



COUNTY OF KAUA'I

Office of the County Clerk

Fiscal Year 2015-2016 Annual Report

Jade K. Fountain-Tanigawa
County Clerk

Scott K. Sato
Deputy County Clerk

Lyndon Yoshioka
Elections Administrator

OFFICE OF THE COUNTY CLERK
Annual Report
Fiscal Year July 1, 2015 to June 30, 2016

I. MISSION STATEMENT

- A. To serve the Kaua'i County Council in its legislative function and provide service to the public efficiently, accurately, and with respect.
- B. The mission of the Elections Division is to:
- Provide open, accessible, fair, and secure election services for the residents of the County of Kaua'i; and
 - Provide County Agencies with quality document reproduction services in an expeditious manner.

II. DIVISION GOALS

The Council Services Division provides support services to the County Council, and consists of four (4) sections – Research, Records Management, Support Services (Clerical), and Support Services (Secretarial Assistants).

Council Services Division:

1. To recognize that all members of our staff are valued and the contributions that they each make, strengthen our organization and help to carry out our mission of efficient public service.
2. To treat everyone that comes into contact with the Council Services Division with respect, as we recognize the importance of providing exceptional customer service.
3. To efficiently and accurately provide staff and support services to the Kaua'i County Council in the preparation of Council and Committee Meetings, and to perform the necessary follow-up work as required.
4. To provide information and related documents on legislative and/or County matters when requested by the public. If information cannot be delivered within the time frame requested, a response to the request shall be provided no later than the time frame established pursuant to the provisions of the Uniform Information Practices Act (UIPA).

Elections Division:

1. Conduct elections in accordance with Federal, State, and County laws.
2. Establish and implement sound policies and procedures which ensure the integrity of the electoral process.
3. Offer services which are convenient and accessible for all election stakeholders.
4. Provide quality document reproduction services to county agencies in a timely and cost-effective manner.

III. PROGRAM DESCRIPTION & OBJECTIVES

A. Council Services Division:

1. Records Management. To maintain records of the Legislative Branch, including legal documents and operational records of the County. To file documents of the County Council and the Office of the County Clerk and retrieve records requested by the Council, the Administration, the public, and other agencies. (The Records Management Section is not the county-wide repository of all county records.)

Goals:

- a. Provide records-related assistance to the Kaua'i County Council, staff of the Office of the County Clerk, the County Administration, the public, and other agencies in a timely manner.
- b. Continue indexing/scanning system to hasten records retrieval and for records protection.
- c. Process documents received in a timely manner.

Objectives:

- a. Maintain the current database indexing system in Microsoft Access.
- b. Maintain the current electronic filing system on Laserfiche.
- c. Continue the computerization of the indexing system for selected records series.
- d. Continue the scanning, verifying, and indexing of selected records series.
- e. Continue the digitization project by verifying, separating, and indexing the vendor-scanned documents.

- f. Fulfill records requests on a priority basis within ten days after the request is received, with “ASAP” requests being researched immediately.
 - g. Process rules and regulations and transmit them to the State of Hawai‘i, Office of the Lieutenant Governor within three (3) working days after received by the Office of the County Clerk for filing.
 - h. Maintain records pursuant to the Kaua‘i County Charter.
 - i. Update the Office of the County Clerk “Sale-Item List.”
2. Support Services (Clerical). To provide all of the clerical support for the County Council and the Office of the County Clerk. In addition to the day-to-day typing of letters and documents, the Support Services Section is responsible for preparing and posting agendas of meetings, public hearings, and workshops, including posting agendas on the County’s website with the applicable attachments, staffing meetings and compiling documentation prior to and after such meetings, preparing minutes and Committee Reports, processing claims against the County of Kaua‘i, processing and distributing mail delivered to the County Councilmembers and the Office, preparing legal notices for publication, recording all necessary legal documents as required with the Bureau of Conveyances, and servicing the public by providing documents pursuant to the UIPA and “Sunshine Law.”

Goals:

- a. Post and upload to the County’s website all agendas and attachments using Optical Character Recognition (OCR) Software, and distribute and mail as necessary, notices of meetings and public hearings as required by law.
- b. Complete all minutes accurately within the 30-day requirement established by the “Sunshine Law”, and complete Committee Reports drafted by the Research Section by the third working day following the meeting.
- c. Answer all telephone calls by the third ring and exercise proper phone etiquette.
- d. Adhere to the established standardized format for all clerical work produced.
- e. Provide the necessary training and exposure so that all clerical support staff will be capable and confident when staffing meetings, including reporting and transcribing minutes within the established time frames.

