

NOTICE TO REQUESTER

TO: Corrine Solomon
(Requester's name)

FROM: Elections Division, Office of the County Clerk
(Agency, and agency contact person's name, telephone number, & email address)

DATE THAT THE RECORD REQUEST WAS RECEIVED BY AGENCY: 10/29/2021

DATE OF THIS NOTICE: 11/5/2021

GOVERNMENT RECORDS YOU REQUESTED (attach copy of request or provide brief description below):

1. List of all designated Voter Service Centers and Ballot Collection Boxes (places of deposit) used for the 2020 General Election in Kauai County.
2. Training manuals and materials for elections workers, observers, watchers, and volunteers with regards to the Voter Service Centers and Ballot Collection Boxes used for the 2020 General Election in Kauai County.
3. Documentation of completed training for all the aforementioned individuals.

THIS NOTICE IS TO INFORM YOU THAT YOUR RECORD REQUEST:

- Will be granted in its entirety.
- Cannot be granted. Agency is unable to disclose the requested records for the following reason:
- Agency does not maintain the records. (HRS § 92F-3)
Other agency that is believed to maintain records: _____
 - Agency needs further clarification or description of the records requested. Please contact the agency and provide the following information: _____
 - Request requires agency to create a summary or compilation from records, but requested information is not readily retrievable. (HRS § 92F-11(c))
- Will be granted in part and denied in part, **OR** Is denied in its entirety
Although the agency maintains the requested records, it is not disclosing all or part of them based on the exemptions provided in HRS § 92F-13 and/or § 92F-22 or other laws cited below.
(Describe the portions of records that the agency will not disclose.)

RECORDS OR
INFORMATION WITHHELD

APPLICABLE
STATUTES

AGENCY
JUSTIFICATION

Item 2: Election Division personnel are responsible for collecting ballots from Ballot Collection Boxes. No manual was developed.

Item 3: No document is issued for completed training.

REQUESTER'S RESPONSIBILITIES:

You are required to (1) pay any lawful fees and costs assessed; (2) make any necessary arrangements with the agency to inspect, copy or receive copies as instructed below; and (3) provide the agency any additional information requested. If you do not comply with the requirements set forth in this notice within 20 business days after the postmark date of this notice or the date the agency makes the records available, you will be presumed to have abandoned your request and the agency shall have no further duty to process your request. Once the agency begins to process your request, you may be liable for any fees and costs incurred. If you wish to cancel or modify your request, you must advise the agency upon receipt of this notice.

METHOD & TIMING OF DISCLOSURE:

Records available for public access in their entireties must be disclosed within a reasonable time, not to exceed 10 business days from the date the request was received, or after receipt of any prepayment required. Records not available in their entireties must be disclosed within 5 business days after this notice or after receipt of any prepayment required. HAR § 2-71-13(c). If incremental disclosure is authorized by HAR § 2-71-15, the first increment must be disclosed within 5 business days of this notice or after receipt of any prepayment required.

Method of Disclosure:

- Inspection at the following location: _____
- As requested, a copy of the record(s) will be provided in the following manner:
 - Available for pick-up at the following location: _____
 - Will be mailed to you.
 - Will be transmitted to you by other means requested: request+6vvax3pxd8@foi.uipa.org

Timing of Disclosure: All records, or the first increment if applicable, will be made available or provided to you:

- On 11/5, 2021.
- After prepayment of 50% of fees and 100% of costs, as estimated below.

For incremental disclosures, each subsequent increment will be disclosed within 20 business days after:

- The prior increment (if one prepayment of fees is required and received), or
- Receipt of each incremental prepayment, if prepayment for each increment is required.

Records will be disclosed in increments because the records are voluminous and the following extenuating circumstances exist:

- Agency must consult with another person to determine whether the record is exempt from disclosure under HRS chapter 92F.
- Request requires extensive agency efforts to search, review, or segregate the records or otherwise prepare the records for inspection or copying.
- Agency requires additional time to respond to the request in order to avoid an unreasonable interference with its other statutory duties and functions.
- A natural disaster or other situation beyond agency's control prevents agency from responding to the request within 10 business days.

