ASSESSMENT OF 2020 ELECTIONS, STATEWIDE, STATE OF HAWAII, DEPARTMENT OF DEFENSE, OFFICE OF HOMELAND SECURITY

State of Hawaii September 18, 2020

ASSESSMENT REPORT POST-PRIMARY ELECTION



Contractor:

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Presented To:

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Summary

This Post-Primary Election Assessment Report is developed as an outside view of how the Primary Election was conducted on August 8, 2020, for the new all mail in voting for Hawaii. On-site visit, one on one discussion with election workers, as well as numerous conference calls with various election officials and election related officials has set the stage for this report.

This report is the second Assessment of the Hawaii elections for 2020. Continued discussions with State Election Officials as well as County Election officials will be a key next step to observe and ask to gain an understanding of their perspectives on how the process is running and what challenges are yet to be faced.

County Election Officials

County of Hawaii

- Visited with Jules Ung, IT lead and Jon Henricks, County Clerk and Pat Nakamoto, Administrator of Elections
 - Ballot tracking system run by the state
 - Election IT meetings and collaboration "SKIP" meetings
 - Ballot Drop Boxes, had enough
 - After Action Review it is a statewide meeting
 - Postal Service
 - Had issues with barcode sticker placement on envelopes
 - Should have had a better partnership
 - Ballots not received
 - Tracking ballots received after election

City and County of Honolulu

- Visited with Bob Harter with Emergency Management and Rex Quidilla with City Clerks office
 - Clerks made visits to WA, OR, and CO to see their operations
 - Ballot printing and mailing process
 - Education and training of back-ups/alternate staff needed to prepare for Covid as 10 were positive
 - Need Mayor's staff onboard for contingency plans
 - Sharp reduction of in-person voting
 - Days will get darker sooner as earlier place boxes under lights

- Cars in line at 7pm get to vote
- Clear ballot collections bags not counted
- Locations chosen by central location
 - Ease of access by foot and car
- Survey not really like the idea
- Convention Center is state owned and Sheriff office has jurisdiction
 - More security needed at convention center check-in
- "Quite happy overall" "continue to improve"

County of Kauai

- Visit with Kauai County with Lyndon the Director of Elections
 - Election went well
 - Benefit of having a lot of time to prepare
 - Were the initial pilot county before entire state joined
 - Drop box locations
 - Safety of boxes was a concern
 - Easily recognizable
 - Placed along main highways
 - Used 4 for Primary
 - Plan to use 10 for General
 - o May send out ballots earlier due to mail service
 - In-person voting very slow only around 400
 - o 100 ballots received after Election Day in the mail
 - Cooperation with State and County is very good
 - Cooperation with County to County could be better to share ideas
 - o IT had no issues
 - End users could use more training
 - o IT hardware is in good shape
 - E-pollbooks had a couple minor issues

County of Maui

Have been unable to schedule a visit, but hopefully will be able to prior to General Election Day.

State Election Officials

State Office of Elections

Visited with Kim Yamada, Director of IT, and Ned Bueno, Director of PIO, with the State Elections Office.

- Advertising Agency name is OMG (Oahu Media Group)
- Just Scott on TV and radio

- Worked with third parties such as League of Women Voters and Common Cause
- Cyber
 - No issues
 - o Only calls regarding voter registration
- After Action meeting with counties and state
- Every week check-in with Vince, but mostly with Mark
- Candidate Websites
 - Question of be involved or stay away
 - Have a section in candidate handbook about best practices

Hawaii Elections Commission

- Visited with Scotty Andersons, the Chairman of the Hawaii Elections Commission
 - Legislation
 - Haven't heard of any requests for changes
 - May just have to educate legislators on the successes of the Primary Election
 - Unaware of any IT issues or any issues with collaboration between state and counties
 - Believes there are good relations with state and county election officials
 - An election night reporting website run by the state has not been discussed
 - The current process of the press reporting the results may be sufficient
 - Overall everything went well

