

OFFICE OF THE COUNTY CLERK
Annual Report
Fiscal Year July 1, 2022 to June 30, 2023

I. MISSION STATEMENT

- A. Council Services Division. To efficiently, accurately, and respectfully provide the public (general public, County Administration, and other agencies) and the Kaua'i County Council with the staff support and assistance required to carry out the Legislative function of the County of Kaua'i.
- B. Elections Division. To provide open, accessible, fair, and secure election services for the residents of the County of Kaua'i in accordance with federal, state, and county laws; and support 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, Clerical Support Services, and Secretarial Support Services.

Division goals:

1. Provide administrative and clerical support to the Kaua'i County Council.
 2. Chronicle Council and Council Committee meeting proceedings by preparing meeting minutes, reports, and related meeting documentation.
 3. Secure and index all ordinances, resolutions, regulations, and other official papers and instruments filed in the Office of the County Clerk or enacted or adopted by the County Council.
 4. Respond to requests for information and documents in a timely manner pursuant to the provisions of the Uniform Information Practices Act (UIPA).
- B. Elections Division. The Elections Division is responsible for conducting all federal, state, county, and special elections held in the County of Kaua'i and consists of three (3) sections – Voter Services, Mail Ballot Processing, and Printing/Election Support.

Division goals:

1. Conduct all elections held in the County of Kauaʻi 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 stakeholders services which are secure, impartial, accessible, and convenient.
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 and Objectives:

- i. Provide records-related assistance to the Kauaʻi County Council, staff of the Office of the County Clerk, the County Administration, the public, and other agencies in a timely manner.
- ii. Accurately scan and index documents in its care and custody to allow for easier retrieval and to ensure that the records kept are protected.
- iii. Process documents received in a timely manner.
- iv. Maintain the current database indexing system in Microsoft Access.
- v. Maintain the current electronic filing system on Laserfiche.
- vi. Continue the computerization of the indexing system for selected records series.
- vii. Continue the scanning, verifying, and indexing of selected records

series.

- viii. Continue the digitization project by verifying, separating, and indexing the vendor-scanned documents.
 - ix. Fulfill records requests on a priority basis within ten days after the request is received, with “ASAP” requests being researched immediately.
 - x. Process rules and regulations and transmit them to the State of Hawai‘i, Office of the Lieutenant Governor within three (3) working days of receipt by the Office of the County Clerk for filing.
 - xi. Maintain records pursuant to the Kaua‘i County Charter.
 - xii. Update the Office of the County Clerk “Sale-Item List.”
2. Clerical Support Services. 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 Clerical 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 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, handling the sale of ordinances, handling cash deposits, posting resolutions to the County’s website and servicing the public by providing documents pursuant to the UIPA.

Goals and Objectives:

- i. Post and upload all agendas and attachments using Optical Character Recognition (OCR) Software to the County’s website, and distribute and mail as necessary, notices of meetings and public hearings as required by law.
- ii. Complete all minutes accurately within the 40-day requirement established by the “Sunshine Law”, and complete Committee Reports drafted by the Research Section by the third working day following the meeting.
- iii. Answer all telephone calls by the third ring and exercise proper phone etiquette.

- iv. Adhere to the established standardized format for all clerical work produced.
 - v. 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.
 - vi. Type, distribute, and mail (including securing signatures when necessary) all letters and memos within three (3) working days of a request.
 - vii. Council Services Assistants 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.
 - viii. 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.
 - ix. 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.
 - x. 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 and Objectives:

- i. To invest in the development of each member of the Research Section so that every staff member is confident and capable of staffing any Council Committee, project, or request.
- ii. 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 a strong working relationship.

- iii. 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 any difficulty experienced with certain projects/assignments.
- iv. Assist 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.
- v. Staff all meetings and hearings and provide information requested by the County Council and its Committees so all meetings can be conducted efficiently.
- vi. Work closely with the County Administration, the public, and other governmental and private agencies to ensure the smooth flow of accurate information.
- vii. 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.
- viii. Initiate the necessary follow-up to requests for information.
- ix. Assist in the preparation of the County and Hawai'i State Association of Counties (HSAC) Legislative Packages which is annually submitted to the State Legislature. Provide assistance/information to the County Administration relating to their respective Legislative Packages, when requested.
- x. When requested, draft testimony to be submitted to the State Legislature and Congress.
- xi. Provide the public and other interested organizations with requested information 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.
- xii. 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.
- xiii. 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. Secretarial Support Services. Council Services currently has two (2) Secretarial Assistants responsible for providing clerical assistance to each County Councilmember as well as serving as the liaisons 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 and Objectives:

