

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 accessible to all members of the public. We foresee continued use of the Internet and print and electronic media to provide voting information and reduce election mis- and dis-information.

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

We strive to increase accessibility of information through our office website. We will continue to post election reports, results, and other pertinent information at elections.hawaii.gov.

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

The Reapportionment Commission convened in 2021. The Office of Elections is responsible for providing administrative and technical support to the Reapportionment Commission. The office has worked with the Department of Census Bureau to ensure records are maintained and updated for the reapportionment.

- F. Provide staff support to the Elections Commission

The Office of Elections provides 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 Boards of Registration

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

- H. Provide support to the Statewide Voters with Special Needs Advisory Committee

The office provides staff support to the Statewide Voters with Special Needs Advisory Committee. The purpose of the Committee is to ensure equal and independent access to voter registration, casting of ballots, and all other Office of

Elections services. Further, the office reviews and considers recommendations made by this Committee to improve on the administration of elections.

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

This includes, but not limited to, the Help America Vote Act (HAVA), Voting Rights 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 (FY2022)

1. Automatic Voter Registration. Our office worked with the Department of Transportation to connect the statewide voter registration system to their driver license and state ID database.
2. 2021 Reapportionment Commission. The 2021 Reapportionment Commission formed in April 2021 for the purposes of redrawing the congressional and legislative electoral district boundaries. On receipt of the plan, our office drew new precinct boundaries. The Reapportionment and Redistricting Plan and new precinct boundaries went into effect in March 2022.
3. Candidate Filing opened in March 2022 for the 2022 Elections. Beginning with this election, we launched an online candidate issuing system which allowed candidates the option to submit their application and print their nomination paper. Previously, candidates would have to appear at the appropriate election office for this service. It is still recommended that candidates file their nomination paper in person.

B. One-Year (FY2023)

1. To have conducted the 2022 Primary and General Elections.
2. To work with the County Elections Divisions to improve their user experience related to automatic voter registration, reducing data entry time and errors.
3. To improve the user experience for voters using the alternate format ballot allowing them to vote on their personal compatible device in a simple and secure manner.
4. To review election operation procedures related to candidate filing and

counting center operations for the 2024 Elections.

C. Two-Year (as of June 30, 2025)

1. To address election security and public confidence in election services.
2. To have promoted a voter education and awareness campaign, including expanding the Young Voter Registration Program for high school students, related to the 2024 Elections.

D. Five Years (as of June 30, 2028)

1. To have conducted and reviewed and evaluated the 2024 Elections.
2. To have assessed and implemented new procedures for the 2026 Elections.
3. To improve election administration related to the Statewide Voter Registration System.
4. To have procured a voting and vote counting system for the 2028 Elections.

IV. Performance Measures

A. Customer Satisfaction Measure

The number of election 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 and expenditures not exceeding budget amount.