Other Officials

Hawaii FBI

- No issue too small to report
- Visit with other states on their sit room procedures
- Policy on what gets posted in HSIN
- Policy on who enters info into HSIN
- See other states prior sit rooms
- DHS needs a PIO or more coordination with elections PIO
- Question about FBI presence at convention center

Hawaii Homeland Security

• CISA has shared best practices

- Can send info to us including best practices
- Illinois state handbook is top notch
 - How to register/voting/other procedures
- Election vote by mail fact sheet issued within days ago
- Misinformation Plan
 - o Public information network distribution/monitoring

HSIN/ Fusion Center

- Emergency contact sheet needs updating
- What info should be entered into HSIN
- Who should enter info into HSIN
- Need to see what other state's sit rooms look like

Hawaii CISO

- All quiet last few weeks
- Hart transfers data to state from county
- Virtual AWS
- 2 origin servers
- CDN web sealing
- Horizontal hosting
- County and State IT relations
 - Need to coordinate meetings 4-6 weeks before Election Day
 - o Only would receive info through relationships
 - There is no set collaboration between entities
- No data change summary reports
 - Need coordination with state elections, county elections, county elections, and county IT in order to successfully share data
 - Could share best practices
 - What is available
 - What could be available

US Postal Service

- Have sent a number of questions to the Hawaii USPS personnel and are waiting for their reponses the following
 - o Issue regarding a "fluorescent marking" on ballot envelopes
 - Asking for a recommendation on "last day to mail a ballot and have received by Election Day"
 - USPS policy on official election ballots and coordination with State Election Officials
 - Any ideas from USPS on how State Election Officials can help the USPS

Election Day

Vote Service Centers

- Visited a Vote Service Center on Election Day
 - o Had a Ballot Drop Box outside of VSC
 - o VSC set up just like a normal polling place
 - o Constant activity on Election Day



Drop Box

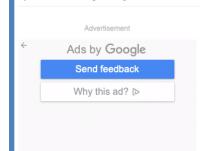
- Visited a Ballot Drop Box site at a park on Election Day
 - o Cars consistently dropping off ballots
 - Could have placed Box so easier for driver to drop envelope without getting out of car or having passenger drop envelope
 - o Consider sunset time for General Election
 - o Consider white washing traffic lanes on the park parking lot





Covid





By Gordon Y.K. Pang Aug. 8, 2020

City officials are looking at shutting down Honolulu Hale to the public early next week after learning that at least 10 employees who work in the landmark building have tested positive for COVID-19, eight of them from the same agency.

City Hall is scheduled to be open Saturday, primary election day, for people to vote and drop off their completed ballots. Both Council Chairman Ikaika Anderson and a Caldwell administration official said the Voter Services Center there, one of only two on the island along with Kapolei Hale, will stay open

Saturday for those who want to walk in to vote, drop off completed ballots or have other elections business.

City spokesman Alexander Zannes said Mayor Kirk Caldwell, Council Chairman Ikaika Anderson and other city officials are expected to meet Monday to determine if the building should be open to the public Tuesday.

Zannes told the Honolulu Star-Advertiser that of 10 positive cases known to the administration, eight are employees of the Department of Budget and Fiscal Services. BFS has offices on first, second, third and fourth floors of the building. A ninth person is an employee of the Department of Facility Maintenance. The 10th person was reported by the Council clerk's office Thursday. None of the the employees work directly with the public, Zannes said.