- i. Determine the individual needs and expectations of each Councilmember.
- ii. Provide timely assistance to each Councilmember (scheduling meetings and appointments, making travel arrangements, etc.).
- iii. Utilize the pCard System correctly to ensure that all transactions comply with the established policies and procedures for pCard use.
- iv. Meet individually with each Councilmember to determine their expectations and the type of assistance that they need/require.
- v. Assess how to best serve each Councilmember and establish standard procedures for dealing with the following:
 - a. Scheduling appointments and meetings.
 - b. Maintaining their individual calendars.
 - c. Notifying / providing reminders as necessary.
 - d. Scheduling travel arrangements for all Councilmembers utilizing the pCard System.
 - e. Ensure all mileage, cell phone, and travel related reimbursement forms are completed in a timely manner and in compliance with established policies and procedures.

B. Elections Division.

1. Voter Services Section. The Voter Services section consists of one (1) full-time, civil service section supervisor and up to three (3) temporary, seasonal staff. This section is responsible for providing constituents services such as but not limited to voter registration; candidate nomination and filing; recruiting and training Election Day volunteers; staffing the Voter Service Center; and voter education.

Goals and Objectives:

- i. Provide courteous and efficient service to stakeholders.
 - ii. Provide secure, convenient, and accessible voter registration services.
 - iii. Provide secure, convenient, and accessible in-person voting services.
 - iv. Ensure voter registration and in-person voting services conform to Federal and State Law.
 - v. Ensure that sensitive election documents, and voter and volunteer information are properly secured pursuant to law.
2. Mail Ballot Processing Section. The Mail Ballot Processing section consists of one (1) full-time, civil service Section supervisor and up to three (3) temporary, seasonal staff. This section is responsible for all matters relating to voting by mail and are responsible for:
 - i. Coordinating efforts to secure all facilities, equipment, and personnel for mail voting and ballot counting center operations;
 - ii. Processing seasonal and overseas mail ballot requests, and requests for replacement ballots;
 - iii. Processing electronic ballot requests for individuals with disabilities, members of the military, and residents residing overseas;
 - iv. Securing sensitive mail ballot application documents and voter information;
 - v. Manually assembling ballot packets for in-house ballot mailings;
 - vi. Securing and preparing voted ballot envelopes (VBEs) for scanning (not counting);

- vii. Scanning VBEs in preparation for signature authentication and updating voter records;
- viii. Signature authentication and deficient VBE resolution (deficient envelopes are missing a signature or contain a non-matching signature);
- ix. Oversight of VBE processing and ballot tabulation at the Counting Center;
- x. Securing sensitive documents, and volunteer and voter information;
- xi. Documenting and securing returned (unvoted) ballot envelopes deemed undeliverable by the USPS; and
- xii. Coordinating post-election document shipments to the State Office of Elections.

Goals and Objectives:

- i. Provide courteous and efficient services to stakeholders.
 - ii. Provide secure, convenient, and accessible mail ballot application services.
 - iii. Ensure voted mail ballot envelopes are processed pursuant to law.
 - iv. Ensure that sensitive documents, and voter and volunteer information are properly secured pursuant to law.
 - v. Maintain ballot envelope scanning equipment according to manufacturer specifications.
3. Printing and Election Support Section. The Printing and Election Support Section consists of one (1) full-time, civil service Section supervisor and one (1) staff person intermittently assigned from Council Services are responsible for:
- i. Producing forms, booklets, and other printed material;
 - ii. Maintaining printing, copying, and envelope sorting equipment;
 - iii. Maintaining, deploying, and retrieving Ballot Drop Boxes (BDBs); and
 - iv. Collecting, securing, and transporting ballot envelopes from BDBs

in the field to the Elections Division.

Goals and Objectives:

- i. Provide courteous and efficient service to stakeholders.
 - ii. Provide quality document reproduction services in a timely manner.
 - iii. Safeguard voted ballot envelopes collected from BDBs.
 - iv. Maintain printing, copying, BDBs, and envelope scanning/sorting equipment according to manufacturer specifications.
4. The Elections Administrator (EA) serves as the division head and reports to the County Clerk and/or Deputy County Clerk. The EA is responsible for developing and implementing division policies and procedures, overseeing all sections, and related division administrative duties.

