

**OFFICE OF THE COUNTY CLERK**  
**Annual Report**  
**Fiscal Year July 1, 2013 to June 30, 2014**

**I. MISSION STATEMENT**

- A. To serve the Kaua'i County Council in its legislative function and to provide service to the public efficiently, accurately, and with respect.
- B. The Elections Division's mission 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**

A. Council Services Division

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).

Division Goals:

1. To recognize that all members of our staff are valued and that the contributions 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, while at the same time recognizing the importance of providing exceptional customer service.
3. To efficiently and accurately provide staff and support services to the Kaua'i County Council and the general public 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).

## B. Elections Division

1. Conduct elections in accordance with Federal, State, and County laws.
2. Establish and implement uniform policies and procedures which maximize voter accessibility to voting services while ensuring the integrity of the electoral process.
3. Enhance the capabilities of our Signature Management System (SMS).
4. Prepare for the anticipated migration to elections by mail.
5. Participate in the development and implementation of a new Statewide Voter Registration System.
6. Provide quality document reproduction services to county agencies in 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 where Council action has been requested. To file documents of the County Council and the Office of the County Clerk, retrieve records requested by the Council, the Administration, the public and other agencies. (The Records Management Section is not a county-wide repository of all county records.)

#### Goals:

- a. Provide records-related assistance to the Kaua'i County Council, Office of the County Clerk Staff, the County Administration, the public, and other agencies in a timely manner.
- b. Reduce the existing indexing/scanning backlog of selected records series.
- c. Process documents received in a timely manner.

#### Objectives:

- a. Maintain the current database indexing system in Microsoft Access on a daily basis.

- b. Maintain the current electronic filing system on Laserfiche on a daily basis.
  - 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 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 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 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 comfortable 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.
- 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 to be submitted to the State Legislature. Provide assistance to the County Administration when requested.
  - e. When requested, draft testimony to be submitted to the State Legislature and 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.
  - h. Provide the necessary research and supporting documentation to assist in the development of the Operating and CIP Budgets.
4. Support Services (Secretarial Assistants). In Fiscal Year (FY) 2013-2014, there were three (3) Secretarial Assistants. These employees are 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 would 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, make travel arrangements, etc.).

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 member and establish standard procedures for dealing with the following:
  - Scheduling appointments and meetings.
  - Maintaining their individual calendars.
  - Notifying / providing reminders as necessary.

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: \$3,197,500  
B. Elections Division: \$613,341

## V. ACCOMPLISHMENTS / EVALUATION

### A. Council Services Division

- Received an A+ rating by the Sunshine Review for Government Transparency.
- Reorganized the Council's website to make it user friendly; utilizing OCR software.
- Council agendas and attachments are available via the County Council's website.
- Established a Social Media Policy, which led to the launch of 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.
- Developed and implemented a County Council / Council Services Media Plan.
- Completed the codification of the Kaua'i County Code 1987, as amended, which will also be available online.

#### Other Achievements:

1. Records Management. (Statistics provided are from July 1, 2013 to June 30, 2014.
  - a. Communications scanned, indexed, and filed (including cross-references): 5,117
  - b. Council and Committee minutes scanned, indexed, and filed: 247
  - c. Executive Session minutes and related documents scanned, indexed, and filed: 519
  - d. Committee Reports scanned, indexed, and filed: 185
  - e. Resolutions scanned, indexed, and filed: 89
  - f. Bills scanned, indexed, and filed: 92
  - g. Public Hearing transcripts scanned, indexed, and filed: 64
  - h. Affidavits of Publication scanned, indexed, and filed (includes related notices): 153
  - i. Studies scanned, indexed, and filed: 18 (2,524 pages)

j. Agenda-related items scanned:	1,142
k. On average, twenty (20) communications on the weekly meeting agenda were indexed and filed.	
l. On average, there were twenty (20) requests a week to retrieve and research documents.	
m. Vendor-scanned documents indexed, corrected, and verified:	551
2. Support Services and Research Section. (Statistics provided are from July 1, 2013 to February 28, 2014.)	
a. Agendas prepared, meetings staffed:	
i. Council	24
ii. Special Council	44
iii. Executive Session	98
iv. Workshops	5
v. Committee	29
vi. Length of Meetings (Hours)	551
b. Committee Reports prepared:	114
c. Minutes prepared:	
i. Council / Special Council Minutes	46
ii. Committee Deferred Minutes	86
iii. Public Hearing Minutes	52
iv. Executive Sessions	95
d. Public Hearing Notices and Publications:	56
e. Ordinances adopted:	54
f. Resolutions adopted:	66
g. Total typing assignments (including daily communications, bills, and	

Resolutions, etc.):	1,495
h. Request for Investigation and Service (Personal Request) forms drafted and typed:	97
i. Certificates drafted and typed:	65
j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues):	7,284
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. Voter Registration.

#### a. Primary Election Drive-thru Voter Registration.

- i. Drive-thru voter registration (VR) services were offered on July 9 and 10, 2014, between the hours of 8:00 a.m. to 4:00 p.m. in the parking area fronting the Historic County Building and Annex.
- ii. Drive-thru dates coincided with the Primary Election voter registration deadline on July 10, 2014.
- iii. Two hundred forty nine (249) individuals utilized drive-thru services to register or re-register to vote.