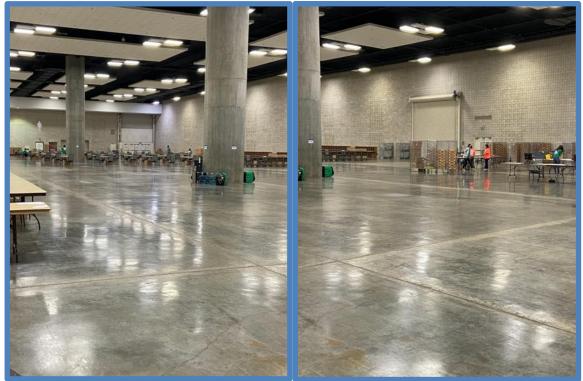


Ballot Counting

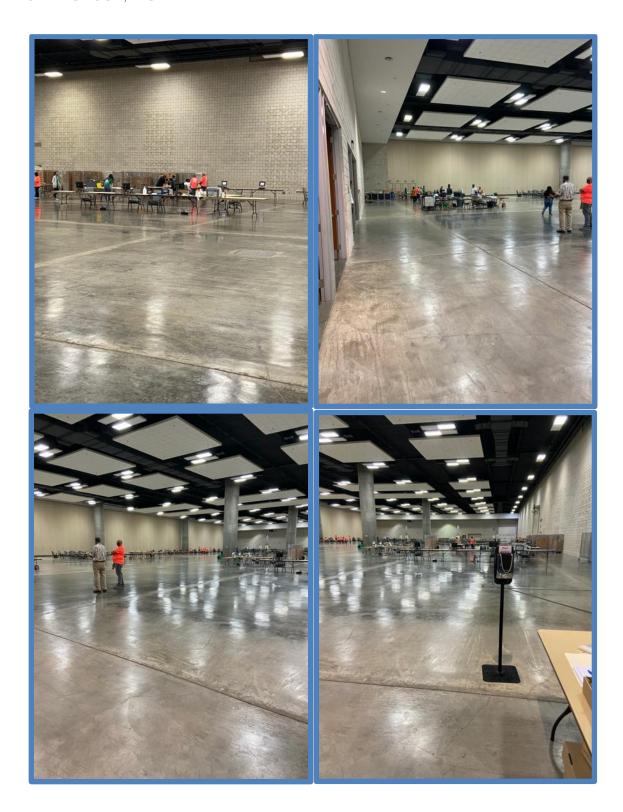
- Visited convention center
 - o Viewed the ballot opening and sorting
 - Viewed the ballot counting
 - Viewed the security of the room







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Next Steps

Second On-Site Visit

Due to the current status of Covid cases in Hawaii and the current precautions taking place by the State of Hawaii, it may not be beneficial to visit Hawaii again before the General Election.

Key Election Officials

It continues to be very important to collaborate with state and county election officials. All efforts and requests for meetings will continue to ensure that we are all working on the same successful end goal of assessing and looking for improvements to overall election procedures.

Legislation

One possible piece of legislation to be reviewed is the confidentiality of the signature on the voter registration file. Hawaii state law details a number of areas that are confidential, however the voter's signature is not specifically listed. With the voter's signature being a key voter fraud determination on the return ballot envlope, it could be beneficial to make this change in election law.

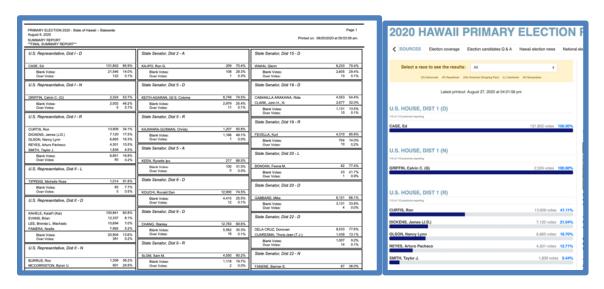
- https://www.capitol.hawaii.gov/hrscurrent/Vol01_Ch0001-0042F/HRS0011/HRS_0011-0097.htm
 - o §11-97 Records open to inspection.
 - (a) A voter's full name, district/precinct designation, and voter status shall be public; but all other personal information, as provided on the voter registration affidavit, shall be confidential except for election or government purposes in accordance with rules adopted by the chief election officer, pursuant to chapter 91.
 - (b) Voted materials shall not be open to the inspection of any voter until after the end of the contest period unless opened upon order of the court. [L 1970, c 26, pt of §2; am L 1973, c 217, §1(dd); am L 1983, c 34, §12; am L 1990, c 156, §8; am L 1997, c 157, §2]
- https://www.capitol.hawaii.gov/hrscurrent/Vol01_Ch0001-0042F/HRS0011/HRS 0011-0014.htm
 - o §11-14 General county register; restrictions in use.
 - (a) The clerk of each county shall register all the voters in the clerk's county in the general county register. The register shall contain the name and address of each voter unless the voter's address is deemed confidential pursuant to section 11-14.5. Additional information required by section 11-15 may be included in the register at the discretion of the clerk. The general county register shall be available

