



COUNTY OF KAUA'I

Office of the County Clerk

Fiscal Year 2018-2019 Annual Report

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County Clerk

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OFFICE OF THE COUNTY CLERK
Annual Report
Fiscal Year July 1, 2018 to June 30, 2019

I. MISSION STATEMENT

- A. 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. 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 that the contributions they each make, strengthen our organization and help to carry out our mission of delivering efficient public service.
2. To treat everyone that comes into contact with the Council Services Division with respect, while recognizing the importance of providing exceptional customer service.
3. To efficiently and effectively 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 allow for easier retrieval and to ensure that the records kept are protected.
- 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, 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:

- a. 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.
- 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 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.
 - 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 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 any 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 all 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. Initiate the necessary follow-up to requests for information.
- e. 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.
- f. When requested, draft testimony to be submitted to the State Legislature and Congress.
- g. 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.
- h. 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.
- i. 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 two (2) 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 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: \$3,426,467
- B. Elections Division: \$845,344

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 seventh consecutive year.
2. Continued day-to-day operations of the Office of the County Auditor as it relates to on-going contract management, performance audits initiated by the Kaua‘i County Council, and utilized the services of an executive search firm to fill the vacant position of County Auditor.
3. 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 2018 through June 2019, 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	96,251
December 1-February 28	69,732
March 1-June 29	<u>152,814</u>
TOTAL	318,797

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

July 1-November 30	169,688
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December 1-February 28	138,749
March 1-June 29	<u>335,448</u>
TOTAL	643,885

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	79,501
December 1-February 28	69,486
March 1-June 29	<u>152,289</u>
TOTAL	301,276

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	9,985
December 1-February 28	7,050
March 1-June 29	<u>18,331</u>
TOTAL	35,366

The Council’s Facebook page has accumulated 1,005 total “Likes.”

4. Completed the codification of the Kaua‘i County Code 1987, as amended, and Supplements #1-7 (2013-2019) which are available online. The online version of the Code is updated twice a year (December & June). A printed supplement is available once a year (June).
5. Continued assistance to the Office of the County Clerk, Elections Division in preparation for the 2020 All-Mail Primary and General Elections.

Other Achievements:

1. Records Management. (Statistics provided are from July 1, 2018 to June 30, 2019, and may include cross references.)
 - a. Non-agenda communications scanned, indexed, and filed: 1,503
 - b. Agenda-related items scanned: 2,206
 - c. Council and Committee minutes scanned, indexed, and filed: 126

d. Executive Session minutes and related documents scanned, indexed, and filed:	152
e. Committee Reports scanned, indexed, and filed:	66
f. Resolutions scanned, indexed, and filed:	56
g. Bills scanned, indexed, and filed:	43
h. Public Hearing transcripts scanned, indexed, and filed:	27
i. Affidavits of Publication scanned, indexed, and filed (includes related notices):	91
j. Studies scanned, indexed, and filed:	14
k. On average, eighteen (18) communications on the weekly meeting agenda were indexed and filed.	
l. Total requests to retrieve and research documents:	366
m. Vendor-scanned documents that have been indexed, corrected, and verified:	1,357
n. Accomplished two (2) years of complete indexing and verification of documents relating to backlog of agenda folders.	
2. Support Services (Clerical) and Research Section. (Statistics provided are from July 1, 2018 to June 30, 2019.)	
a. Agendas prepared, meetings staffed:	
i. Council	25
ii. Special Council	3
iii. Executive Session	45
iv. Workshops	1
v. Committee	19
vi. Advisory Committees	0
vii. Length of Meetings (Hours)	220

b. Committee Reports prepared:	59
c. Minutes prepared:	
i. Council / Special Council Minutes	27
ii. Committee Deferred Minutes	24
iii. Public Hearing Minutes	30
iv. Executive Sessions	43
v. Workshops	0
d. Public Hearing Notices and Publications:	39
e. Ordinances adopted:	25
f. Resolutions adopted:	54
g. Total typing assignments (including daily communications, bills, and Resolutions, etc.):	949
h. Request for Investigation and Service (Personal Request) forms drafted and typed (includes follow-up, response to constituent, etc.):	200
i. Certificates drafted and typed:	111
j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues):	6,085
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.