ESTIMATED FEES & COSTS AND PAYMENT:

FEES: For personal record requests under Part III of chapter 92F, HRS, the agency may charge you for its costs only, and fee waivers do not apply.

For public record requests under Part II of chapter 92F, HRS, the agency is authorized to charge you fees to search for, review, and segregate your request (even if a record is subsequently found to not exist or will not be disclosed in its entirety). The agency must waive the first \$30 in fees assessed for general requesters, OR in the alternative, the first \$60 in fees when the agency finds that the request is made in the public interest. Only one waiver is provided for each request. See HAR §§ 2-71-19, -31 and -32.

COSTS: For either personal or public record requests, the agency may charge you for the costs of copying and delivering records in response to your request, and other lawful fees and costs.

PREPAYMENT: The agency may require prepayment of 50% of the total estimated fees and 100% of the total estimated costs prior to processing your request. If a prepayment is required, the agency may wait to start any search for or review of the records until the prepayment is received by the agency. Additionally, if you have outstanding fees or costs

from previous requests, including abandoned requests, the agency may require prepayment of 100% of the unpaid balance from prior requests before it begins any search or review for the records you are now seeking.

The following is an itemization of what you must pay, based on the estimated fees and costs that the agency will charge you and the applicable waiver amount that will be deducted:

For public record requests only:

Fees: Search	Estimate of time to be spent: _____ hours (\$2.50 for each 15-minute period)	\$
Review & segregation	Estimate of time to be spent: _____ hours (\$5.00 for each 15-minute period)	\$
Fees waived	<input type="checkbox"/> general (\$30), OR <input type="checkbox"/> public interest (\$60) (Only one waiver per request)	<\$ _____>
Other	_____	\$
	(Pursuant to HAR §§ 2-71-19 & 2-71-31)	
Total Estimated Fees:		\$

For public or personal record requests:

Costs: Copying	Estimate of # of pages to be copied: _____ (@ \$ _____ per page, pursuant to HRS § 92-21)	\$
Delivery	Postage	\$
Other	_____	\$
Total Estimated Costs:		\$