- for election or government purposes only in accordance with section 11-97.
- (b) The affidavits filed under section 11-15 and the general county register may be copied, and the clerk may release voter lists or data; provided that information furnished in the affidavits shall be copied or released for election or government purposes only in accordance with section 11-97.
- (c) Voter registration information that is collected and maintained by the clerk of each county may be transmitted to a central file for the purpose of correlating registration data to prevent or detect duplicate voter registrations and for the compilation of election reports.
- (d) Unless authorized under section 11-97, it shall be unlawful for any person to use, print, publish, or distribute any voter registration information acquired directly or indirectly from the voter registration affidavits or any list prepared therefrom. Any person who is designated by the clerk to register voters and collect voter registration affidavits shall be advised of the provisions of this subsection. Any person who violates this subsection shall be guilty of a misdemeanor. [L 1970, c 26, pt of §2; am L 1973, c 217, §1(e); am L 1976, c 106, §1(3); am L 1977, c 189, §1(2); am L 1979, c 139, §2; am L 1982, c 226, §2; gen ch 1985; am L 1990, c 156, §5; am L 1998, c 23, §1; am L 2005, c 201, §2; am L 2012, c 225, §2]
- https://www.capitol.hawaii.gov/hrscurrent/Vol01_Ch0001-0042F/HRS0011/HRS_0011-0014_0005.htm
 - o §11-14.5 Residence address; confidentiality.
 - o (a) If a life threatening circumstance exists to:
 - A law enforcement person;
 - The law enforcement person's family; or
 - Persons otherwise determined by the clerk of the county in which the person is registered, that person may apply to the county clerk in writing to keep confidential the information relating to the residence address and telephone number contained in the affidavit of registration of that person, or any list or register prepared therefrom.
 - o (b) If the disclosure of the residence address or telephone number of a person would result in an unwarranted invasion of personal privacy or expose the person or a member of the person's family to risk of bodily harm, the person may apply to the chief election officer or county clerk to keep confidential the person's residence address and telephone number contained in the person's affidavit of registration, or any list or register prepared therefrom.
 - (c) Upon good cause shown, the clerk shall determine whether to grant confidentiality in accordance with rules established by the chief election officer, and that decision shall be final.
 - o (d) If the voter registration of a person covered by this section is challenged, the clerk shall release the residence address of that

person to the challenger pursuant to rules established by the chief election officer. If an appeal is taken relating to the challenge, the residence address shall also be released to the appropriate appellate body. [L 1990, c 156, §2; am L 1997, c 157, §1]

Election Night Reporting

Currently, Hawaii reports election results on a simple PDF that is provided to the Hawaii press on election night and on the state's election website. An option to consider for 2022 is to create a true election night reporting system that allows voters to go to a government run website to see the "official" unofficial results directly from the State Election Office.



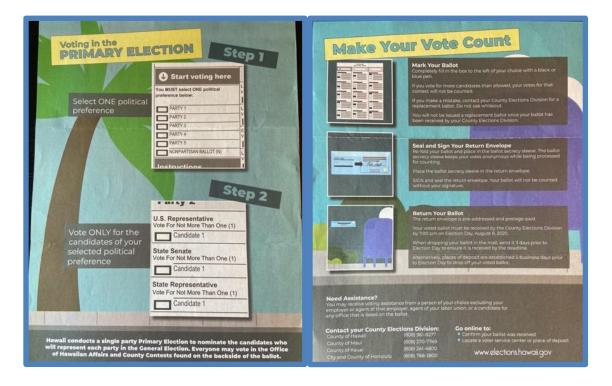
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Sample Communications and News











