



COUNTY OF KAUA'I

Office of the County Clerk

Fiscal Year 2016-2017 Annual Report

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OFFICE OF THE COUNTY CLERK
Annual Report
Fiscal Year July 1, 2016 to June 30, 2017

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: \$3,543,505
B. Elections Division: \$758,863

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 fifth consecutive year.
2. 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, 2016 through June 30, 2017, the Council’s Facebook page has:

Weekly Total Reach: The number of people who have seen any content associated with the Council’s Facebook page (Unique Users).

July 1-November 30	115,611
December 1-February 28	35,472
March 1-June 30	<u>10,064</u>
	161,147

Weekly Total Impressions: The number of impressions seen of any content associated with the Council’s Facebook page (Total Count).

July 1-November 30	318,556
December 1-February 28	97,791
March 1-June 30	<u>16,236</u>
	432,583

Weekly Reach of Page Posts: The number of people who saw any of the Council’s Facebook page posts (Unique Users).

July 1-November 30	103,086
December 1-February 28	33,801
March 1-June 30	<u>9,023</u>
	145,910

Weekly Total Consumers: The number of people who clicked on any of your content. Stories that are created without clicking on the Council’s Facebook page content (Liking the Council’s Facebook page from timeline are not included) (Unique Users).

July 1-November 30	9,145
December 1-February 28	2,101
March 1-June 30	<u>1,209</u>
	12,455

Weekly People Talking About This: The number of people sharing stories about your page. These stories include liking the Council’s Facebook page, posting to the Council’s Facebook timeline, liking, commenting on or sharing on of the Council’s Facebook page posts, answering a posted question, responding to one of the Council’s events, mentioning the Council’s Facebook page, tagging the Council’s Facebook page in a photo or checking in at the Council’s location (Unique Users).

July 1-November 30	3,860
December 1-February 28	1,253
March 1-June 30	<u>4,568</u>
	9,681

The Council’s Facebook page has accumulated 748 total “Likes.”

3. 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).
4. Assisted the Office of the County Clerk, Elections Division with the 2016 Primary and General Elections.

Other Achievements:

1. Records Management. (Statistics provided are from July 1, 2016 to June 30, 2017, and may include cross references.)
 - a. Non-agenda communications scanned, indexed, and filed: 2,310
 - b. Agenda-related items scanned: 1,508
 - c. Council and Committee minutes scanned, indexed, and filed: 156
 - d. Executive Session minutes and related documents scanned, indexed, and filed: 216
 - e. Committee Reports scanned, indexed, and filed: 101
 - f. Resolutions scanned, indexed, and filed: 77
 - g. Bills scanned, indexed, and filed: 58
 - h. Public Hearing transcripts scanned, indexed, and filed: 17
 - i. Affidavits of Publication scanned, indexed, and filed (includes related notices): 82

j. Studies scanned, indexed, and filed:	10
k. On average, twenty (20) communications on the weekly meeting agenda were indexed and filed.	
l. On average, there were ten (10) requests a week to retrieve and research documents.	
m. Vendor-scanned documents that have been indexed, corrected, and verified:	8,031
2. Support Services (Clerical) and Research Section. (Statistics provided are from July 1, 2016 to June 30, 2017.)	
a. Agendas prepared, meetings staffed:	
i. Council	25
ii. Special Council	1
iii. Executive Session	61
iv. Workshops	1
v. Committee	20
vi. Advisory Committees	5
vii. Length of Meetings (Hours)	261
b. Committee Reports prepared:	67
c. Minutes prepared:	
i. Council / Special Council Minutes	22
ii. Committee Deferred Minutes	60
iii. Public Hearing Minutes	30
iv. Executive Sessions	55
v. Workshops	1

d. Public Hearing Notices and Publications:	26
e. Ordinances adopted:	17
f. Resolutions adopted:	64
g. Total typing assignments (including daily communications, bills, and Resolutions, etc.):	1,048
h. Request for Investigation and Service (Personal Request) forms drafted and typed (includes follow-up, response to constituent, etc.):	279
i. Certificates drafted and typed:	139
j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues):	5,578
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	6,253
Voter Declinations Filed ¹	2,140
Purge / Deceased (a)	331
Purge / Moved Away (b)	114
Purge / Self Cancellation (c)	44
Purge / Felony Incarceration (d)	15

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

Purge / Pursuant to NVRA 2-cycle Inactivity ² (e)	2,675
Purge / Total (a + b + c + d + e)	3,179

b. Miscellaneous Statistics.