TOTAL ESTIMATED FEES AND COSTS from above: \$

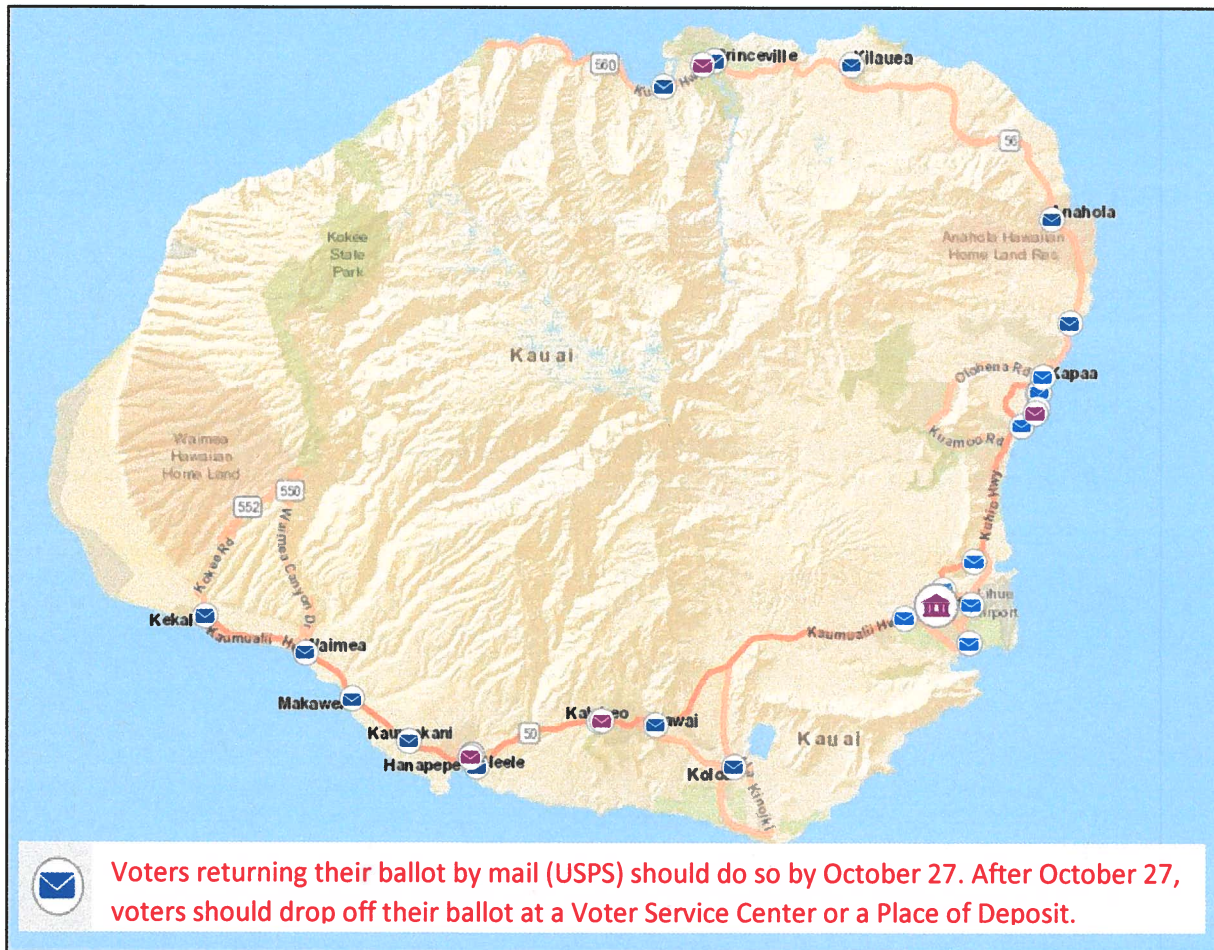
- The estimated fees and costs above are for the first incremental disclosure only. Additional fees and costs, and no further fee waivers, will apply to future incremental disclosures.
- PREPAYMENT IS REQUIRED (50% of fees + 100% of costs, as estimated above) \$
- UNPAID BALANCE FROM PRIOR REQUESTS (100% must be paid before work begins) \$

TOTAL AMOUNT DUE AT THIS TIME \$

Payment may be made by: cash
 personal check payable to _____
 other **No charge.**

For questions about this notice or the records being sought, please contact the agency person named at the beginning of this form. Please note that the Office of Information Practices (OIP) does not maintain the records of other agencies, and a requester must seek records directly from the agency it believes maintains the records. If the agency denies or fails to respond to your written request for records or if you have other questions regarding compliance with the UIPA, then you may contact OIP at (808) 586-1400, oiip@hawaii.gov, or 250 South Hotel Street, Suite 107, Honolulu, Hawaii 96813.

Hawaii 2020 General Election – County of Kauai



Voter Service Center

Voter service centers provide accessible in-person voting, same day voter registration, and collection of voted ballots.

Piikoi Building, Conference Room A / B

Online Resources

Click [here](#) for more information about Hawaii Votes by Mail.

Click [here](#) for details on Voter Service Centers and Places of Deposit including addresses and hours of operation.

Click [here](#) for a map of Voter Service Centers and Places of Deposit including addresses and hours of operation.



Places of Deposit

Places of deposit are established for voters to drop off their voted mail ballot packet to be collected by the County Elections Division.