Paper Voter Registration Transactions	2,560
Online Voter Registration Transactions	1,828
Purge / Deceased (a)	384
Purge / Moved Away (b)	76
Purge / Self Cancellation (c)	3
Purge / Felony Incarceration (d)	75
Purge / Pursuant to NVRA 2-cycle Inactivity* (e)	1,887
Purge / Total (a + b + c + d + e)	2,425

* Number of voters purged from the rolls for failing to respond to federally mandated notices within two (2) Federal election cycles (4 years).

b. Miscellaneous Statistics.

Voter Registration Follow-up Letters Mailed	337
Voter Registration Certificates Issued	68
Voter Notification (Yellow) Postcards Mailed	43,736
Final Confirmation (White) Postcards Mailed	3,316

2. Election Management.

a. Procurement Summary.

<u>Item</u>	<u>Contractor</u>	<u>Amount</u>
Absentee Ballot Envelopes	Cenveo, Inc.	\$5,920.95
Absentee Ballot Mailing	Hagadone Printing	\$4,416.64
Voter Notification Mailing	Clarity Printing, LLC	\$3,676.00
Election Equipment Transport	Royal Hawaiian Movers	\$7,100.40
Post-election Shipment to O'ahu	Royal Hawaiian Movers	\$10,266.45
Voting System & Support	Hart Intercivic	\$90,057.68
Counting Center Facility Lease	Kaua'i CC	\$4,608.32
<i>Voter Final Confirmation Mailing</i>	<i>Completed In-house</i>	<i>n/a</i>
		TOTAL \$126,046.44

b. Facilities Used.

<u>Facility</u>	<u>Purpose</u>	<u>Ownership</u>
Historic County Annex	Early Voting	County
Anahola Clubhouse	Polling Place	County

<u>Facility</u>	<u>Purpose</u>	<u>Ownership</u>
Kapa‘a Neighborhood Center	Training / Polling Place	County
Kōloa Neighborhood Center	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
KCC OCET Multi-purpose Building	Counting Center	State
Hanalei Elementary Cafeteria	Polling Place	State
Kīlauea Elementary Cafeteria	Training / Polling Place	State
Kapa‘a Elementary Cafeteria	Polling Place	State
Kapa‘a MS Cafeteria	Polling Place	State
King Kaumuali‘i Elementary Cafeteria	Polling Place	State
Wilcox Elementary Cafeteria	Polling Place	State
Chiefess Kamakāhelei MS Cafeteria	Polling Place	State
Kōloa Elementary Cafeteria	Polling Place	State

c. Personnel and Training.

	<u>No. Recruited</u>	<u>No. Training Sessions</u>
Polling Place Officials	470	18
Counting Center Officials	100	9
Ballot Delivery & Collection Officials	37	1
Control Center Officials	50	4
Election Day Trouble-shooters	14	1
Election Support Personnel	6	1
TOTALS	677	34

3. 2018 Elections Statistics.

	<u>Primary</u>	<u>General</u>
No. Registered Voters	43,520	44,461
Precinct Turnout	7,144	11,405
Early Voting Turnout	2,623	3,124
Absentee Mail Turnout	9,070	11,296
Total Turnout	18,837	25,825
Turnout %	43.3	58.1

4. Legislation.

Two (2) election related measures were adopted during the 2019 Legislative Session.

- HB1248, HD1, SD2, CD1, enacts voting by mail uniformly across all counties for all elections commencing in 2020. Establishes a limited number of voter service centers that would remain open from the tenth business day preceding an election through the day of the election to receive personal delivery of mail-in ballots, accommodate voters with special needs, offer same day registration and voting, and provide other election services. Allows for additional places of deposit for personal delivery of mail-in ballots. Appropriates funds for the implementation and administration of the election by mail program. Requires the Office of Elections to submit a report to the legislature before the convening of each regular session from 2020 through 2025, regarding the implementation of a vote by mail system. (HB1248 CD1)

- SB216, SD2, HD1, CD1, requires a mandatory recount of election votes and ballot measures when the margin of victory for election contests or tabulation for ballot measures is equal to or less than one hundred or one-quarter of one per cent of the votes cast, whichever is greater. (CD1)

5. Printing Services.

- a. Completed 47 off-set print jobs (forms, brochures, booklets, business cards, flyers, etc.).
- b. Completed 79 bulk photocopying jobs (bid specifications, manuals, etc.) (Print jobs may include binding, folding, stapling, etc.).