Voter Registration Affidavit Follow-up Letters Mailed	211
Voter Registration Certificates Issued	83
Voter Notification (Yellow) Postcards Mailed ³	42,308
Undeliverable Voter Notification Postcards	182
Final Confirmation (White) Postcards Mailed	3,568

2. Election Management.

a. Procurement Summary.

<u>Item</u>	<u>Contractor</u>	<u>Amount</u>
Absentee Ballot Envelopes	Cenveo, Inc.	5,646.90
Absentee Ballot Mailing	Hagadone Printing	2,011.11
Voter Notification Mailing	Clarity Printing, LLC	2,223.10
Voter Final Confirmation Mailing	Hagadone Printing	1,861.45
Election Equipment Transport	Royal Hawaiian Movers	3,824.86
General Election Notification	Inkspot Printing	414.58
Post-election Shipment to O'ahu	Royal Hawaiian Movers	598.84
Voting System & Support	Hart Intercivic	100,856.00
	TOTAL	117,436.84

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

³ Approximate total number of postcards mailed for the entire 2016 Elections.

b. Facilities Used.

<u>Facility</u>	<u>Purpose</u>	<u>Ownership</u>
Historic County Annex	Training / Counting & Control Center	County
Līhu‘e Neighborhood Center	Early Voting	County
Anahola Clubhouse	Polling Place	County
Kapa‘a Neighborhood Center	Training / Polling Place	County
Kalāheo Neighborhood Center	Training / Polling Place	County
Hanapēpē Recreational Center	Polling Place	County
Waimea Neighborhood Center	Polling Place	County
Kekaha Neighborhood Center	Polling Place	County
‘Ele‘ele Elementary School Cafeteria	Training / Polling Place	State
Hanalei Elementary School Cafeteria	Polling Place	State
Kīlauea Elementary School Cafeteria	Polling Place	State
Kapa‘a Elementary School Cafeteria	Polling Place	State
Kapa‘a Middle School Cafeteria	Polling Place	State
King Kaumuali‘i Elementary School Cafeteria	Polling Place	State
Wilcox Elementary School Cafeteria	Polling Place	State
Chiefess Kamakaha Middle School Cafeteria	Polling Place	State
Kōloa Elementary School Cafeteria	Polling Place	State
Kaua‘i Christian Fellowship	Temp. Polling Place	Private

c. Personnel and Training.

	<u>No. Recruited</u>	<u>No. Training Sessions</u>
Precinct Officials	421	12
Counting Center Officials	101	4
Ballot Delivery & Collection Officials	22	2
Control Center Officials	52	3
Election Day Trouble-shooters	8	2
Election Support Personnel	8	2
TOTALS	612	25

3. 2016 Elections Statistics.

	<u>Primary</u>	<u>General</u>	<u>Total</u>
No. Registered Voters	43,036	44,332	n/a
Precinct Turnout	5,281	12,004	17,285
Early Voting Turnout	2,348	4,741	7,089
Absentee Mail Turnout	4,644	10,480	15,124
Total Turnout	15,273	27,225	42,498
Turnout %	35.5	61.4	n/a

4. Legislation.

None of the bills introduced during the 2016 Legislative Session were adopted. Two (2) measures survived until the final day of the session but both ultimately failed to receive a final hearing.

- HB1401, HD1, SD1, CD1, would have established voting by mail and authorized related initiatives across all counties beginning with the 2020 Elections.
- SCR108 would have requested that the Chief Election Officer convene an automatic voter registration task force to explore the feasibility of establishing and implementing an automatic voter registration system in Hawai'i.

All measures introduced during the recently completed legislative session are still technically alive and could be re-introduced during the 2018 Legislative Session beginning on January 17, 2018.

5. Printing Services.

a. Completed 66 off-set print jobs (forms, brochures, booklets, business cards, flyers, etc.)

b. Completed 29 bulk photocopying jobs (bid specifications, manuals, etc.)

(Print jobs may include binding, folding, stapling, etc.)