- f. Type, distribute, and mail (including securing signatures when necessary) all letters and memos within three (3) working days of request.

Objectives:

- a. Council Services Assistant I positions have embarked on a rotational system where they are provided with the “down time” necessary to complete their minutes accurately utilizing proper grammar and punctuation within the required time frame.
 - b. Review all written material (minutes, Committee Reports, memorandums, etc.) for accuracy to ensure the proper use of grammar and punctuation, while keeping with the intent of the speaker.
 - c. To utilize the Standardization Guide that was developed by the Council Services Assistant II, when drafting / formatting memos, bills, resolutions, certificates, etc. in order to achieve a standardized product.
 - d. Continue the clerical rotation, with respect to clerical assignments, mail distribution, and tasks accordingly.
3. Research Section. To perform all legislative staff functions, including comprehensive research and writing necessary for the efficient operation of the Office of the County Clerk and the Kaua‘i County Council.

Goals:

- a. To invest in the development of each member of the Research Section so that every staff member is confident and capable with staffing any Council Committee, project, or request.
- b. To provide a three (3) day turnaround for project assignments. For projects that are more complex in nature, staff will need to work with the “Requestor” to determine an agreed upon date. Encouraging staff to work with the “Requestor” will help to build and develop a strong working relationship.
- c. To meet on a weekly basis to provide the status of projects, an update on upcoming events, solicit different ideas of how to approach complex assignments, and to discuss the difficulty experienced with certain projects/assignments.
- d. Provide assistance to the State Legislature, Hawai‘i State Association of Counties (HSAC), National Association of Counties (NACo), and the Western Interstate Region (WIR) when requested, and develop / maintain relationships with respective counterparts in the various organizations.

Objectives:

- a. Staff all meetings and hearings and provide information requested by the County Council and its Committees, so business and meetings can be conducted efficiently.
 - b. Work closely with the County Administration, the public, and other governmental and private agencies to ensure the smooth flow of accurate information.
 - c. Draft legislation, Committee Reports, certificates of achievement, letters, news releases, speeches, and requests for “Investigation and Report” (“Personal Requests”) with accuracy and on a timely basis.
 - d. Assist in the preparation of the County and Hawai‘i State Association of Counties (HSAC) Legislative Packages, which is submitted to the State Legislature at the beginning of the Legislative Session. Provide assistance to the County Administration regarding the respective legislative packages or other legislative matters when requested.
 - e. When requested, draft testimony for submission to the State Legislature or Congress.
 - f. Provide information requested by the public and other interested organizations on Council and County matters within seven (7) business days. Should more time be needed, the request for additional time should be communicated to the requestor.
 - g. Assist the County Council in the preparation, scheduling, and enactment of the annual County Operating and Capital Improvement Programs (CIP) Budgets and Resolution establishing the County of Kaua‘i’s real property tax rates.
 - h. Provide the necessary research and supporting documentation to assist in the development of the Operating and CIP Budgets and Resolution establishing the County of Kaua‘i’s real property tax rates.
4. Support Services (Secretarial Assistants). Council Services currently has three (3) Secretarial Assistants responsible for providing clerical assistance to each County Councilmember as well as serve as the liaison between the Councilmembers and the respective Sections within the Office.

As these positions and the functions that they provide continue to evolve, we strive to find the best staffing model that will enable our Office to successfully address the needs of all seven (7) Councilmembers.

Goals:

- a. Determine the individual needs and expectations of each Councilmember.
- b. Provide assistance to each Councilmember on a timely basis (scheduling meetings and appointments, making travel arrangements, etc.).
- c. Utilize the pCard System correctly to ensure that all transactions comply with the established policies and procedures for pCard use.

Objectives:

- a. Meet individually with each Councilmember to determine their expectations and type of assistance that they need/require.
- b. Assess how to best serve each Councilmember and establish standard procedures for dealing with the following:
 - Scheduling appointments and meetings.
 - Maintaining their individual calendars.
 - Notifying / providing reminders as necessary.
 - Scheduling travel arrangements for all Councilmembers utilizing the pCard System.
 - Process all requests for reimbursement timely, and in compliance with the established policies and procedures.

