



**STATE OF HAWAII
OFFICE OF ELECTIONS**

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SCOTT T. NAGO
CHIEF ELECTION OFFICER

October 22, 2019

To: Elections Commission

From: Scott T. Nago
Chief Election Officer

Re: Status of Operations

As the Office of Elections implements elections by mail for the 2020 Elections, our focus has been on developing a statewide voter education and awareness campaign. To start, we sent voters a postcard announcing the transition to elections by mail. The postcard was simultaneously used by the county election officials to conduct list maintenance of the voter registration rolls. We are also working with federal agencies to identify and mitigate vulnerabilities to election infrastructure, and reviewing proposals for a new voting and vote counting system contract for the 2022 Elections.

VOTER EDUCATION AND LIST MAINTENANCE

Starting in July 2019, a notification card announcing the transition to elections by mail was sent to each registered voter. This card, as well as any election mailing, provides a mechanism for county election officials to conduct list maintenance and update the voter registration rolls, as well as providing voters information about elections. A sample of the notification card is on page 8.

The National Voter Registration Act of 1993 (NVRA) allows election officials to maintain their voter registration rolls using mailing confirmations. These list maintenance procedures ensure a voter's rights, as a voter will never be removed for failing to vote in an election, as well as the security and integrity of the election so that only eligible voters are mailed a ballot.

Election mailings are sent by non-forwardable mail to each registered voter. Acceptance of the election mailing confirms a voter's registration and ensure that the voter remains active in the statewide voter registration system. Any voter that has a questionable address (e.g., the mail piece is undeliverable) is flagged as inactive in the statewide voter registration system.

Prior to sending any mailing, election officials check voters' mailing addresses with the U.S. Postal Service National Change of Address (NCOA) to identify any differences. These voters are not sent the mail piece as the NCOA check serves as the indication that their voter registration is out of date. Similarly, if the U.S. Postal Service is unable to deliver the piece as addressed, it is returned to the county election officials indicating that the voter registration is out of date.

Voters with an out-of-date registration are sent a separate mail piece by forwardable mail. Mailing of this piece, which we refer to as the white card, flags the voter inactive such that they must update their voter registration before they will be allowed to vote. If a voter remains inactive (i.e., does not update their voter registration) they will be removed from the voter registration rolls after two general elections.

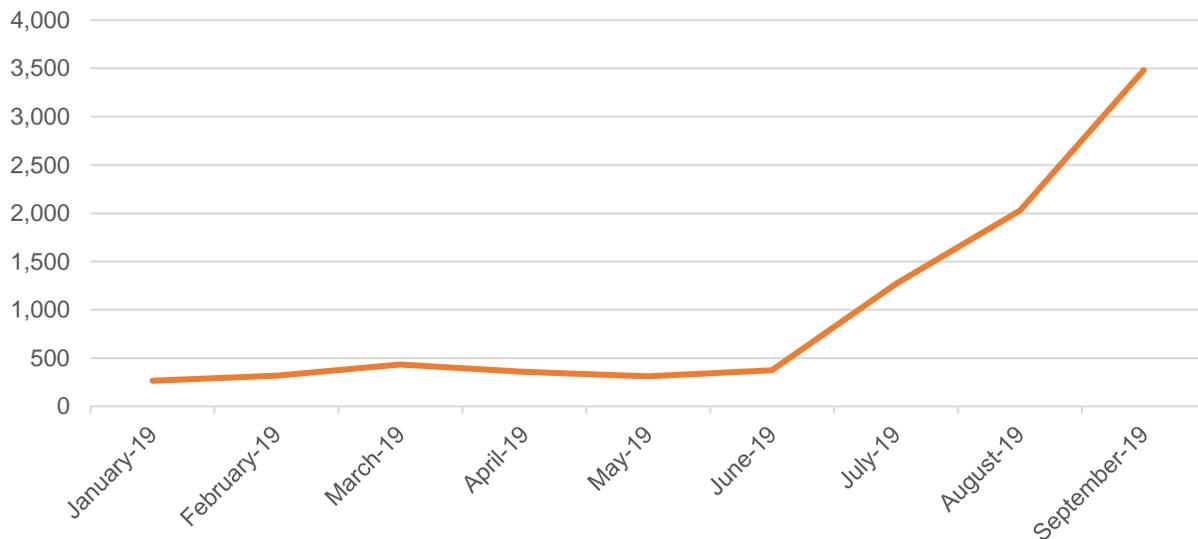
Election officials conduct list maintenance ahead of each election by sending a notice of voter registration, which we refer to as the yellow card. In the previous polling place model of elections, the poll book for each precinct served as the official list of eligible voters and would indicate if a voter needed to update their registration before being provided a ballot. However, as we transition to election by mail, we will be sending a ballot to all active voters. As such, we are sending multiple election mailings and asking voters to return the mail pieces of those voters who no longer reside or receive mail as addressed to ensure the accuracy and integrity of the voter registration rolls.

