



**STATE OF HAWAII
OFFICE OF ELECTIONS**

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SCOTT T. NAGO
CHIEF ELECTION OFFICER

November 28, 2016

To: Elections Commission

From: Scott T. Nago
Chief Election Officer

Re: Status of Operations

Since our last meeting on August 31, the Office of Elections conducted the 2016 General Election. We recruited over 3,700 volunteers to staff the polling places, control centers, delivery/collection teams, and counting centers. We expanded our recruiting efforts by presenting at Neighborhood Board Meetings, District Park meetings, and community based organizations; posting flyers at churches, colleges, high schools, coffee shops, and public libraries; and reaching out to voters who registered online, who indicated interest in being an election day official.

Additionally, we formatted, proofed, and oversaw the printing of the General Election ballots. There are 248 ballot types as the voters in any particular precinct are only able to vote for certain combinations of the 64 federal, state, and county contests based on where they reside in relation to the district lines. Each ballot also included the two proposed constitutional amendments and the proposed charter amendments for that county. Statewide there were 33 proposed charter amendments – one for the County of Hawaii, five for the County of Maui, seven for the County of Kauai, and 20 for the City and County of Honolulu. The City and County of Honolulu required a second ballot card such that the candidate contests and proposed constitutional amendment questions appeared on the first ballot card (A-Card) and proposed charter amendment questions appeared entirely on the second (B-Card).

2016 General Election

The 2016 General Election was held on Tuesday, November 8. On election morning, volunteers transported ballots and equipment to the polling

place for delivery at 5:00 a.m. Precinct Officials set up the polling places to manage the flow of voters. They also set up the voting equipment, as well as established communications with the control center. The issues that arose involved locating the equipment in the facility, and confirming that all polling places had opened.

Throughout the day, polling places and the control center managed transactions related to voter registration checks, including updating addresses and polling place location for voters that moved; cancelling absentee mail ballots; and voting machine incidents.

Machine Incidents

If there was a voting machine incident at a polling place, precinct officials notified voters that the machine was offline and that they could deposit their ballot in the emergency ballot bin, while a troubleshooter was deployed to the polling place to replace the equipment.

During a machine incident, our priority was to ensure that there was no break in voting. As such, if an issue could not be immediately diagnosed and resolved over the telephone, we dispatched troubleshooters with replacement equipment to the polling place to resolve the issue. For example, the voting machines at DP 25-04 and DP 49-02 were inaccessible to the facility official and precinct officials. As time was of the essence, we dispatched troubleshooters with replacement equipment.

Similarly, we experienced full ballot boxes at DP 17-03 and DP 42-01 which caused paper jams when scanning the ballot. DP 17-03 immediately used the replacement voting machine we dispatched to them. As for DP 42-01, precinct officials followed procedures to use the emergency ballot bin while ballots were packed into voted ballot containers, and resumed using the machine to scan ballots once completed. Several other polling places followed these procedures and as such, those situations did not require a troubleshooter to be dispatched with replacement equipment.

There were 20 voting machine incidents related to paper ballots statewide. There was one incident in the County of Hawaii, one incident in the County of Maui, and none in the County of Kauai. In the City and County of Honolulu, there were 18 machine incidents, many of which could be attributed to the double ballot cards which caused an increased in the number of paper jams.

General Election Review

We have conducted debriefs with our election day volunteers, as well as the county election staff and the voting system vendor. Preparations for the 2018 Elections are already underway to improve upon our procedures and manuals based on the debriefs.

Our review of the 2016 General Election indicates that voters in the City and County of Honolulu experienced longer lines at the voting booth to review and mark the two ballot cards. Similarly, voters experienced lines at the voting machine to cast each ballot. When casting a ballot card, the voting machine scans the ballot, reviews that each contest is properly voted, and allows the voter to correct or cast the ballot as-is. As such, the amount of time that a voter interacts with the voting machine increases as the number of contests increases.

Post-Election Operations

The deadline to file an election contest with the Supreme Court is Monday, November 28 at 4:30 p.m. Each candidate will be issued their certificate of election if there are no objections and upon compliance with any Campaign Spending Commission requirements. Additionally, the electoral college will be held on Monday, December 19 at the State Capitol.

Legislative Session

For the 2017 Legislative Session, we will be introducing a bill to transition to elections by mail in phases, by county. Our bill also proposes maintaining absentee walk locations and establishing Election Day Voting Locations at the offices of the county clerks.

If you have any questions, please feel free to contact me at (808) 453-VOTE (8683) or 1-800-442-VOTE (8683).