B. Elections Division

1. Voter Registration.
2. Candidate Nomination and Filing.
3. Election Management.
4. Procurement.
5. Legislation.
6. Printing Services.

IV. BUDGET BY DIVISION

- A. Council Services Division: \$3,273,548
B. Elections Division: \$535,973

V. ACCOMPLISHMENTS / EVALUATION

A. Council Services Division

Overall Achievements:

1. Received an A+ rating by Ballotpedia (formerly known as the Sunshine Review) for Government Transparency for the fourth consecutive year.
2. Reorganized the Council's website in collaboration with the Department of Finance, Information Technology Division's overall County website overhaul to provide a refreshed and more user-friendly site. Included in this initiative is a feature which allows the public to sign-up to receive agendas electronically on the website, without having to call the Office of the County Clerk, Council Services Division.
3. Incorporated into Council and Committee Meeting agendas clickable links to agenda attachments to provide the public with one comprehensive source for agenda related material.
4. Posted all Council and Committee agendas and attachments and confirmed that they are available via the County Council's website.
5. Continued to enhance and maintain the County Council's Facebook page. This initiative is an effort to be more accessible to the public and encourage public participation in County government. During the period of July 1, 2015 through June 30, 2016, the Council's Facebook page had:
 - a. 651 "Likes"
 - b. 280,589 weekly total reach (The total number of people who see content associated with the Council's Facebook page).
 - c. 798,330 weekly total impressions (The number of impressions seen of any content associated with your page (total count)).
 - d. 12,570 weekly unique users (The number of people sharing stories about your page. These stories include liking your page, posting to your page's timeline, liking, commenting on or sharing on of your page posts, answering a question you posted, responding to one of your events, mentioning your page, tagging your page in a photo, or checking in at your location).
6. Completed the codification of the Kaua'i County Code 1987, as amended, and Supplement #1 (2013), #2 (2014), #3 (2015), and #4 (2016) which are available online. The online version of the Code will be updated twice a year (December & June). A printed supplement will be available once a year (June).

7. Completed the codification of The Charter of the County of Kaua‘i in November 2015. The Charter was last codified in 1984.

Other Achievements:

1. Records Management. (Statistics provided are from July 1, 2015 to June 30, 2016, and may include cross references.)
 - a. Non-agenda communications scanned, indexed, and filed: 2,328
 - b. Agenda-related items scanned: 1,425
 - c. Council and Committee minutes scanned, indexed, and filed: 154
 - d. Executive Session minutes and related documents scanned, indexed, and filed: 98
 - e. Committee Reports scanned, indexed, and filed: 162
 - f. Resolutions scanned, indexed, and filed: 86
 - g. Bills scanned, indexed, and filed: 68
 - h. Public Hearing transcripts scanned, indexed, and filed: 39
 - i. Affidavits of Publication scanned, indexed, and filed (includes related notices): 144
 - j. Studies scanned, indexed, and filed: 9
 - k. On average, twenty five (25) communications on the weekly meeting agenda were indexed and filed.
 - l. On average, there were fifteen (15) requests a week to retrieve and research documents.
 - m. Vendor-scanned documents that have been indexed, corrected, and verified: 4,385

2. Support Services (Clerical) and Research Section. (Statistics provided are from July 1, 2015 to June 30, 2016.)	
a. Agendas prepared, meetings staffed:	
i. Council	24
ii. Special Council	9
iii. Executive Session	61
iv. Workshops	4
v. Committee	24
vi. Advisory Committees	10
vii. Length of Meetings (Hours)	403
b. Committee Reports prepared:	95
c. Minutes prepared:	
i. Council / Special Council Minutes	28
ii. Committee Deferred Minutes	60
iii. Public Hearing Minutes	35
iv. Executive Sessions	56
v. Workshops	4
d. Public Hearing Notices and Publications:	53
e. Ordinances adopted:	30
f. Resolutions adopted:	66
g. Total typing assignments (including daily communications, bills, and Resolutions, etc.):	1,138
h. Request for Investigation and Service (Personal Request) forms drafted and typed (includes follow-up, response to constituent, etc.):	313
i. Certificates drafted and typed:	101

- j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues): 6,387
- k. Legislative Packages: Staff assisted in the preparation of the annual County Legislative Package and the Hawai‘i State Association of Counties (HSAC) Legislative Package, and assisted in lobbying efforts at the State Legislature.
- l. Council Recap Memos and approved Council Meeting Minutes were placed on the County website, as soon as possible (depending upon when signatures were obtained).