The notification card was mailed to 680,647 voters; of that, 37,851 were returned undeliverable. As the notification cards were received by voters, there was a spike in traffic and transactions of voters using the online voter registration system to check or update their registration record.

Notifications Card Mailing

	Mailed	Undeliverable
County of Hawaii	102,194	4,146
County of Maui	86,041	3,550
County of Kauai	38,997	1,168
<u>City and County of Honolulu</u>	<u>453,415</u>	<u>28,987</u>
	<u>680,647</u>	<u>37,851</u>

2019 OLVR Transactions



In preparing the notification card, 2,394 voters mistakenly had their address updated on the notification card as part of an additional NCOA check that was conducted as part of the mail sorting for the U.S. Postal Service. Of these voters, 335 were from the County of Hawaii; 285 were from the County of Maui; 124 were from the County of Kauai; and 1,650 were from the City and County of Honolulu. These cards should have been collected and held for a white card mailing rather than updating the address on the notification card and sending it to the voter. These voters have been identified and will receive the proper white card mailing. For future mailings, we will not be conducting the additional NCOA check during sorting.

We will send two more election mailings in early 2020. Most importantly, in the spring of 2020 we will be sending an election mailing asking voters to provide a current sample of their signature. This signature will be used to validate the voter's return envelope

containing their voted ballot for each election. As return envelopes are received by the County Elections Divisions, the signature required on the return envelope is compared to the signatures on file. This process ensures the security and integrity of the election by confirming the identity of the voter before accepting and counting their ballot. We would also note, pursuant to Act 136 SLH 2019, the County Elections Divisions will notify voters of an issue with their signature as their return envelope is received, and allows them to correct it within five business days of the election to have their ballot counted.

MEDIA CAMPAIGN

The Office has developed a media campaign for the 2020 Elections to raise awareness about elections by mail, important dates and deadlines, and convey to voters their responsibility in ensuring the integrity of our elections. The campaign uses digital, radio, and television ads. Below are the campaigns beginning April 2020 through November 2020. All advertisements will contain a reminder about elections by mail.

SIGNATURE CAPTURE	Television, digital, and radio advertisements will run beginning in April 2020 to coincide with the election mail asking voters to submit a current signature.
VOTER REGISTRATION	Television, digital, and radio advertisements will run in June ahead of the Primary Election and September prior to the General Election regarding the voter registration deadlines. These ads provide deadlines and directs applicants to the online voter registration system to complete registration.
MAIL BALLOT SIGNATURE	Television ads will run in July prior to the Primary Election and in October for the General Election to provide instruction on voting and returning the ballot with an emphasis on the importance of signing the return envelope.

PRIMARY ELECTION BALLOT INSTRUCTIONS	Television advertisements will run in July to instruct voters on how to properly mark a ballot in a Single Party Primary Election.
ELECTION BY MAIL REMINDERS	Digital and radio ads will run in July for the Primary Election and October for the General Election to inform voters that their ballot must be received by 7:00 p.m. on Election Day and directs voters to our website for voter service center locations and hours.

ELECTION SECURITY

Since 2016, election officials nationwide have seen misinformation shared on social media cause voter confusion. Our office is working to minimize the impact of misinformation by ensuring our website is the official resource for Hawaii voters. Additionally, since the website is part of our election infrastructure, we continue to work with the Office of Enterprise Technology Services (OETS) to monitor and secure it from outside threats.