- Hanalei Fire Station
- Kapaa Fire Station
- County Clerk Elections Division Lihue (Room #101)
- County Clerk Elections Division, Lihue (front of building facing Rice Street)
- Kalaheo Fire Station
- Hanapepe Fire Station
- Hanalei Neighborhood Center
- Kilauea Neighborhood Center
- Koloa Neighborhood Center
- Waimea Neighborhood Center



Voter Service Center Address

Piikoi Building
Conference Room A / B
4444 Rice St
Lihue, 96766



Places of Deposit Addresses

Hanalei Fire Station
5-4390 Kuhio Highway, Princeville, 96722

Kapaa Fire Station
4-757 Kuhio Highway, Kapaa, 96746

County Clerk Elections Division Lihue
4386 Rice St, Lihue, 96766

Kalaheo Fire Station
2-2480 Kaumualii Highway, Kalaheo, 96741

Hanapepe Fire Station
1-3787 Kaumualii Highway, Hanapepe, 96716

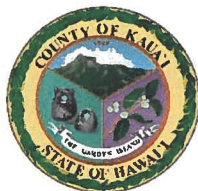
Hanalei Neighborhood Center
5-5358 Kuhio Highway Hanalei, 96714

Kilauea Neighborhood Center
2460 Keneke Street Kilauea, 96754

Koloa Neighborhood Center
3461 Weliweli Road Koloa, 96756

Waimea Neighborhood Center
4556 Makeke Road Waimea, 96796

VOTER SERVICE CENTER PROCEDURES



Elections Division
Office of the County Clerk
County of Kaua'i

(June 24, 2020, v1.0)

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1 Overview.

1.1 Definitions.

ePollbook means the electronic poll book system developed by BPro Election Software.

Voter Assistance Official or **VAO** means the extended term election officials working in the Voter Service Center.

Voter Service Center or **VSC** means the facility established by the County Clerk pursuant to HRS §§ 11-92.1 and 11-109.

1.2 General Information.

- A. The VSC provides accessible in-person voting services, same day voter registration and voting services, and serves as a voted mail ballot collection site.
- B. The VSC will be open 10 business days prior to the election and on Election Day.
 - i. Prior to Election Day: Monday-Saturday, 8:00 a.m. to 4:30 p.m.
 - ii. Election Day only: 7:00 a.m. to 7:00 p.m.
- C. Staffing will consist of permanent and seasonal Election Division personnel and Voter Assistance Officials.
- D. Centers for Disease Control and Prevention COVID-19 protocols will be utilized where ever possible.
 - i. Voters will be required to maintain 6 feet of separation while in line to receive services and while in the voting area.
 - ii. All Voter Service Center staff will be required to use face masks.
 - Staff assigned to disinfect voting areas and items will be required to wear gloves.
 - Use of face shields will be optional.
 - iii. Voters will be asked to use a face mask but cannot be denied service if they refuse to wear one.
 - iv. Voting equipment and related items will be disinfected after each use.

- v. All areas will be disinfected periodically throughout the day.

1.3 Staffing.

- A. One (1) regular permanent Elections Division supervisor (Supervisor) who will oversee the Voter Service Center.
- B. One (1) long term seasonal Elections Division staff (Staff) who will assist the Supervisor; and
- C. Not more than seven (7) Voter Assistance Officials (VAO) who will assist voters.
- D. All Voter Service Center personnel must bring their own lunch, drinks, etc.

1.4 Organization.

- A. Services offered in the VSC will be organized into 6 stations.
 - i. Voter Information (Station 1).
 - ii. ePollbook (Station 2).
 - iii. Ballot Issuing (Station 3).
 - iv. Paper Voting (Station 4).
 - v. Electronic (DRE) Voting (Station 5).
 - vi. Voter Assistance (Station 6).
- B. Areas of Responsibility.
 - i. Supervisor and Staff will be responsible for Stations 2 (ePollbook) and 6 (Voter Assistance) and will backup all other Stations.
 - ii. VAOs will be responsible for and rotate between Stations 1 (Voter Information), 3 (Ballot Issuing), 4 (Paper voting), and 5 (Electronic/DRE Voting).
 - iii. All VSC personnel will assist with cleaning voting equipment and related items.
- C. A Voter Service Center workflow is depicted in Appendix 4.1.

