

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS 879, Office of Elections

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I. Goal

To provide secure, accessible, and convenient election services to all citizens statewide.

II. Objectives and Policies

To maximize voter participation in the electoral process by developing policies and procedures that encourages registration and turnout.

A. Direct and coordinate election services statewide and assist counties with county elections.

1. Provide election services statewide.
2. Prepare, procure, and control inventory of election ballots for state and concurrently conducted county elections statewide.
3. Provide secure, accessible, and convenient voting services to all eligible voters statewide.
4. Process, tabulate, and distribute election results statewide.
5. Provide computer support services (hardware and software applications) for elections (state and county) and related agencies.
6. Provide logistical and warehousing support for elections (state and county) and related agencies.

B. Provide voter registration services to qualified citizens.

1. Maximize voter registration statewide.
2. Equalize voter registration between districts statewide.

The Office of Elections coordinates its activities to maximize and equalize voter registration in close participation with the Offices of the City/County Clerks.

- C. Provide public education with respect to voter registration and information.

Election information must be made more available to the public. We foresee continued utilization of the Internet and print and electronic media to provide voter education and candidate information.

- D. Maintain data relating to registered voters, elections, apportionment, and districting.

We strive to increase accessibility of information by making statistical data readily available to the general public. We will continue to post election reports, results, and other pertinent information on our office Internet website.

- E. Serve as secretary and furnish all necessary technical services to the Reapportionment Commission.

The Reapportionment Commission will convene in 2011. The Office of Elections is responsible for providing administrative and technical support to the Reapportionment Commission. We will continue to work with the Department of Census Bureau to ensure records are maintained and updated for the next reapportionment.

- F. Provide staff support to the Elections Commission

The Office of Elections shall provide staff support to the Elections Commission as requested. The duties of the Elections Commission are to hold public hearings, investigate and hold hearings for receiving evidence of any violations and complaints, adopt rules pursuant to chapter 91, employ a full-time chief election officer, and advise the chief election officer relating to elections.

- G. Provide staff support to the Board of Registration

We shall continue to provide staff support to the Board of Registration. The purpose of the Board is to hear and decide appeals that arise from a voter challenge or from an appeal of a clerk's decision regarding voter registration.

H. Conduct elections in compliance with all federal and state laws.

This includes, but not limited to, the Help America Vote Act (HAVA), Voting Right's Act (VRA), National Voter Registration Act (NVRA), Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), Voting Accessibility for the Elderly and Handicapped Act, and American with Disabilities Act (ADA).

III. Action Plan with Timetable

A. Past Year Accomplishments (FY2008)

1. Procured and acquired new voting and vote counting system through the RFP process with Hart InterCivic, Inc for 2008 Primary and General Elections. (previous full-service contract expired after the 2006 Elections).
2. Conducted stand-down activities from the 2006 election cycle. Reviewed, assessed and evaluated the 2006 Election activities. Inventoried election equipment, materials, and supplies.
3. Revised the "AskEd" election decision support system for Election Day control center operations/management. The AskEd system provides rapid uniform and accurate responses to voter and precinct inquires through an interactive call center environment. The system also provides real-time reporting tools that can target problems for immediate resolution. The system reduced control center personnel cost and increased overall operating efficiency. Additional changes were made to increase efficiency with hands-on results from the 2006 elections.

B. One-Year Accomplishments (FY2009)

1. Implement the 2008 Primary and General Elections.
2. Develop and implement the permanent absentee voter program which will allow eligible voters in the State of Hawaii to choose to become a permanent absentee voter. This will allow voters to receive a ballot for each and every election there is without continually requesting for absentee ballots.
3. Review and prepare for establishment of the reapportionment commission. This includes preparing the operating budget, maintaining

the geographic information system, and working with the U.S. Census Bureau for data collection.

C. Two-Year Accomplishments (as of June 30, 2010)

1. Procure and acquire new voting and vote counting system through the RFP process (previous full-service contract expired after the 2008 Elections).
2. Locate permanent, state-owned facility for the Office of Elections. Ideally, facility will allow for office, warehouse, and election day operations.
3. Review and prepare for establishment of the reapportionment commission. This includes preparing the operating budget, maintaining the geographic information system, and working with the U.S. Census Bureau for data collection.

D. Five Years (As of June 30, 2013)

1. Implement electoral district changes by the reapportionment commission.
2. Review the statewide voter registration system. The current system is shared between the State and the counties and administered by the City and County of Honolulu. Technological advances and aging systems will require the voter registration to be migrated to a new platform. This system will require information technology staffing, administrative and infrastructure housing.

IV. Performance Measures

A. Customer Satisfaction Measure

The number of complaints and challenges we receive, on or following, each election. This data is important to determine how effectively voters have been informed of their rights and responsibilities and how effectively we have served their communities.

B. Program Standard Measure

The number of people who continue to register to vote and cast their vote on

election day.

C. Cost Effectiveness Measure

No effective measurement of benefit is available except for feedback from voters.