IV. BUDGET BY DIVISION

A. Council Services Division: \$5,131,345

B. Elections Division: \$1,002,417

V. ACCOMPLISHMENTS / EVALUATION

A. Council Services Division.

1. Overall Achievements.

- i. Following the decline in COVID-19 cases, the Historic County Building was reopened to the public and in-person Council and Committee meetings were resumed.
- ii. Continued day-to-day operations of the Office of the County Auditor as it relates to on-going contract management and performance audits initiated by the Kaua'i County Council. Continued with the on-going recruitment efforts of the County Auditor position.
- iii. Completed the codification of the Kaua'i County Code 1987, as amended. The online version of the Code is updated twice a year (December & June). A printed supplement is available once a year in June.

- iv. Completed the codification of the Kauaʻi County Charter, as amended, following the adoption of three (3) Charter amendments in the 2022 General Election.
- v. Completed assistance to the Office of the County Clerk, Elections Division with the 2022 Prosecuting Attorney Special Elections and 2022 Primary and General Elections.

2. Other Achievements.

- i. Records Management. (Statistics provided are from July 1, 2022 to June 30, 2023, and may include cross references.)
 - a. Non-agenda communications scanned, indexed, and filed(does not include any modifications/updates to existing items): 1,777
 - b. Agenda-related items scanned (does not include any modifications/updates to existing items): 888
 - c. Council and Committee minutes scanned, indexed, and filed: 78
 - d. Executive Session minutes and related documents scanned, indexed, and filed: 114
 - e. Committee Reports scanned, indexed, and filed: 50
 - f. Resolutions scanned, indexed, and filed: 80
 - g. Bills/Ordinances scanned, indexed, and filed: 37
 - h. Public Hearing transcripts scanned, indexed, and filed: 30
 - i. Affidavits of Publication scanned, indexed, and filed: 86
 - j. Studies scanned, indexed, and filed: 5
 - k. Requests to retrieve and search documents
 - Total number of requests: 175
 - Total hours: 226
 - l. Vendor-scanned documents that have been indexed, corrected, and verified: 156
 - m. Assisted with time sheet and leave of absence

inquiries relating to Workday the paperless, online time management system established by the Dept. of Human Resources.

- n. Managed interactive conference technology allowing the public to participate in Council, Committee, Special, and Budget meetings remotely. (Participation via interactive conference technology was temporarily suspended in March 2023 due to hardware issues and is expected to resume in mid-October.)
- ii. Support Services (Clerical) and Research Section. (Statistics provided are from July 1, 2022 to June 30, 2023.)
- a. Agendas prepared; meetings staffed:
 - Council 26
 - Special Council 4
 - Executive Session 34
 - Workshops 1
 - Committee 23
 - Advisory Committees n/a
 - Length of Meetings (Hours) 198
 - b. Committee Reports prepared: 70
 - c. Minutes prepared:
 - Council / Special Council Minutes 29
 - Committee Deferred Minutes 42
 - Public Hearing Minutes 35
 - Executive Sessions 25
 - Workshops 1
 - d. Public Hearing Notices and Publications: 26
 - e. Ordinances adopted: 41
 - f. Resolutions adopted: 78
 - g. Total typing assignments (including daily communications, bills, and resolutions, etc.): 682
 - h. Requests for Investigation and Service (Personal Request) forms drafted and typed (includes follow-up, response to constituent, etc.): 119

- i. Certificated drafted and typed: 54
- j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues): 179
- 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. Overall Achievements.

- i. 2022 Primary and General Elections. The 2022 Elections went fairly well, despite what was reported to be a coordinated nationwide campaign to sow election controversy and dissent. Kaua'i County led the State in voter turnout for the General Election and Kaua'i voters appear to have adapted well to Hawai'i's vote-by-mail voting model. However, an extraordinary surge of returned mail ballots and in-person voters on General Election Day highlighted staffing and equipment limitations in our current operational model which delayed the generation of final election results. All issues will be addressed in time for the 2023 Presidential Elections.
- ii. Election Recounts. Statutorily mandated automatic recounts were triggered for the Kaua'i council contest following the 2022 Primary and General Elections. Both recounts went well but failed to change the outcome of either contest. The 72-hour window for completing the recounts remains problematic as it does not offer sufficient time for staff to close out Election Day processing before beginning recounts. Bills were introduced during the 2023 Legislative Session to push back the deadline for completing the recount to 5 business days after the date of the Election but both failed to move out of committee and will be reintroduced during the next Legislative session.
- iii. Voter Education. S360 was awarded a \$30,000 full-service

contract to develop and implement a voter engagement campaign (Campaign) for the 2022 General Election. The Campaign targeted Kaua'i residents aged 18 and older, and consisted of the following components:

- Microsite website consisting of a landing page providing Kaua'i specific and generic election information, such as how to register to vote, where to return voted mail ballots, and important dates and deadlines.
- Digital marketing campaign to deliver ads to targeted audiences on Facebook and Instagram, and via Google searches.
- Design of all graphics and ads to support the messaging and digital marketing campaign.

