



COUNTY OF KAUAI

Office of the County Clerk

Fiscal Year 2011-2012 Annual Report

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OFFICE OF THE COUNTY CLERK
Annual Report
Fiscal Year July 1, 2011 to June 30, 2012

I. MISSION STATEMENT

- A. To serve the Kaua‘i County Council in its legislative function and to provide service to the community 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 State of Hawai‘i; and to 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 three (3) sections – Records Management, Support Services (Clerical), and Research.

Division Goals:

- 1. To recognize that all members of our staff are valued and that the contributions that they each make, strengthen our organization and help to carry out our mission of public service.
- 2. To treat everyone that comes into contact with the Council Services Division with respect, recognizing the importance of providing exceptional customer service.
- 3. Provide staff and support services efficiently and accurately to the Kaua‘i County Council in the preparation of Council and Committee Meetings, and to perform the necessary follow-up work as requested.
- 4. 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 (providing an explanation) to the request shall be provided within one (1) week.

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. Secure election records and voter data.

4. Continually evaluate operations to ensure that resources are properly allocated and the services provided are commensurate with the needs of the population we service.
5. Provide quality document reproduction services to County Agencies in a timely and cost-effective manner (Printing Services Section).

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 others. (The Records Management Section is not a county-wide repository of all county records.)

Objectives:

- a. Maintain the current scanning, indexing system on a daily basis.
 - b. Fulfill requests for records on a priority basis within ten days after the request is received. "ASAP" requests will be researched immediately.
 - c. Scan, index and verify selected records.
 - d. Continue to computerize the indexing system for a selected records series on a daily basis.
 - e. Process Rules and Regulations and transmit the same to the Office of the Lieutenant Governor within three working days after it has been received by the County Clerk for filing.
 - f. Continue the digitization project including the verification that documents/files are complete.
 - g. Maintain records pursuant to the Kaua'i County Charter.
 - h. Update the Office of the County Clerk's Purchase List as it applies to documents that the Office has for sale.
2. Support Services. To provide all the clerical support for the 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, preparing legal notices for publication, recording all necessary legal documents as required with the Bureau of Conveyances.

Goals:

- a. Post and upload to the County's website all agendas and attachments, distribute and mail, as necessary, notices of meetings and public hearings as required by law.

- b. Complete all minutes 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. Establish 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 all 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. All clerical support staff have embarked on a rotational system where they are provided with the “down time” necessary to complete their minutes in the required time frame.
 - b. The Legislative Services Aide developed and provided the clerical support staff with a “guide” and standardized format to follow for clerical assignments (i.e., minutes, memos, etc.) in order to achieve the desired result.
 - c. Continue the clerical rotation and clerical assignments accordingly.
3. Research Section. To perform all 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 develop through utilizing “primary and secondary” staffing assignments, the knowledge base of each member of the Research Section so that they are comfortable, confident and capable of staffing any Committee and/or project request.
- b. 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 come to an agreed upon date.
- c. Initially meet on a weekly basis to provide the status of projects, an update on upcoming events, and solicit different ideas of how to approach complex assignments.
- d. Provide and submit testimony to the State Legislature by the date it is due.
- e. Provide and submit testimony and for responses to requests made by Hawai‘i’s Congressional Delegation and/or Congress within the timeframe provided.

Objectives:

- a. Staff all meetings, hearings, and workshops, 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 information.
 - c. Draft legislation, Committee Reports, certificates of achievement, letters, news releases, speeches, and “Requests for Investigation and Report” (“Personal Requests”).
 - d. Assist in the preparation of the County and Hawai‘i State Association of Counties (HSAC) Legislative Packages at the State Legislature. Provide assistance to the County’s lobbyist as requested.
 - e. Draft testimony for submittal to the State Legislature and Congress when requested.
 - f. Provide information requested by the public and other interested organizations on Council and County matters.
 - g. Formulate the annual budget for the Office of the County Clerk prior to the March 15th budget submittal requirement.
 - h. Assist the County Council in the preparation, scheduling, and enactment of the Annual County Operating and Capital Improvement Programs (CIP) Budgets.
4. Secretarial Assistants. There are three (3) employees who provide direct support services to members of the Kaua‘i County Council and indirect support services to the Office of the County Clerk.

As this area of the Office of the County Clerk is fairly new, the functions, duties and responsibilities continue to evolve with the needs of Councilmembers and the organization as a whole. Currently, Secretarial Assistants are a key component in the facilitation of communication with each Section and individual Councilmembers.

Goals:

- a. Provide assistance to the County Councilmembers in a timely manner.
- b. Meet and determine the individual needs of the County Councilmembers.
 - Develop a system to address the individual needs and situations of the Councilmembers, update their calendars, notify/provide reminders as necessary.
 - Arrange meetings as requested.
 - Make all travel arrangements for the County Councilmembers
- c. Standardize all correspondence generated by the County Councilmembers.

Objectives:

- a. Develop a system to address the individual needs of the County Councilmembers.
- b. Work on the development of a “standardized reference manual” that consists of all types of correspondence generated by the County Councilmembers.

