



COUNTY OF KAUAI

# Office of the County Clerk

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## Fiscal Year 2012-2013 Annual Report

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**OFFICE OF THE COUNTY CLERK**  
**Annual Report**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**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 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 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 (4) sections – Records Management, Support Services (Clerical), Secretarial Assistants, 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 are 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 the necessary 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 onto 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 and as required by law, and recording all necessary legal documents with the Bureau of Conveyances.

Goals:

- a. Post and upload all agendas and attachments onto the County's website, 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 the 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 Council Services Assistant II developed and provided the clerical support staff with a "Standardization Guide" which provides for a standardized format to follow for clerical assignments (i.e., minutes, memos, etc.). Written communication generated from the Office will utilize the Standardization Guide. Deviation from this "Standardization Guide" should be limited to a "case by case" basis.
  - 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") within the timeframe requested by the specific Councilmember and/or requestor.
  - 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 and submit by stated deadline.
  - 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 15<sup>th</sup> 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 utilizing the “Standardization Guide” developed by the Council Services Assistant II.

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. This “Reference Manual” would be an addition to the “Standardization Guide” and would specifically address individual Councilmembers.

B. Elections Division

- 1. Voter registration and voter file maintenance.
- 2. Candidate nomination and filing.
- 3. Management of Election Support Personnel.
- 4. Control Center.
- 5. Counting Center.
- 6. Voter registration and turnout statistics.
- 7. Procurement.
- 8. Printing Services.
- 9. Miscellaneous.

**IV. BUDGET BY DIVISION**

A. Council Services Division: \$3,616,118

B. Elections Division: \$790,863

**V. ACCOMPLISHMENTS / EVALUATION**

A. Council Services Division

- 1. Records Management Section
  - a. Communications scanned, indexed and filed: 3,028
  - b. Council and Committee minutes scanned, indexed and filed: 171

c. Executive Session minutes and related documents scanned, indexed and filed:	352
d. Committee Reports scanned, indexed and filed:	167
e. Resolutions scanned, indexed and filed:	84
f. Bills scanned, indexed and filed:	63
g. Public Hearing transcripts scanned, indexed and filed:	56
h. Affidavits of Publication scanned, indexed and filed (includes related notices):	140
i. Studies scanned, indexed and filed:  (3,825 pages)	19
j. On average, twenty (20) communications on the weekly meeting agenda were indexed and filed.	
k. On average, there were twenty-five (25) requests a week to retrieve and research documents.	
l. Vendor-scanned documents indexed, corrected, and verified:	799
m. Maintained computer indexing program.	
n. Maintained document management system.	

## 2. Support Services and Research Sections

a. Agendas prepared, meetings staffed:	
i. Council	25
ii. Special Council	30
iii. Executive Session	112
iv. Workshops	4
v. Committee	26
b. Committee Reports prepared:	100
c. Minutes prepared:	
i. Council/Special Council Minutes	55
ii. Committee Deferred Minutes	80
iii. Public Hearing Minutes	27
iv. Executive Sessions	112

d. Public Hearing Notices and Publications:	38
e. Ordinances adopted:	45
f. Resolutions adopted:	65
g. Total typing assignments (incl. daily communications, bills, and Resolutions, etc.	1,475
h. Investigation and Report forms drafted and typed:	246
i. Certificates drafted and typed:	82
j. New Project Assignments – Requests for information, request for research, letters, memos, etc. (This would range from simple to complex issues):	6,358
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 and Voter File Maintenance.

- a. Processed 3,875 Affidavits on Application for Voter Registration.
- b. Received and filed approximately 17,600 voter registration declinations (individuals declining to register to vote) from the Driver License Division.
- c. Following federal and state statutes, removed approximately 537 voters from the voter file for the following reasons: 1) individual was 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 361 incomplete voter registration applications.

- e. Issued 46 Certificates of Voter Registration.
  - f. Processed 12 felony conviction and parole revocation notices from the Hawaii Paroling Authority and Circuit Courts.
  - g. Mailed approximately 39,834 Notice of Voter Registration and Address Confirmation postcards.
  - h. “Bumped” the voter file against the U.S. Postal Service’s National Change of Address (NCOA) file and identified approximately 2,000 voter records as having outdated addresses.
  - i. Mailed a second federally mandated address confirmation postcard to all voters identified by the aforementioned file bump.
2. Candidate Nomination and Filing.
- a. Issued nomination papers to 32 individuals.
  - b. Filed 26 nomination papers.
3. Management of Election Support Personnel.
- a. Recruited 334 Election Day officials for the following operational areas:
    - i. Polling Place: 225
    - ii. Counting Center: 60
    - iii. Control Center: 30
    - iv. Ballot Delivery and Collection: 14
    - v. Polling Place Troubleshooter: 5
  - b. Collaborated with election staff from the state and counties to develop and implement training curriculum for personnel in the various operational areas.
  - c. Conducted 18 training sessions for personnel in the various operational areas.
4. Control Center.
- a. Managed 15 Control Center telephone operators.