2 Stations.

2.1 Voter Information Station (1 VAO).

A. Supplies.

- i. Applications (depicted in Appendix 4.2).
- ii. Pens.
- iii. Clipboards.
- iv. Disinfecting solution.
- v. Gloves.
- vi. Microfiber cloth.
- vii. Hand sanitizer.

B. Responsibilities.

- i. Direct voters to the correct services.
- ii. Disinfect items used by voters.
- iii. Provide general information.

C. Station Procedures.

- i. Ask each individual if he/she is registered to vote and in possession of a valid HDL or HSID.
- ii. If the individual is REGISTERED with valid HDL/HSID:
 - Direct the voter to the ePollbook Station¹ located immediately outside the entrance to the conference rooms with their HDL/HSID.
- iii. If the individual is REGISTERED but NO HDL/HSID:
 - Provide a paper application, clipboard, and pen; and
 - Instruct the individual to complete, sign, and date the form, and take it with an acceptable form of ID² to the VAO at the entrance to the conference rooms.
- iv. If the individual is NOT REGISTERED:

- Provide a paper application, clipboard, and pen; and
 - Instruct the individual to complete, sign, and date the form, and take it with an acceptable form of ID² to the VAO at the entrance to the conference rooms.
- v. If the ePollbook is offline:
- Provide a paper application, clipboard, and pen; and
 - Instruct the individual to complete, sign, and date the form, and take it with an acceptable form of ID² to the VAO at the entrance to the conference rooms.
- vi. Disinfect items after each use.

¹ Only individuals with a valid Hawai'i Driver License or Hawai'i State Identification Card are eligible to use the ePollbook.

² Pursuant to 52 U.S.C. 21083 acceptable forms of ID include a current and valid photo identification, a copy of a current utility bill, bank statement, government check, paycheck, or other government document that shows the name and address of the voter

2.2 ePollbook (1 Staff).

A. Supplies.

- i. (2) ePollbook laptops.
- ii. (2) touchscreen tablets.
- iii. (2) barcode scanners.
- iv. Pens.
- v. Disinfecting solution.
- vi. Gloves.
- vii. Microfiber cloth.
- vii. Hand sanitizer.

B. Responsibilities.

- i. Verify that information in a voter's record is up to date.

- ii. Issue a ballot ticket.
- iii. Mark voter records as voted at the VSC.
- iv. Provide general information.
- v. Disinfect ePollbooks and related devices.

C. Station Procedures.

- i. Instruct each voter to scan their HDL or HSID.
- ii. Identify and select the corresponding voter on the staff-side laptop.
 - Be sure to select the correct voter.
 - If needed, request to view the voter's HDL/HSID or ask the voter clarifying questions.
- iii. Ask the voter to confirm that the information on the tablet display is correct and up to date.
- iv. If the voter confirms that the information displayed is correct:
 - Instruct the voter to either in the signature field on the tablet, or
 - Select **AUTOMATIC SIGNATURE** to have a have signature automatically populate the signature field using a generic font.
- v. Print a ballot ticket and give it to the voter.
- vi. Instruct the voter to proceed to either the paper or electronic ballot issuing station.

D. Special Procedures.

- i. Voter's Information Incorrect.
 - Provide the VSC application and a pen to the voter.
 - Instruct the voter to complete the form and give it to the VAO stationed at the door leading to the conference rooms.
- ii. Unable to Locate Voter's Record.
 - Provide a VSC application and pen to the voter.

- Instruct the voter to complete the form and give it to the VAO stationed at the door leading to the conference rooms.