Elections office needs to prepare for vote-by-mail problems

By Brodie Lockard

he May 15 proclamation is-sued by the Office of Elec-tions disappoints in so ways (elections hawaii. by mail (VBM) for the very first time statewide in Hawaii. We're'in the midst of a pandemic causing — among much else — unpreceented social disruption and un-redictability. A second wave of COVID-19 is predicted during the up to the general election in

Many voters will not understand he new VBM process, or even be ware of it until days or hours before it begins. Common Cause Ha-waii has already heard questions such as, "Do I have to register gain?" (No, you don't.) Yet the proclamation lists only

two voter service cen-ters (VSCs) on Oahu, three on Maui, two on Hawaii island and one on Kauai as sufficient to handle not just in-per son voting, same-day voter registration and the collection of voted ballots — but also the lost, undelivered and spoiled ballots, plus the confusion, mistakes, mishaps and countless questions that VBM's inch will inevitably

They're open for only 10 busi-They re open for only 10 business days prior to each election.
from 8 a.m. to 4:30 p.m. Monday.
through Saturday — the hours when most people work.
Though another unfamiliar complication, drop boxes to receive completed ballots will help. On sister islands. They're mastly at re-

ter islands, they're mostly at po-



Brodie Lockard, who founded 350Hawaii org, has been on Common Cause Hawaii's

demic, those places may all close entirely. If Hawaii voters' in-troduction to VBM is the train wreck that the proclama-tion currently foretells, not only will there be disgusted voters and contested results, but Hawaii's votcontested results, but hawain's vot-ers could be so disillusioned that turnout actually drops, furthering our reputation as The State That Won't Vote. But, in a wondrous windfall, the

drop box will be at a park, during park hours, or at Honolulu Hale and Kapolei Hale until 4:30 p.m. Again, the hours when people work. And during a pan-

Office of Elections now has nearly \$3.3 million from the federal CARES Act specifically for 2020 election security. How will it use It could direct the County Clerk

It could direct the County Clerk election administrators to: (1) open more VSCs in each county in convenient locations and with loo ger hours, and (2) establish addi-tional drop boxes co-located in essential businesses — like gro-cery stores and pharmacies — open 24 hours daily and available begret than five days prior to elecmore than five days prior to elec-tion days. The Office of Elections and county clerks can turn this election from a potential statewide fiasco, into a triumph for the dem-

ocratic process.
States are struggling with how
to vote by mail. After years of pushing by our organization and others, Hawaii's Legislature wisely enacted VBM in 2019, and the Elections Office assured legislators

that it was prepared to handle VBM for the entire state by this year. If we do it right, Hawaii can be an example to every other state — not just for 2020, but from now

— not just for 2020, but from now on. If we do it right.

There's still plenty of time to adjust some policies and make 2020's elections work as an example to the whole country. Do you want to vote? Do you want your vote to be counted? Do you want to be able to sak a question about this brandnew process without having to drive half-way across your island and stand in line for hours, 6 feet apart?

line for hours, 6 feet apart?
Please let the Office of Elections
know at 453-8683 (neighbor is-lands, toll-free at 1-800-442-8683). or elections@hawali.gov. More importantly, tell your County Clerk (elections hawaii gov/resources/ county-election-divisions) that Ha-waii needs more VSCs and drop boxes in convenient locations and with longer hours.

Get ready, get set for Hawaii's inaugural vote-by-mail election coming up in several weeks

he last really big deal in how Hawaii held elections came in 1968 when voters were first given computer punch cards to be used as ballots A computer read the cards, counted each candidate's votes and Hawaii joined the age of electronic voting. Now the big change is

you will vote from home. Later this month, election officials will mail out ballots for the August statewide primary election.

lf you are a registered voter, the state will send you the official ballot to be filled out and mailed back before the Aug. 8 election.