B. Elections Division

1. Candidate nomination and filing.

<u>Contest</u>	<u>No. Issued</u>	<u>No. Filed</u>
State Senate, District 8	2	2
State Representative, District 14	7	3
State Representative, District 15	3	2
State Representative, District 16	2	2
OHA Trustee, Kaua‘i Resident	1	1
Kaua‘i Council Member	17	13
Prosecuting Attorney	2	2
Totals	34	25

2. Procurement

<u>Item</u>	<u>Contractor</u>	<u>Amount</u>
Absentee Mail Envelopes	Cenveo Inc.	\$3,323.00

<u>Item</u>	<u>Contractor</u>	<u>Amount</u>
Voter Registration Notification Mailing Vendor ¹	Clarity Printing	\$2,223.10
Voter Final Confirmation Mailing Vendor	Hagadone Printing	\$1,861.45
Absentee Ballot Mass Mailing Vendor	Hagadone Printing	\$3,351.85
Voting Equipment Transport Vendor	Bid being finalized	n/a

3. Election Day official recruitment and training

<u>Area</u>	<u>No. required*</u>	<u>No. recruited*</u>
Polling Place Officials	300	201
Counting Center Officials	80	62
Ballot Delivery & Collection Officials	30	12
Control Center Officials	50	30
Totals	460	305

* Approximate Nos.

4. Facilities.

a. County-owned (8).

<u>Facility</u>	<u>Purpose</u>
Historic County Building Annex	Training/ Counting Center
Anahola Clubhouse	Polling Place
Kapa‘a Neighborhood Center	Training / Polling Place
Kōloa Neighborhood Center	Polling Place
Kalāheo Neighborhood Center	Polling Place

¹ Cooperative purchase by the County of Kaua‘i, County of Maui, and City & County of Honolulu (served as procurement and project coordinator).

<u>Facility</u>	<u>Purpose</u>
Hanapēpē Recreational Center	Polling Place
Waimea Neighborhood Center	Polling Place
Kekaha Neighborhood Center	Polling Place

b. State-owned (9).

<u>Facility</u>	<u>Purpose</u>
‘Ele‘ele Elementary School Cafeteria	Training
Hanalei Elementary School Cafeteria	Polling Place
Kīlauea Elementary School Cafeteria	Training / Polling Place
Kapa‘a Elementary School Cafeteria	Polling Place
Kapa‘a Middle School Cafeteria	Polling Place
King Kaumuali‘i Elementary School Cafeteria	Polling Place
Wilcox Elementary School Cafeteria	Polling Place
Chiefess Kamakahalei Middle School Cafeteria	Polling Place
Kōloa Elementary School Cafeteria	Polling Place

5. Implementation of Legislative Initiatives

a. Online Voter Registration System (Act 225, SLH 2012).

The Online Voter Registration System went “live” on August 3, 2015 and overall, the service has been very well received. As of July 1, 2016, 1,339 individuals have utilized the system to either register/re-register and/or apply to receive a permanent absentee mail ballot.

Procedures are in place to govern the process, and voter data and online transactions remain secure. However, the overall process is complicated by efforts to synchronize online transactions with the mainframe voter registration system, which will be phased-out and replaced by a server based system in 2017.

b. Late Voter Registration (Act 166, SLH 2014).

For the 2016 Elections, qualified individuals who miss the Primary and General Election voter registration deadlines on July 14 and October 10, 2016, respectively will be eligible to register and vote at the early voting facility at the Līhu‘e Neighborhood Center during the following dates and times.

- Primary Election
August 1 to August 11, 2016
8:00 a.m. to 4:00 p.m.
- General Election
October 25 to November 5, 2016
8:00 a.m. to 4:00 p.m.

Procedures have been developed to properly administer the process, and ensure the security and integrity of the voter file. Late registration services will be expanded to the polls on Election Day beginning with the 2018 Primary Election.

6. Temporary Relocation of Counting Center and Early Voting Operation.

Counting center operations have been temporarily relocated from the Office of Continuing Education and Training's classroom located on the campus of Kaua'i Community College to the Elections Division warehouse.

Early voting operations have been temporarily move to the main hall of the old portion of the Līhu'e Neighborhood Center (LNC). Media announcements will be made to notify the public of the change in the early voting site and signage will be placed at various locations along the route from Kūhiō Hwy. to the LNC to direct voters to the facility.