2.3 Paper Ballot Issuing Station (2 VAO).

A. Supplies.

- i. Ballots.
- ii. Red Pen.
- iii. Ballot Secrecy Sleeves.
- iv. Disinfecting solution.
- v. Gloves.
- vi. Microfiber cloth.
- vii. Hand sanitizer.

B. Responsibilities.

- i. Issue ballots to voters based on their voting district and precinct (DP).
- ii. Provide voting instructions.
- iii. Disinfect the items used by voters.

C. Station Procedures.

- i. Collect each voter's ballot ticket and circle the DP with a red pen.
- ii. Retrieve the ballot type which corresponds to the DP imprinted on the voters ballot ticket.
- iii. Confirm the DP on the ballot and the ballot ticket then initial the ballot ticket.
- iv. Place the ballot inside a secrecy sleeve and provide the sleeve/ballot to the voter.
- v. Provide voting instructions and give the voter a ballot stub.

2.4 Electronic Ballot Station (Judge's Booth Controller / 1 VAO).

A. Supplies.

- i. Red pen.
- ii. Disinfecting solution.
- iii. Gloves.
- iv. Microfiber cloth.
- v. Hand sanitizer.

B. Responsibilities.

- i. Collect each voter's ballot ticket and circle the DP with a red pen.
- ii. Issue electronic ballot access codes based on the district and precinct (DP) noted on the voter's ballot ticket.
- iii. Instruct voters on how to use the electronic voting machine.
- iv. Disinfect voting equipment after each voter.

C. Station Procedures.

- i. Collect the voter's ballot ticket and circle the district and precinct (DP) with a red pen.
- ii. Generate an access code which corresponds to the DP noted on the voter's ballot ticket.
- iii. Confirm that the DP for the access code and ballot ticket match then initial the voter's ballot ticket.
- iv. Give the access code to the voter and provide instructions on how to vote on the electronic voting machine.

2.5 Paper Ballot Scanner (1 VAO)

A. Supplies.

- i. Disinfecting solution.
- ii. Gloves.
- iii. Microfiber cloth.

B. Responsibilities.

- i. Assist voters deposit their voted ballot into the ballot scanner.
- ii. Disinfect the high-touch areas of the scanner after each voter.

C. Station Procedures.

- i. Instruct voters to remove the ballots from the secrecy sleeve before feeding them into to scanner under the red arrows.
- ii. If the scanner beeps and returns the ballot to the voter.
 - The voter's ballot may contains a voting error.
 - Ask the voter to read the message on the scanner display then provide the appropriate options.
 - If needed, approach the scanner with a secrecy sleeve and place it over the voter's exposed ballot to conceal it from view then review the message on the scanner display.
- iv. If the scanner accepts (counts) the ballot it will drop into the ballot bin and a waving American flag will appear on the scanner display for a few seconds.
- v. Confirm that each voter saw a waving American flag before allowing him/her to leave the ballot scanner.

D. Special Procedures.

- i. The scanner will detect the following voting errors and return the ballot to the voter.
 - Over-vote: A contest on the ballot contains more votes than is allowed.
 - Multi-party vote (Primary Election only): Either the Pick-a-Party section of the ballot is left blank or the ballot contains votes for more than 1 political party.
 - Damaged Ballot: A barcode imprinted on the ballot is damaged or may contain a stray pen mark.
- ii. The voter has 2 options if the scanner returns his/her ballot:
 - Remove the ballot from the scanner and get a replacement ballot; or

- Press the "Accept" button on the scanner to have the ballot scanned and deposited into the ballot bin.
- iii. If the voter opts to remove the ballot and get a replacement ballot:
 - Instruct the voter to remove the ballot from the scanner and place it inside the secrecy sleeve; and
 - Go back to the Supervisor to obtain a replacement ballot.
- iv. If the voter opts to "Accept" the ballot:
 - Inform the voter that portions of the ballot that were voted correctly will be counted.
 - Instruct the voter to press the "Accept" button and the ballot will be deposited into the ballot bin.