- b. Provided clerical and logistical support for 3 Board of Registration members.
  - c. Responded to 847 and 1,613 calls from the polls for the Primary and General Elections, respectively.
5. Counting Center.
- a. Monitored the logic and accuracy tests for all HART Intercivic ballot tabulators, results generation systems, and wide area network prior to each election.
  - b. Supervised the preparation of voted absentee mail ballots for tabulation.
  - c. Monitored Election Day ballot tabulation and results generation.
  - d. Directed random audits of voted ballots, poll books, and ballot usage to validate and certify the vote counts generated by paper ballot and Direct Recording Electronic (DRE) ballot tabulators, and results generation systems.
6. Voter Registration and Turnout Statistics.
- a. Registered Voter Counts.
    - i. Primary Election: 39,834
    - ii. General Election: 40,738
  - b. Voter Turnout.
    - i. Primary Election: 15,606 (39.2%)
    - ii. General Election: 25,617 (62.9%)
  - c. Early Voting.
    - i. Established early voting services in the basement of the Historic County Annex.
    - ii. Early voting turnout.
      - 1) Primary Election: 1,975 (12.7% of Voter Turnout)
      - 2) General Election: 3,885 (15.2% of Voter Turnout)

d. Absentee Mail Operations.

i. Mailed a total of 8,148 and 9,757 ballots for the Primary and General Elections, respectively.

ii. Absentee mail turnout.

1) Primary Election: 6,822 (43.7% of Voter Turnout)

2) General Election: 8,601 (33.6% of Voter Turnout)

e. Polling Place Operations.

i. Managed fifteen (15) polling places County-wide for election.

ii. Polling place turnout.

1) Primary Election: 6,809 (43.6% of Voter Turnout)

2) General Election: 13,131 (51.3% of Voter Turnout)

7. Procurement.

a. Signature Management System.

i. Contract 8717 for the design, development, and support of a Signature Management System (SMS) was awarded to Profitability of Hawai'i on May 29, 2012 and a Notice to Proceed was issued on July 3, 2012.

ii. The SMS significantly improved the signature verification phase of absentee mail ballot processing.

iii. As of June 30, 2013 there were 20,775 signature images in the SMS.

iv. SMS upgrades will be developed to:

1) Incorporate use of a high-speed envelope scanner to improve absentee ballot processing; and

- 2) Import and capture signature images from all digitized election documents currently stored in the County's Laserfiche® system.
  - b. Upcoming procurements to be conducted in preparation for the 2014 Elections.
    - i. Signature Management System upgrades.
    - ii. Absentee mail ballot envelopes.
    - iii. Absentee mail ballot mass mail-out.
    - iv. Election equipment transport.
8. Printing Services.
  - a. Completed 118 off-set print jobs\* (forms, brochures, booklets, cards, flyers, etc.).
  - b. Completed 29 bulk photocopying jobs\* (bid specifications, manuals, etc.).
9. Miscellaneous.
  - a. Election Workshops.
    - i. In response to difficulties Hawai'i County personnel encountered while preparing for the Primary Election, election officials from other jurisdictions in the State agreed to conduct workshops in their respective counties to assist Hawai'i County personnel prepare for the upcoming General Election.
    - ii. Workshops focused primarily on how each County prepares for an election in their respective county and offered details on proven best practices which Hawai'i County personnel could adopt.
    - iii. Workshops were conducted as follows:
      - 1) County of Kaua'i – September 10, 2012.
      - 2) County of Maui – September 27, 2012.
      - 3) Office of Elections / C&C of Honolulu – October 4, 2012.

iv. Despite the workshops and other assistance, the Office of Elections eventually assumed control of election operations in Hawai'i County which are statutorily State responsibilities pursuant to Hawai'i Revised Statutes.

b. Legislation.

i. Eighty-five election related bills were introduced for the 2013 Legislative Session.

ii. Written testimony was submitted on 21 separate occasions.

1) Act 287 (Senate Bill 3), provides for the election of the Office of Hawaiian Affairs board members through a system of nonpartisan primary and general elections beginning with the 2014 Elections.

2) Act 235 (Senate Bill 827), prohibits employers, unions, and candidates or their agents from assisting voters with completing absentee ballots; subjects special elections by mail to the same voter assistance prohibitions as for absentee ballots; requires absentee voters to affirm by signature that the ballot was completed without influence from others; and requires absentee ballots to include information regarding election fraud, voter fraud, and related penalties.