Officials now are carefully watching preparations, worrying over new voter registration features, checking ballot security and accessi-



ministrator for Honolulu, says while there has been a dramatic drop in paper transactions, both voter registrations and change of address forms, there is a huge increase in electronic

"The big point is there are no more polling places, said Quidilla, a veteran

"I can't recall anything like this: There have always been polling places; now

they are gone.
"This is just a sea change in how we vote," Quidilla

Common Cause, the grass-roots government re-form group, thinks voting by mail will be a dramatic improvement.

"We have been getting out the word that voting is easier than ever in 2020 with voting by mail from the comfort and safety of one's own home during this pandemic. Voting from home also allows people the time to research candidates and issues from home to make a better and more informed choice," said Sandy Ma,

state and now city elections executive director of Com-

mon Cause Hawaii.

Honolulu voting officials
toured the mail-in ballot operations in Oregon, Washington state and Colorado, the first three states to go to 100% mail-in to learn the details of the system.

details of the system.
Quidilla said Honolulu
made adjustments after the
tour. First there would be a
system of eight Oahu dropoff boxes for voters who
didn't want to mail in their ballots. Also, two voter service centers will be open.
Also if officials say there is a
problem recognizing the signature on your ballot, you will be able to address the problems with your

If you need to register to vote, you can do it online by going to olvr.hawaii.gov.

If you get a ballot for mark "return to sender" the envelope and put it back in the mailbox, Qui-dilla explained.

You cannot vote a ballot that isn't marked for you because the elections office will spot the fake signature and is likely to prosecute, election officials have

At the same time that real cials have to put up with the distrust spread by the president, who falsely claims that mail-in voting leads to voter fraud.

the country say voter fraud is not a problem, the Republican president insists on campaigning against it.

"How do you disprove a negative?" Quidilla asked. He points to the overwhelming acceptance by

"The last primary elec-tion had 60% mail-in and the general election was

"We look at a large seg-ment of the popular vote al-ready using mall and look at it with approval. The criti-cism is just conjecture,"

Richard Borreca writes on politics on Sundays h him at 808onpolitics@gmail.com.

Hawaii voters are reminded to register for next month's primary election

Election officials are reminding new Hawaii voters to register by Thursday to vote in next month's 2020 primary election.

This is the first year Hawali will conduct elections by mail-in voting. Traditional polling places will not be established on election days. Registered voters will re-

ceive their ballots in the are advised to check

whether their registration to ensure ballots correct ad-

elections by portant that

your voter reg-istration is up-to-date. Ballots must be delivered to the mailing address on file with your voter

2020

registration, It is not for-wardable," Chief Election Officer Scott Nago

> the Aug. 8 pri-mary election, voters must be a U.S. citizen and a vears old.

To register online, visit elections.hawaii.gov. Voters may opt to register in person by filling out a pa-

per voter registration appli-cation at county election offices, public libraries and satellite city halls. Election officials will be

conducting drive-thru voter registration for new voters at the following locations

>> Hawaii island: Wednesday and Thursday, 9 a.m. to 4:30 p.m. at 744. Kamehameha Avenue) Malama Market, 15-2660 Pa-

hoa Road; and Safeway at Kona Crossroads Shopping Center, 75-1027 Henry St.

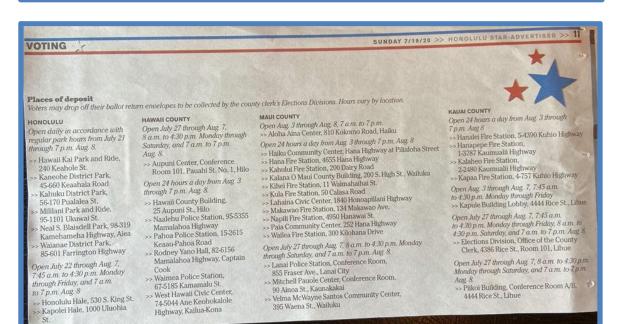
>> Maui: Thursday, 8 a.m. to 4:30 p.m. at Kahului Shopping Center, 65 W Kaahu-