The Campaign appeared to be quite effective. Kaua'i County led the State with a voter turnout of 51.4%, which is the second highest turnout in the last four non-presidential general elections.

2. Other Achievements.

i. Voter Services.

a. Candidate Filing.

<u>Contest</u>	<u>Issued</u>	<u>Filed</u>
US Senate	None	None
US Representative	1	1
Governor	None	None
Lt. Governor	None	None
State Senate D8	3	3
State Representative D15	2	2
State Representative D16	2	2
State Representative D17	4	2
OHA At-Large Trustee	None	None
Mayor	4	4
Council	21	19

b. Volunteer Recruitment and Training.

	<u>Recruited</u>	<u>Sessions</u>
Voter Service Center	16	4
Counting Center	118	5
Ballot Drop Box	12	6
Totals	146	15

c. Voter Registration.

	<u>2022</u>	<u>2020</u>
Primary Election	48,052	45,135
General Election	48,494	47,253

d. Voter Service Center Turnout.

	<u>2022</u>	<u>2020</u>
Primary Election	488	404
General Election	1,442	2,350

e. Voter File Maintenance.

	<u>Quantity¹</u>
Paper Voter Affidavits Processed	1,676
Online Voter Registration Transactions	951
Voter Declinations Filed ²	28
Purge / Fail Safe (Inactive) List (a) ³	2,639
Purge / Deceased (b)	635
Purge / Moved Away (c)	94
Purge / Self Cancellation (d)	31
Purge / Felony Incarceration (e)	8
Purge / Total (a + b + c + d + e)	3,407

ii. Mail Ballot Processing.

- a. Ballot Envelope Scanning. The quantity of incoming voted mail ballots remained steady and manageable until the day before and the day of the General Election. During this 48-hour window, we received approximately 9,300 voted mail ballots or roughly 40% of the total number of mail ballots received for the General Election. This unprecedented spike in returned mail ballots and in-person voters exposed operational limitations which delayed the release of final election results until late in the afternoon on the day after the General Election.

To address another late surge of returned mail ballots we have budgeted for an upgraded ballot envelope scanner with

¹ As of September 11, 2023

² Approximate number of individuals who applied for or renewed a driver license or State ID but declined to register to vote.

³ Following 2 Federal Elections cycles (4-years) on Fail Safe List with no contact from voter.

increased envelope scanning throughput, will increase staffing responsible for processing incoming mail ballots, and modify procedures.

b. Voter Turnout.

	<u>Primary Election</u>	<u>General Election</u>
No. Voters (a)	48,052	48,494
In-Person Turnout (b)	788	1,442
Mail Turnout (c)	17,749	23,466
Overall Turnout (d=b+c)	18,537	24,908
In-Person Turnout % (b/d)	1.6%	3.0%
Mail Turnout % (c/d)	36.9%	48.4%
Overall Turnout % (d/a)	38.5%	51.4%

iii. Printing Services and Election Support.

a. Printing Jobs.

Photocopied	25
Offset Press	55

b. Ballot Collections.

	<u>Primary Election</u>	<u>General Election</u>
<u>Drop Boxes</u>		
Hanalei Neighborhood Center	68	180
Princeville Library	210	334
Kīlauea Neighborhood Center	247	495
Waipouli Shopping Center	355	732
Elections Division	1,725	4,195
Kōloa Neighborhood Center	187	333
Kalāheo Neighborhood Center	315	542
Hanapēpē Neighborhood Center	160	350
Waimea Neighborhood Center	142	272
Drop Box Subtotal	3,409	7,433
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<u>Non-Drop Box</u>		
United States Postal Service	13,152	15,855
Elections Division – In-person	245	142
Voter Service Center	32	108
Non-Drop Box Subtotal	13,429	16,105
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TOTAL	16,838	23,538