2.6 Voter Assistance Station (1 Supervisor).

A. Equipment and Supplies.

- i. Networked work station.
- ii. Networked multifunction printer/scanner.
- iii. Phone.
- iv. Forms.
- v. Red and Black pens.
- vi. Disinfecting solution.
- vii. Gloves.
- viii. Microfiber cloth.
- ix. Masks.
- x. Face shields.

B. Responsibilities.

- i. Oversee the Voter Service Center (VSC).
- ii. Process voter registration transactions.

- iii. Process voter status changes.
 - iv. Process spoiled ballot transactions.
- C. Station Procedures.
- i. Monitor the VSC and check on each Station periodically.
 - ii. Complete Special Procedures as needed.
 - iii. Assist in disinfecting high-touch areas of the VSC.
- D. Special Procedures.
- i. Cancel Unvoted Mail Ballot.
 - Access the corresponding voter's record and confirm that the voter's mail ballot has not yet been received.
 - Invalidate the unvoted mail ballot and allow the voter to cast a ballot in-person.
 - If the voter's record indicates that the mail ballot was already received do not allow the individual to vote and refer him/her to the main office for assistance.
 - ii. Receive Voted Mail Ballot.
 - Access the corresponding voter's record and confirm that a mail ballot has not yet been received and the voter has not yet voted in-person at the VSC.
 - Update the voter's record to document that the voted mail ballot was received
 - If the voter's record indicates that the mail ballot was already received refer the voter to the main office for assistance.
 - iii. Spoiled Paper Ballot.
 - Provide the voter a utility envelope and instruct the voter to seal the spoiled ballot inside.
 - Record the incident in the Record Book and instruct the voter to sign in the appropriate area.

- Obtain a replacement ballot and provide voting instructions to the voter.
- Place the replacement ballot inside a secrecy sleeve and give it to the voter.
- Direct the voter to the voting booths.

3.4 Curbside Voting.

- If someone is accompanying the voter, request permission from the voter to obtain the assistance from the individual as long as the person is not prohibited from rendering voting assistance pursuant the section 11-139, Hawai'i Revised Statutes³.
- If available, instruct the voter's companion to bring the voter's Hawai'i Driver's License (HDL) or Hawai'i State Identification Card (HID) to the ePollbook station.
- If the voter does not have an HDL/HID or is not registered, the voter must complete and submit a paper application.
- If needed, the voter's companion can assist in completing the application but the voter must sign or make a mark in the appropriate area.
- If the voter makes a mark, the voter's companion must complete the witness section of the application.
- Obtain the correct ballot for the voter's district and precinct, and document to situation in the Record Book.
- Bring the following to the voter: 1) ballot inside a secrecy sleeve; 2) clip board and pen; and 3) Record Book.
- Instruct the voter to sign in the appropriate area of the Record Book.
- Provide the voter the ballot, clip board, and pen, then provide voting instructions.
- Walk away from the vehicle to provide the voter privacy.
- Once the voter is done, request that the voter's companion, if available, hand-carry the ballot inside the secrecy sleeve to the ballot box.

