



COUNTY OF KAUA'I

# Office of the County Clerk

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## Fiscal Year 2014-2015 Annual Report

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**OFFICE OF THE COUNTY CLERK**  
**Annual Report**  
**Fiscal Year July 1, 2014 to June 30, 2015**

**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**

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 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).

A. 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 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 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 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 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). In Fiscal Year (FY) 2012-2013, 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. In February 2013, one (1) Secretarial Assistant resigned, leaving the remaining two (2) Secretarial Assistants to service all Councilmembers as well as the County Clerk. A new Secretarial Assistant was hired in June, however, on November 30, 2013, she resigned from the position and returned to a previous employer. On December 30, 2014, the Office's Departmental Staff Assistant II unexpectedly retired leaving another vacancy. However, due to the cross training

that the Office provides, and utilizing our Continuity Plan, a Secretarial Assistant was promoted to fill the vacant Departmental Staff Assistant II position. On February 1, 2014, a current employee of our Office was hired to fill the vacant Secretarial Assistant position. At the time of this report (July 2015), there are three (3) Secretarial Assistants employed on a full-time basis.

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, 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.
  - Prepare on a timely basis, all forms required for mileage and cell phone reimbursement.

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: \$3,254,078
- B. Elections Division: \$801,213

#### **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 third consecutive year.
2. Reorganized the Council's website to make it user friendly; utilizing OCR software.
3. Posted all Council and Committee agendas and attachments and confirmed that they are available via the County Council's website.
4. 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. Between January 1, 2015 – July 1, 2015 alone, the Council's Facebook page had:
  - a. 879 "Likes"
  - b. 39,165 weekly total reach (The total number of people who see content associated with the Council's Facebook page).
  - c. 291,592 weekly total impressions (The number of impressions seen of any content associated with your page (total count)).
  - d. 3,711 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).
5. Completed the codification of the Kaua'i County Code 1987, as amended, and Supplement #1 (2013), #2 (2014), and #3 (2015) 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).

6. Successfully promoted the 2015 WIR Conference through mandatory promotional booths at the 2014 WIR Conference in Alaska, 2014 NACo Annual Conference in Louisiana, and 2015 NACo Legislative Conference in Washington D.C.
7. Assisted the Office of the County Clerk, Elections Division with the 2014 Primary and General Elections.

Other Achievements:

1. Records Management. (Statistics provided are from July 1, 2014 to June 30, 2015, and may include cross references.)
  - a. Non-agenda communications scanned, indexed, and filed: 2,483
  - b. Agenda-related items scanned: 2,064
  - c. Council and Committee minutes scanned, indexed, and filed: 155
  - d. Executive Session minutes and related documents scanned, indexed, and filed: 347
  - e. Committee Reports scanned, indexed, and filed: 178
  - f. Resolutions scanned, indexed, and filed: 55
  - g. Bills scanned, indexed, and filed: 110
  - h. Public Hearing transcripts scanned, indexed, and filed: 46
  - i. Affidavits of Publication scanned, indexed, and filed (includes related notices): 68
  - j. Studies scanned, indexed, and filed: 8 (874 pages)
  - 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: 384

2. Support Services (Clerical) and Research Section. (Statistics provided are from July 1, 2014 to June 30, 2015.)	
a. Agendas prepared, meetings staffed:	
i. Council	25
ii. Special Council	20
iii. Executive Session	85
iv. Workshops	4
v. Committee	23
vi. Length of Meetings (Hours)	528
b. Committee Reports prepared:	91
c. Minutes prepared:	
i. Council / Special Council Minutes	34
ii. Committee Deferred Minutes	60
iii. Public Hearing Minutes	47
iv. Executive Sessions	59
v. Workshops	4
d. Public Hearing Notices and Publications:	52
e. Ordinances adopted:	31
f. Resolutions adopted:	57
g. Total typing assignments (including daily communications, bills, and Resolutions, etc.):	1,454
h. Request for Investigation and Service (Personal Request) forms drafted and typed (includes follow-up, response to constituent, etc.):	211
i. Certificates drafted and typed:	131

- j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues): 6,804
- 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. Voter File Maintenance.

Voter Affidavits Processed	6,091
Voter Declinations Filed <sup>1</sup>	11,645
Purge / Deceased (a)	725
Purge / Moved Away (b)	174
Purge / Self Cancellation (c)	92
Purge / Felony Incarceration (d)	11
Purge / Pursuant to NVRA 2-cycle Inactivity <sup>2</sup> (e)	967
Purge / Total (a + b + c + d + e)	1,969

b. Miscellaneous Statistics.

Voter Registration Affidavit Follow-up Letters Mailed	325
Voter Registration Certificates Issued	53
Voter Notification (Yellow) Postcards Mailed <sup>3</sup>	45,000
Undeliverable Voter Notification Postcards	225
Final Confirmation (White) Postcards Mailed	4,697

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<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.