#### b. Conducted follow-up on approximately 435 voter registration applications.

#### c. Issued 60 Certificates of Voter Registration.

#### d. Mailed approximately 40,000 Notice of Voter Registration (Notice) postcards.

#### e. Approximately 3,191 Notices were deemed undeliverable by the U.S. Postal Service due to outdated mailing addresses.

- i. Undeliverable Notices were returned to the Elections Division and the corresponding voter records were flagged in the Statewide Voter Registration System.
- ii. Flagged voters were mailed a federally mandated address confirmation postcard.

- iii. Voters who fail to respond to the federally mandated mailing within 2 federal election cycles (4 years) will be purged from the voter rolls.

f. Voter Registration and File Maintenance Statistics.

	Number
Voter Affidavits Processed	4,745
Voter Declinations Filed <sup>1</sup>	12,343
Purge / Deceased (a)	613
Purge / Moved Away (b)	109
Purge / Self Cancellation (c)	76
Purge / Felony Incarceration (d)	9
Purge / Pursuant to NVRA 2-cycle Inactivity <sup>2</sup> (e)	1,971
Purge / Total (a + b + c + d + e)	2,778

2. Candidate Nomination and Filing.

- a. Candidate filing period: February 3, 2014 to June 3, 2014
- b. Issued 42 sets of nomination papers.
- c. Filed 32 sets of nomination papers.
- d. No candidate withdrawals.

3. Election Management.

a. Election Personnel.

- i. Recruited approximately 365 Election Day officials in the following operational areas:

	Number
Precinct Officials	250
Counting Center Officials	55
Ballot Delivery & Collection Officials	30
Control Center Officials	20
Election Day Trouble-shooters	5
Election Support Personnel	5
TOTAL	365

- ii. Conducted 14 training sessions on varying dates and times and at various locations around the island.

<sup>1</sup> Approximate number of individuals who applied for or renewed a driver license but declined to register to vote.

<sup>2</sup> Number of voters purged from the rolls for failing to respond to federally mandated notices.

b. Facilities.

- i. Training. Secured the use of 3 State facilities and 3 County facilities to conduct training for various Election Day officials.
- ii. Polling Places. Secured the use of 8 State and 7 County facilities to serve as polling places.
- iii. Counting Center. Secured use of the Office of Continuing Education and Training multi-purpose building to serve as the ballot counting center.

c. Telecommunications and Logistics.

- i. AT&T Wireless provide Election Day phone services for polling places and trouble shooters.
- ii. Hawaiian Telcom provided voice and data services to the Counting Centers.
- iii. Royal Hawaiian Movers, Inc., transported election equipment to polling places. (Equipment will be stored at facilities between elections and collected following the General Election.)

4. Procurement.

a. Signature Management System.

Profitability of Hawai'i (POH) completed upgrades to the Signature Management System (SMS) which now provide in-house scanning and indexing capability, allow multiple staff to simultaneously access the system, and system hosting and support.

b. Statewide Voter Registration System.

BPro, Election Software of Pierre, South Dakota was awarded the contract for request for proposal (RFP) 14-001-SW. The RFP was issued to select a contractor to develop a new statewide voter registration system, online voter registration system, and election management system for the state of Hawai'i.

Federal funds received through the Help America Vote Act of 2002 will be used to pay for the new system's development, licensing, and annual maintenance up to December 31, 2020. System expenses for subsequent years will be shared between the State and Counties.

System development is underway and a gap analysis will be conducted over the next few months to identify upgrades to BPro's platform system to ensure it fulfills Hawai'i's requirements.

c. Miscellaneous Notable Procurements.

Item	Contractor	Amount
Absentee Ballot Envelopes	Cenveo, Inc.	\$4,518.00
Absentee Ballot Mailing	Hagadone, Inc.	\$3,309.42
Voter Notification Mailing	O'ahu Publications, Inc.	\$2,133.00
Voter Final Notification Mailing	Hagadone Printing, Inc.	\$1,976.24
Election Equipment Transport	Royal Hawaiian Movers, Inc.	\$3,642.72
TOTAL		\$15,579.38

(Procurement of telecommunication services was conducted by the State Office of Elections.)

5. Legislation. During the 2014 Legislative Session, three (3) Bills were signed into law.

a. Act 128 (HB0452 HD1 SD1 CD1), Relating to Election Fraud.

Deems any person who provides false information regarding the details of voting to be guilty of election fraud. Makes conforming amendments to clarify that advertisements shall not contain false information about the time, date, place, or means of voting. (Effective date June 24, 014)

b. Act 139 (HB1604 HD2 SD1 CD1), Relating to Elections.

Provides that certificates of election shall be delivered to a person elected only after the person has filed all required candidate committee reports and paid any fine assessed by the Campaign Spending Commission. (Effective date June 24, 2014)

c. Act 166 (HB2590 HD1 SD2 CD1), Relative to Elections.

- i. Allows voter registration at absentee polling places beginning in 2016 and late voter registration, including on Election Day, beginning in 2018. Appropriates funds. (Effective date July 1, 2014)
- ii. Section 3 of the Act (Election Day registration at early voting) shall take effect on January 1, 2016.
- iii. Section 1 of the Act (Election Day registration at the polls) shall take effect on January 1, 2018.

6. Printing Services.

- a. Completed 120 off-set print jobs\* (forms, brochures, booklets, cards, flyers, etc.)
- b. Completed 50 bulk photocopying jobs\* (bid specifications, manuals, etc.)

\* Jobs may require binding, folding, stapling, etc.