Additionally, Hawaii was selected as one of six states to participate in a National Governors Association (NGA) policy academy to improve election-related cybersecurity. Our goal with the NGA policy academy is to revise our public cybersecurity messaging, as well as improve our communications strategy between County Elections Divisions and supporting federal agencies. We have also expanded discussions to include resources from additional intelligence agencies who are identifying vulnerabilities to our voting and vote counting system and physical locations used for voting and processing ballots.

GENERAL OPERATIONS

In July, we issued a request for proposals to lease a voting and vote counting system and procure ancillary services beginning with the 2022 Elections. The contract is expected to be awarded on December 6, 2020. The current voting and vote counting system contract expires upon the conclusion of the 2020 Elections.

We have been working to revise and adopt new administrative rules to address the implementation of elections by mail. Currently, the proposed rules are being reviewed by the Department of the Attorney General.

Additionally, we are drafting a report to the Legislature regarding the status of implementing elections by mail, pursuant to Act 136 SLH 2019, due on November 15, 2019. The Legislature has scheduled a joint informational briefing held by the Senate Committee on Judiciary and the House Committee on Judiciary on November 13, 2019. The informational briefing will address our implementation plan and any additional resources we may need from the Legislature.

The first milestone of the 2020 Elections is candidate filing which opens on February 3. Below is a list of important dates for the 2020 Elections.

Date	Events and Deadlines
February 3	Candidate filing opens
February 20	Deadline to form a new political party
June 3	Candidate filing closes
June 24	Deadline to mail ballots to UOCAVA voters
July 9	Deadline to register to vote by mail or online
July 21	Ballots delivered to voters
July 27	Voter service centers open
August 1	Deadline to request an absentee mail ballot
August 3	Places of deposit open
August 8	Primary Election
August 14	Deadline to correct deficient return envelope for counting
August 20	Deadline to submit ballot questions
August 24	Deadline to file an election contest
September 18	Deadline to mail ballots to UOCAVA voters

October 5	Deadline to register to vote by mail or online
October 16	Ballots delivered to voters
October 20	Voter service centers open
October 27	Deadline to request an absentee mail ballot
October 27	Places of deposit open
November 3	General Election
November 10	Deadline to correct deficient return envelope for counting
November 23	Deadline to file an election contest
December 14	Electoral College

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

ELECTIONS BY MAIL NOTIFICATION CARD



LEARN ABOUT VOTING BY MAIL AND CHECK YOUR VOTER REGISTRATION AT
www.elections.hawaii.gov

All properly registered voters will automatically receive their ballot approximately 18 days prior to the election. If your voter registration is up to date, no further action is required.

Ammuen ti Panagbotos Babaen ti Koreo ken Kitaen no umno met laeng ti rehistrasionmo aW kas botante ti www.elections.hawaii.gov. Amin nga umno ti pannakarehistroda a botante ket automatiko a makaawattanto iti balota agarup 18 nga aldaw sakbay ti eleksion. No ti rehistrasionmo a kas botante k et awan biddutna, awanen ti nasken nga aramidem.

請到 www.elections.hawaii.gov 瞭解更多以郵件投票的資訊且查看您的選民登記紀錄。所有正確進行登記的選民將在選舉 18 天前自動收到選票。如果您的選民登記紀錄是最新的，則無需採取進一步措施。

808.961.8277 hiloelec@hawaiicounty.gov



Election Office of the County Clerk
25 Aupuni St., # 1502
Hilo, HI 96720

NONPROFIT
U.S. POSTAGE
PAID
HONOLULU, HI
PERMIT NO.
1770

RETURN SERVICE REQUESTED

IMPORTANT

If the person named on this card is no longer at this address, please write "NOT AT THIS ADDRESS" and place card in the mail. This will allow us to cleanup the voter registration rolls.

Napateg, No ti tao a nainaganan iti daytoy a kard ket awanen iti daytoy nga adres, isurat ti "NOT AT THIS ADDRESS" (awan iti daytoy nga adres) ket ipatulod daytoy a kard babaen ti koreo. Iti kasta, maikkankami iti gundaway a mangdulus iti listaan dagiti rehistrado a botante.

重要。如果此卡上的人不再居於此地址，請寫上「NOT AT THIS ADDRESS」「不在此地址」，並將此卡放置在郵箱內。這將讓我們清除該選民登記紀錄。