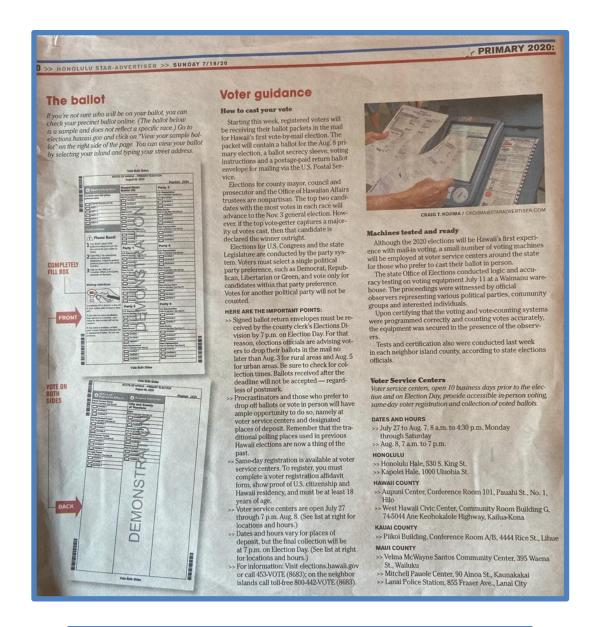
-> Kauai: Wednesday and Thursday, 8 a.m. to 4 p.m. at the Office of the County Clerk, Elections Division. 4386 Rice St. (parking in the back of the building) >> Oahu: Wednesday and

Thursday, 7:45 a.m. to 4:30 p.m. at Aloha Stadium

1 off Salt Lake Boulevard Those who miss this week's voter registration deadline may still register and vote in the primary election at a voter service center from July 27 through 7 p.m.

To check your voter regis-tration or for more information on voter service center tions, visit elections hawaii. gov or call 453-VOTE (8683) or toll-free at 800-442-VOTE.





Conclusion

This high-level review and assessment is a continuation of the assessment of how the Primary Election was conducted. Obviously there are many more areas that need to be analyzed and assessed as well as key officials that still need to be visited with, however this is a positive step forward in our roadmap to determine how we can improve the election process in Hawaii.

More interviews and reviews of plans from state and county officials leading up to the General Election will continue to provide additional information in the overall assessment of the 2020 elections in Hawaii.

About the Author

The Gant Group Team is led by Jason Gant with extensive experience in election administration, vote by mail procedures, election hardware, election software, and overall project management provide Hawaii with the most effective team of election administration.



Former Secretary of State **Jason Gant** provides an election administration expert to the Team. Gant led the first in the nation use of the Department of Defense common access card to assist servicemen and women around the globe to vote. This new voting initiative successfully allowed servicemen and women to be able to register to vote, request an absentee ballot, receive an absentee ballot and mark an absentee ballot in seconds. This is only possible by utilizing the security of the common access card for validation to verify our overseas voters and turn a 60-day process into a less

than 5-minute transaction. The state-of-the-art voter registration system implemented by Gant included the highest level of internal and external security protocols, thus becoming one of the most secure election administration systems. Gant has the internal knowledge of working in and with government agencies from an election official's point of view that will assist in completing the research, analytics, and education aspects of this project. Implemented numerous election strategies and programs, including a voter look-up ap, a new voter registration system, an e-pollbook solution, a military voting system, an election night reporting system, an election cyber-security protocol system, as well as a host of other systems not related to elections. Developed election performance plans and budgets for each division within the Secretary of State's office during times of both increasing and decreasing funding authority, as well as skill in long range planning and for acquisition, physical and financial resources, and policy and strategic development. Prepared election research, reports, and options for local election officials, legislative committees, and Board of Election members on upcoming initiatives, as well as effectively defended policies, programs, decisions, or points of view in the face of heavy criticism in unstructured settings and public hearings. Knowledge of HAVA, MOVE, and other election laws, regulations, and legal decisions. Experience in the administration, management, or legal oversight of elections. Also served as the National Association of Secretaries of State Treasurer and Secretary as well as Chairman of the Business Services and the **Elections Committees.**