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In reply, please refer to:

#23-03412(MM)  
#23-03413(MM)

**VIA EMAIL  
ORIGINAL WILL NOT FOLLOW**

September 5, 2023

Ms. Tina Lia  
tinalia@live.com

Dear Ms. Lia:

Re: Your Complaints Against the Department of Land and Natural Resources

On March 16, 2023, we discussed your complaints against the Board of Land and Natural Resources (BLNR), Department of Land and Natural Resources (DLNR). Since you had not contacted the DLNR about your concerns, we declined to investigate your complaints at that time and suggested that you address your concerns with the DLNR. We invited you to contact us if you did not receive a satisfactory response in 30 days.

On April 16, 2023, you emailed our office and informed us that you did not receive a response from the DLNR. On May 1, 2023, we discussed your complaints further and informed you that we would investigate.

Upon completion of our investigations, we attempted to report our findings to you by calling the number you provided, 808-298-6335, on August 23 and 25, 2023, and left messages asking you to call us back. We have not heard back from you, so we are writing to provide you our findings.

Case #23-03412(MM)

You complained that the BLNR provided you the incorrect link to livestream its meeting on March 10, 2023.

During our investigation, we reviewed the information you and the DLNR provided. We also spoke with DLNR staff about your complaint. Based on our investigation, we found that the BLNR did not provide you the correct link to livestream its meeting on March 10, 2023.

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Therefore, we substantiated this complaint and recommended to the DLNR that it take corrective action to prevent the error from being repeated. The DLNR accepted our recommendation.

Case #23-03413(MM)

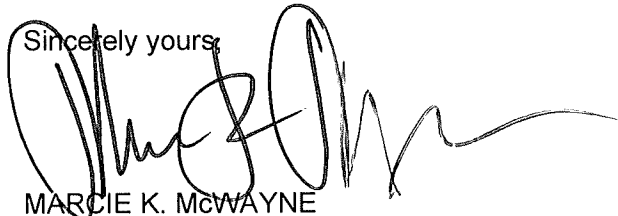
You complained that the BLNR rearranged agenda items without explanation and moved the subject you testified on to the end of the meeting on March 10, 2023.

During our investigation, we reviewed the relevant law and information you and the DLNR provided. We also spoke with DLNR staff about your complaint. Based on our investigation, we found that the BLNR was not acting unlawfully and had a reasonable basis for rearranging agenda items and moving the subject you testified on to the end of the meeting on March 10, 2023. Therefore, we did not substantiate this complaint.

Please be informed that Section 96-9(b), Hawaii Revised Statutes, requires that we maintain confidentiality and therefore, we decline to disclose any additional information about our investigations.

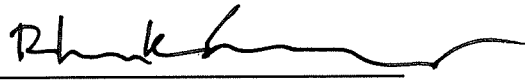
As it appears we cannot be of any further assistance to you with these complaints, we will be closing these cases in our files.

Sincerely yours,



MARCIE K. McWAYNE  
Analyst

Approved by



ROBIN K. MATSUNAGA  
Ombudsman

MKM:dg