B. Elections Division

1. Provide voter registration services.
2. Maintain the voter registration file.
3. Provide candidate nomination and filing services.
4. Recruit personnel for various Election Day operations.
5. Procure the services of a vendor to develop a Signature Management System (SMS).
6. Procure election support services and equipment.
7. Provide reliable printing services.

IV. BUDGET BY DIVISION

- A. Council Services Division: \$3,254,069
B. Elections Division: \$658,383

V. ACCOMPLISHMENTS / EVALUATION

A. Council Services Division

1. Records Management Section

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| a. Communications indexed: | 2,724 |
| b. On average, twenty documents were placed on the weekly agendas, and were indexed. | |
| c. On average, there were twenty-five (25) requests a week to retrieve and research documents. | |
| d. Executive Session Minutes scanned, indexed and filed: | 50 |
| e. Public Hearing transcripts scanned, indexed and filed: | 16 |
| f. Affidavits of Publication and input sheets scanned, indexed and filed: | 151 |
| g. Committee Reports scanned, indexed and filed: | 56 |
| h. Resolutions scanned, indexed and filed: | 64 |

i. Bills/Ordinances scanned, indexed and filed:	64
j. Continued computer indexing program.	
k. Continued scanning/indexing program.	
l. Completed organizing of physical records; separated active and inactive records.	
m. Completed scanning and microfilming backfile conversion.	
2. Support Services and Research Sections	
a. Agendas prepared, meetings staffed:	
i. Council	51
ii. Executive Session	84
iii. Committee	27
iv. Budget Reviews	33
b. Committee Reports prepared:	87
c. Minutes prepared:	
i. Council Minutes	51
ii. Committee Deferred Minutes	64
iii. Public Hearing Minutes	27
iv. Budget Reviews	33
v. Executive Sessions	84
d. Public Hearing Notices and Publications:	55
e. Ordinances adopted:	24
f. Bills drafted:	29
g. Resolutions adopted:	59
h. Resolutions drafted:	62
i. Total typing assignments (incl. daily communications, bills, and Resolutions, etc.	1,075
j. Investigation and Report forms drafted and typed:	105
k. Certificates drafted and typed:	110

- l. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues): 4,127
- m. 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.
- n. 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 Operations

- a. Processed 3,841 Affidavits on Application for Voter Registration.
- b. Received and filed approximately 5,600 voter registration declinations (individuals declining to register to vote) from the Driver License Division.
- c. Following federal and state statutes, removed approximately 370 voter from the voter file for on the following reasons: 1) being deceased, 2) moving to another jurisdiction, 3) voluntarily canceling voter registration, or 4) being incarcerated for a felony conviction.
- d. Conducted follow-up on approximately 220 incomplete voter registration applications.
- e. Issued 120 Certificates of Voter Registration.
- f. Processed 11 felony conviction and parole revocation notices from the Hawaii Paroling Authority and Circuit Courts.

2. Voter Registration File Maintenance.

- a. Mailed approximately 39,000 Notice of Voter Registration and Address Confirmation postcards.
- b. Received 3,800 cards returned by the United States Postal Service because they were deemed undeliverable.
- c. Conducted a second federally mandated mailing to all voters whose cards were returned and who failed to re-register.

3. Candidate Nomination and Filing Services.
 - a. Issued nomination papers to 32 individuals.
 - b. Filed 26 nomination papers.
4. Management of Election Support Personnel.
 - a. Recruited 339 Election Day officials for the following operational areas:

i. Polling Place:	242
ii. Counting Center:	52
iii. Control Center:	26
iv. Ballot Delivery and Collection:	14
v. Polling Place Troubleshooter:	5
 - b. Collaborated with election staff from the State and Counties to develop training curriculum for personnel in the various operational areas.
5. Procure the services of a vendor to develop a Signature Management System (SMS).
 - a. With the assistance of the Division of Purchasing, developed and issued Request for Proposal (RFP) P-0170, Signature Management System.
 - b. Received one (1) proposal from Profitability of Hawai‘i (POH).
 - c. Evaluated POH’s written and on-site demonstration conducted on May 9, 2012.
 - d. POH’s proposal was awarded the Contract (No. 8717) based on high marks from all selection panel members.
6. Procure election support services and equipment.
 - a. Developed and issued bid specifications for the following:
 - i. Absentee Mail Envelopes;
 - ii. Rental of a Postage Meter;
 - iii. Multifunction Printer;

iv. Mass Mailing of Absentee Ballots; and

v. Election Equipment Transport.

b. Awarded contracts as follows:

i. Cenveo Printing (Absentee Mail Envelopes);

ii. Pitney Bowes (Rental of a Postage Meter);

iii. Xerox (Multifunction Printer);

iv. Hagadone Printing (Mass Mailing of Absentee Ballots);
and

v. Royal Hawaiian Movers (Election Equipment Transport).

7. Printing Services.

a. Completed 132 off-set print jobs* (forms, brochures, booklets, cards, flyers, etc.).

b. Completed 60 bulk photocopying jobs* (bid specifications, manuals, etc.).

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