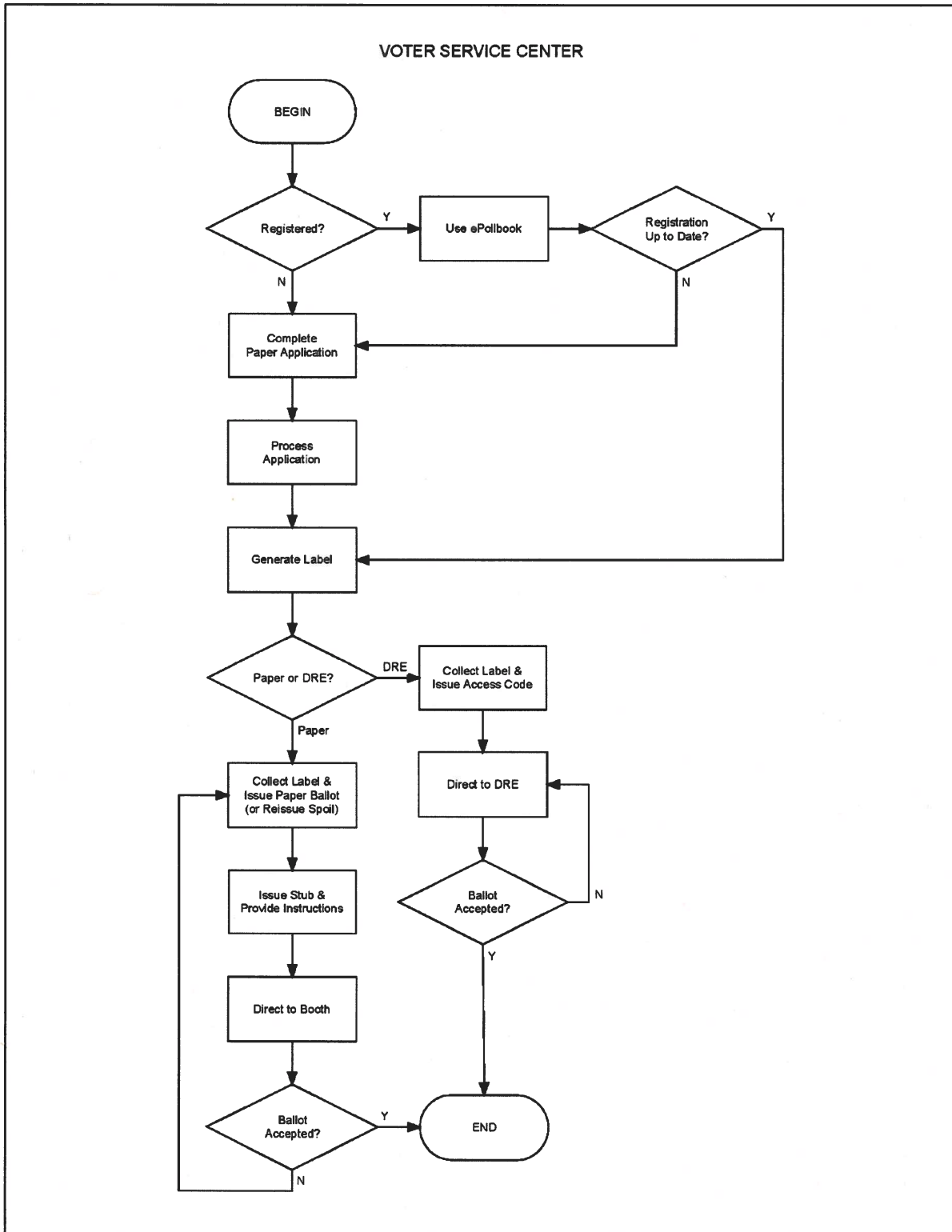
- At the ballot box, instruct the companion to feed the ballot into the scanner.

³ § 11-139 Voting assistance. (a) Except as otherwise provided, any voter who requires assistance may be given assistance by a person of the voter's choice. A person with disabilities may be provided assistance at a voter service center pursuant to any state or federal law relating to persons with disabilities. The voter's employer or agent of that employer, agent of the voter's labor union, or a candidate for any office that is listed on the ballot shall not provide assistance. Written or oral instructions delivered via telephone, electronic means, or mail shall not be deemed assistance prohibited by this section; provided that the voter's employer or agent of that employer, agent of the voter's labor union, or a candidate for any office listed on the ballot is not physically present with the voter when the instructions are delivered.

(b) Violation of this section by an employer or agent of that employer, agent of the voter's labor union, or a candidate shall constitute election fraud as provided under section 19-3.

4 Appendix.

4.1 Voter Service Center Workflow.



Document History

	Version	Employee Name(s):	Comments
06/24/2020	1.0	[REDACTED]	Origination v1.0