of Health, Clean Air Branch	16

✗ What Agencies Are More Likely to Give You Nothing?

50% or More of Requests Provided No Disclosure²

RANK	AGENCY	% OF REQUESTS WITH NO DISCLOSURE [LAST YEAR'S RANK AND %]
1	State Dept. of Accounting & General Services, Pre-Audit Branch	95.24% [Rank 2—81.25%]
2	Maui Dept. of Public Works	83.33%
3	State Dept. of Human Resources Development	80%
4	State Dept. of Taxation	75%
5	State Dept. of Budget & Finance, Unclaimed Property Branch	71.43% [Rank 3—73.33%]
6	City & County of Honolulu, Dept. of Design & Construction	64.29%
7	Maui Dept. of Water	60%
8	Office of the Governor	59.46% [Rank 5—64.29%]
9	State Attorney General	56.52% [Rank 4—64.44%]
10	City & County of Honolulu, Fire Dept.	54.64% [Rank 8—51.79%]
11	City & County of Honolulu, Dept. of the Corporation Counsel	52.17% [Rank 10—50%]
12	Maui Office of the Mayor / Dept. of Management	50%
Special Mentions		
*	State Dept. of Health, Solid & Hazardous Waste Branch ³	77.91%
*	State Office of the Ombudsman ⁴	53.85%

¹ Methodology: This calculation uses the information reported on each agency's annual UIPA request log. Agencies with five or fewer requests are excluded from the analysis. This calculation includes requests categorized by the agency as "granted in full" or "granted/denied in part".

² Methodology: This calculation uses the information reported on each agency's annual UIPA request log. Agencies with five or fewer requests are excluded from the analysis. This calculation includes requests categorized by the agency as "denied in full", "agency ultimately unable to respond", "requester withdrew", or "requester abandoned or failed to pay". Although the latter three categories include some situations that are beyond the agency's control, those categories are included here because they can mask troubling agency conduct. For example, an agency will claim that it is unable to respond when the records are held by someone else who is under the agency's control. And requests may be withdrawn or abandoned because the agency charged excessive and unjustified fees.

³ Most of the Solid & Hazardous Waste Branch requests are denied because the agency is unable to respond. The Branch's UIPA logs reflect that the vast majority of its thousands of requests are real property due diligence inquiries, for which the Branch's lack of responsive records likely is reasonable.

⁴ This percentage may reflect the secrecy required of the Ombudsman by statute. See HRS § 96 9(b) ("The ombudsman is required to maintain secrecy in respect to all matters and the identities of the complainants or witnesses coming before the ombudsman..."). But the Ombudsman's duties do permit publication of recommendations. E.g., HRS § 96 13 ("After a reasonable time has elapsed, the ombudsman may present the ombudsman's opinion and recommendations to the governor, the legislature, the public, or any of these.").

What Agencies Handled Requests Quickly?

No More Than 10 Working Days to Complete Any Single Request⁵

RANK	AGENCY	LONGEST WAIT TIME FOR A SINGLE REQUEST NO. OF DAYS (TOTAL REQUESTS IN FY23)
1	Maui Dept. of Liquor Control	4 days (11 requests)
2	Kaua'i Dept. of Liquor Control	6 days (9 requests)
3	State Dept. of Accounting & General Services, Accounting Branch	8 days (49 requests)
4	Kaua'i Office of the Mayor	10 days (14 requests)
5	State Office of the Ombudsman	10 days (13 requests)
6	State Dept. of Agriculture, Office of the Chair	10 days (9 requests)

What Agencies Are More Likely to Make You Wait?

Average More Than 20 Working Days to Complete Requests⁶

RANK	AGENCY	AVG. NO. OF DAYS (TOTAL REQUESTS IN FY23)
1	Maui Police Dept.	Average 34 days (58 requests)
2	Hawai'i County Planning Dept.	Average 22 days (41 requests)
3	Maui Dept. of Public Works	Average 22 days (6 requests)
4	City & County of Honolulu, Dept. of Design & Construction	Average 21 days (14 requests)

5 Longest Wait Times for a Single Request

RANK	AGENCY	NO. OF DAYS
1	Hawai'i County Fire Dept.	223 days
2	Maui Police Dept.	184 days
3	State Dept. of Land & Natural Resources (Kaho'olawe Island Reserve Commission)	182 days
4	State Dept. of Human Services, MedQuest Division	155 days
5	State Dept. of Land & Natural Resources (Office of the Chair)	150 days

⁵ Methodology: This calculation uses the information reported on each agency's UIPA request log annually. Agencies with five or fewer UIPA requests are excluded from the analysis.

⁶ Methodology: This calculation uses the information reported on each agency's UIPA request log annually. Agencies with five or fewer UIPA requests are excluded from the analysis.

What Agencies Are Generating the Most Complaints from Requesters?

Most New OIP Matters Filed Against an Agency⁷

RANK	AGENCY	NO. OF NEW MATTERS [LAST YEAR'S RANK AND NEW MATTERS]
1	County Parks Departments	10
2	State Dept. of Education	9
2	State Dept. of Human Services	9
2	State Dept. of Public Safety	9 [Rank 3–9 matters]
5	County Police Departments	6 [Rank 1–19 matters]
6	State Dept. of Accounting & General Services	5
6	University of Hawai'i	5

OIP Complaints as Percentage of Requests⁸

RANK	AGENCY	% OF REQUESTS [LAST YEAR'S RANK AND % OF REQUESTS]
1	County Parks Departments	14.9%
2	County Prosecutors	7.4%
3	State Dept. of Public Safety	7.1% [Rank 3–7.6%]
4	Judiciary	5.7%
5	State Dept. of Hawaiian Home Lands	5.1% [Rank 5–5.9%]
6	County Personnel Departments	5%

⁷ Methodology: This calculation uses information from OIP's dataset of matters. The analysis pulls all new matters filed under OIP's "U" prefix—for UIPA (public records) matters—for each agency. Training requests (TRNG), requests for advisory opinions from agencies (RFO), and public record requests to OIP (UIPA) are excluded from the analysis. RFOs are excluded based on OIP's 2012 policy on Internal Management of Cases, which describes RFOs as agency-initiated; earlier OIP administrations used the RFO designation more broadly to reference both agency- and requester-initiated proceedings. The analysis is limited to new matters filed between July 1, 2022 and June 30, 2023.

⁸ Methodology: This calculation uses the same methodology as above for the new OIP matters, then analyzes that as a percentage of the total requests made to the agency as reported by each agency in its annual UIPA logs for FY 2023 and FY 2022. Because appeals may be filed with OIP up to a year after an agency denies access, the FY 2023 new OIP matters likely will concern a mix of FY 2023 and FY 2022 requests; thus, the percentage is calculated against the total requests for both fiscal years. Because only one year of complaints is compared to two years of requests, the percentages will be lower than 100% even if all requests were appealed. But it reduces the likelihood of results greater than 100% when an agency's number of requests fluctuates from year to year and ends up being less than the number of complaints. Any agency with only one OIP complaint was excluded from the analysis.