<sup>3</sup> Approximate total number of postcards mailed for the entire 2014 Elections.

2. Election Management.

a. Procurement Summary.

<u>Item</u>	<u>Contractor</u>	<u>Amount</u>
Absentee Ballot Envelopes	Cenveo, Inc.	4,518.00
Absentee Ballot Mailing	Hagadone Printing	3,309.24
Voter Notification Mailing	O‘ahu Publications	2,133.00
Voter Final Confirmation Mailing	Hagadone Printing	1,926.24
Election Equipment Transport	Royal Hawaiian Movers	3,642.72
General Election Notification	Electronic Manage. Support Svcs.	2,803.28
Post-election Shipment to O‘ahu	Royal Hawaiian Movers	672.22
Voting System & Support	Hart Intercivic	53,375.78
Counting Center Facility Lease	Kaua‘i Comm. College	4,608.32
Document Archiving	Profitability of Hawai‘i	30,000.00
	TOTAL	106,988.80

b. Facilities Used.

i. County-owned (8).

<u>Facility</u>	<u>Purpose</u>
Historic County Annex	Training/ Early Voting / Control Center Operations
Anahola Clubhouse	Polling Place
Kapa‘a Neighborhood Center	Training / Polling Place
Kōloa Neighborhood Center	Polling Place
Kalāheo Neighborhood Center	Polling Place
Hanapēpē Recreational Center	Training / Polling Place
Waimea Neighborhood Center	Polling Place
Kekaha Neighborhood Center	Polling Place

ii. State-owned (10).

<u>Facility</u>	<u>Purpose</u>
Office of Continuing Education & Training Building (KCC campus)	Training / Counting Center Operations
‘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 Kamakāhelei Middle School Cafeteria	Polling Place
Kōloa Elementary School Cafeteria	Polling Place

c. Personnel and Training.

	<u>No. Recruited</u>	<u>No. Training Sessions</u>
Precinct Officials	425	14
Counting Center Officials	103	4
Ballot Delivery & Collection Officials	30	2
Control Center Officials	52	3
Election Day Trouble-shooters	4	1
Election Support Personnel	4	1
TOTALS	618	25

d. Pilot Projects.

- i. 2014 Drive-thru Voter Registration. Drive-thru voter registration services were offered in the parking area fronting the Historic County Building on the day before and day of the voter registration deadline for each election.

The public was appreciative of the services and over the course of 4 days, a total of 260 voter registration forms were received. Due to the favorable response, we will continue to offer the service for future elections.

- ii. 2014 General Election Notification. Prior to the General Election, election notification postcards were mailed to each voter, and election notification posters were displayed in approx. 125 locations around the island.

Overall, the project was well received. Comments were mostly positive, but some voters did question why public funds were being spent to promote the elections when there was already an abundance of election related political advertising.

For future elections, we plan to expand the use of election notification posters to include both the Primary and General Elections but eliminate the mailing of election notification postcards.

3. 2014 Elections Statistics.

	<u>Primary Election</u>	<u>General Election</u>	<u>Total</u>
No. Registered Voters	41,165	41,869	n/a
Precinct Turnout	7,816	11,557	19,373
Early Voting Turnout	3,759	3,383	7,142
Absentee Mail Turnout	7,791	9,103	16,894
Total Turnout	19,366	24,043	43,409
Turnout %	47.0	57.4	n/a

4. Adopted Legislation<sup>4</sup>.

- a. HB15, HD1, SD1, CD1 (Relating to Elections). Specifies that the Chief Election Officer is an at-will employee. Requires Elections Commission to provide notice and reason for removal of a Chief Election Officer. Requires a performance evaluation of the Chief Election Officer after a general election. Requires a public hearing on the Chief Election Officer's performance for purposes of considering reappointment. Creates a statewide standard for the distribution of absentee ballots.

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<sup>4</sup> All bills will become law without the governor's signature.

- b. HB179, HD1, SD1, CD1 (Relating to Permanent Absentee Ballots). Specifies the in-state mailing address in a voter's registration record as the forwarding address for receiving absentee ballots permanently. Requires voters seeking to have permanent absentee ballots forwarded to another address to re-apply for an absentee ballot.
  - c. SB440, SD1, HD1 (Relating to Vacancies). Amends procedures for nominating and electing a U.S. senator to complete an unexpired term after a vacancy occurs.
5. Printing Services.
- a. Completed 76 off-set print jobs (forms, brochures, booklets, business cards, flyers, etc.)
  - b. Completed 51 bulk photocopying jobs (bid specifications, manuals, etc.)  
(Each print job may require binding, folding, stapling, etc.)