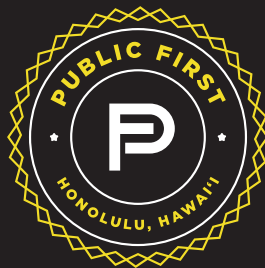




FY 2024

Agency Lists

PUBLIC RECORDS





What Agencies Handed Over Records Every Time?

100% Requests Resulted in Some Disclosure¹

AGENCY	No. OF REQUESTS
Kaua'i Dept. of Finance	22
Kaua'i Dept. of Liquor Control	7
Maui Dept. of Liquor Control	18
State Dept. of Accounting & General Services, Accounting Branch	52
State Dept. of Health, Clean Air Branch	26
State Dept. of Health, Clean Water Branch	58
State Office of the Auditor	10



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 Defense	100%
2	State Dept. of Agriculture, Office of the Chair	92.31%
3	Hawai'i County Police Department	80%
4	Office of the Governor	76.62% [Rank 9 – 59.46%]
5	Maui Office of the Mayor / Department of Management	71.43% [Rank 13 – 50%]
6	Maui Department of the Corporation Counsel	70%
7	Maui Fire Department	65.78%
8	State Dept. of Labor & Industrial Relations, Occupational Safety & Health	64.29%
9	State Dept. of Budget & Finance, Unclaimed Property Branch	57.14% [Rank 6 – 71.43%]
10	Maui Department of Planning	56.76%
11	City & County of Honolulu, Dept. of the Corporation Counsel	53.01% [Rank 12 – 52.17%]
12	State Dept. of Commerce & Consumer Affairs, Regulated Industries Complaint Office	51.91%
13	Honolulu Fire Department	50.26% [Rank 11 – 54.64%]
14	State Attorney General	50% [Rank 10 – 56.52%]
14	City & County of Honolulu, Mayor/Managing Director	50%
Special Mentions³		
*	State Dept. of Accounting & General Services, Pre-Audit Branch	100%
*	State Dept. of Health, Solid & Hazardous Waste Branch	77.85%

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 requests for these Special Mentions are denied because the agency is unable to respond (e.g., because records do not exist). The UIPA logs reflect that the vast majority appear to be some form of due diligence inquiry, for which the agency's lack of responsive records likely is reasonable.

What Agencies Handled Requests Quickly?

No More Than 10 Working Days to Complete Any Single Request⁴

RANK	AGENCY	LONGEST WAIT TIME FOR A SINGLE REQUEST NO. OF DAYS (TOTAL REQUESTS IN FY24)
1	Kaua'i Dept. of Liquor Control	1 day (7 requests)
2	Kaua'i Office of the Mayor	8 days (6 requests)
3	State Office of the Auditor	8 days (10 requests)
4	Maui Dept. of Liquor Control	9 days (18 requests)
5	State Dept. of Accounting & General Services, Public Works Branch	9 days (6 requests)
6	State Dept. of Accounting & General Services, Pre-Audit Branch	9 days (34 requests)
7	City & County of Honolulu, Mayor/Managing Director	10 days (6 requests)
8	State Ethics Commission	10 days (7 requests)
9	State Dept. of Budget & Finance, Unclaimed Property Branch	10 days (14 requests)

What Agencies Are More Likely to Make You Wait?

Average More Than 20 Working Days to Complete Requests⁵

RANK	AGENCY	AVG. NO. OF DAYS (TOTAL REQUESTS IN FY24)
1	Maui Police Department	Average 47 days (106 requests)
2	State Dept. of Defense	Average 35 days (8 requests)
3	City & County of Honolulu, Department of Design & Construction	Average 33 days (15 requests)
4	Kaua'i Department of Finance	Average 29 days (22 requests)
5	Kaua'i Department of Water	Average 27 days (10 requests)
6	Maui Department of Water Supply	Average 22 days (52 requests)

5 Longest Wait Times for a Single Request

RANK	AGENCY	NO. OF DAYS
1	Maui Fire Department	238 days
2	Kaua'i Department of Finance (Real Property)	227 days
3	Honolulu Police Department	215 days
4	State Dept. of Health, Clean Air Branch	168 days
5	University of Hawai'i	159 days

⁴ 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.

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.

What Agencies Are Generating the Most Complaints from Requesters?

Most New OIP Matters Filed Against an Agency⁶

RANK	AGENCY	NO. OF NEW MATTERS [LAST YEAR'S RANK AND NEW MATTERS]
1	State Dept. of Land & Natural Resources	20
2	County Police Departments	18 [Rank 5 - 6 matters]
3	County Corporation Counsels	10
4	State Dept. of Health	9
5	State Dept. of Education	8 [Rank 2 - 9 matters]
5	State Dept. of Human Services	8 [Rank 2 - 9 matters]
7	County Mayors	7
8	County Planning Departments	6

OIP Complaints as Percentage of Requests⁷

RANK	AGENCY	% OF REQUESTS [LAST YEAR'S RANK AND % OF REQUESTS]
1	State Dept. of Defense	16.7%
2	County Mayors	10.4%
3	County Corporation Counsels	8.2%
4	Court Parks Departments	6.3%
4	State Dept. of Hawaiian Home Lands	6.3%
6	State Judiciary	5.7% [Rank 4 - 5.7%]

⁶ 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 2017 Internal Case Management Policies, 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, 2023 and June 30, 2024.

⁷ 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 2024 and FY 2023. Because appeals may be filed with OIP up to a year after an agency denies access, the FY 2024 new OIP matters likely will concern a mix of FY 2024 and FY 2023 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.