



# Elections by Mail

Act 136 (SLH 2019)

Office of the County Clerk  
County of Maui



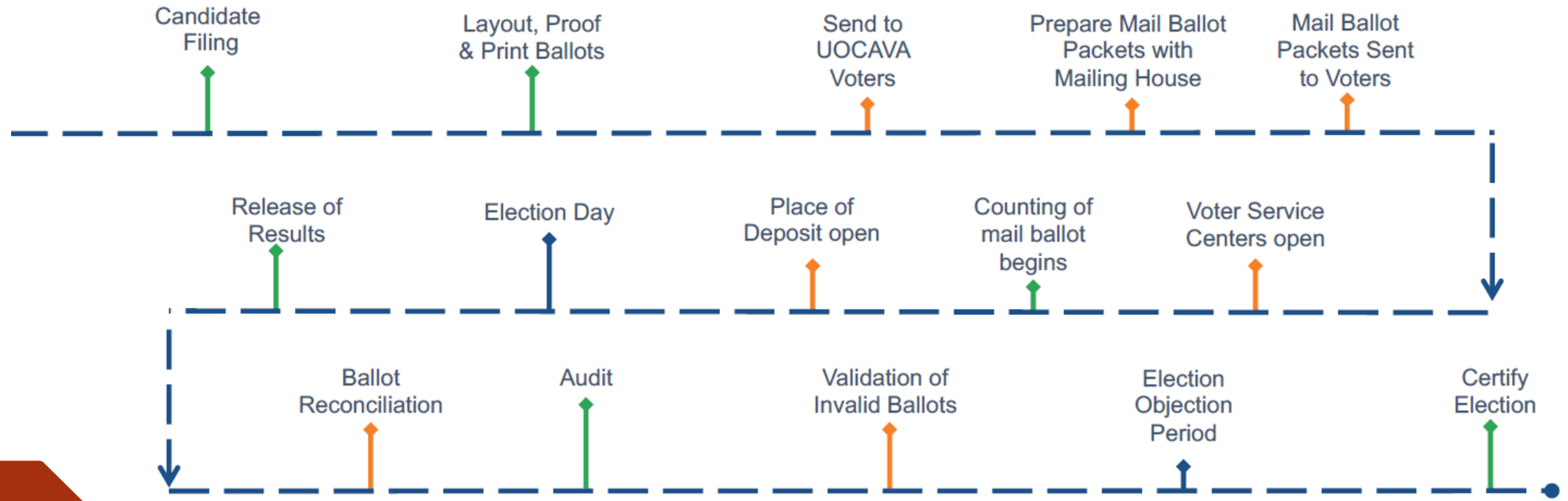


# Elections by Mail History

- From at least the **early 2000's** the Hawaii State Legislature has considered bills relating to vote-by-mail elections.
- **Oregon** was the first to pass statewide vote-by-mail elections in 2000, followed by **Washington** (2011) and **Colorado** (2013).
- In 2018, the Hawaii State Legislature passed a pilot project to conduct all mail elections for Kauai in 2020 (HB 1401 HD1 SD1 CD1).
- In 2019, the Hawaii State Legislature passed HB 1248 HD1 SD2 CD1, which enacts **voting by mail uniformly across all counties for all elections**.
- June 25, 2019, Governor Ige signed the bill into law (Act 136, SLH 2019).
- 22 states have provisions allowing certain elections to be conducted entirely by mail. Legislation varies and in some cases is up to the individual county.

STARTING IN 2020:  
**MAUI COUNTY**  
VOTES BY MAIL





# Overview of Election Process

(Graphic courtesy of State of Hawaii, Office of Elections)

# Elections by Mail – When will voters receive their ballot?



Approx. 18 days before an election, all registered voters will receive a ballot, a secrecy sleeve, instructions and return envelope in the mail.

**Prepaid return postage is provided.**



Individuals who update their voter registration information will receive a ballot package **by mail** no earlier than 18 days before an election, and no later than 14 days prior to an election.

# Voter Service Centers

- Open **10 business days prior to the election**, from 8:00 am to 4:30 pm, Monday through Saturday
- Will operate from **7 am to 7pm on election day**



## Voter Service Center Activities



Voters can deliver mail-in  
ballots in-person



Accommodate voters with  
special needs



Same day registration and  
voting





# Maui County Locations

## Voter Service Centers

- Velma McWayne Santos (Wailuku) Community Center, Maui
- Mitchell Pauole Community Center's Conference Room, Molokai
- Lanai Police Station Conference Room, Lanai

## Places of Deposit

- Velma McWayne Santos (Wailuku) Community Center, Maui
- Office of the County Clerk, Wailuku
- Mitchell Pauole Community Center's Conference Room, Molokai
- Lanai Police Station Conference Room, Lanai
- Hana, Maui




# Places of Deposit – Ballot Drop Box



# Mobile Voting Unit Example

- Proposing pilot use on Lanai in 2022
- Models start at approx. \$75k to \$95k (for 7KW generator model)
- Potential for multipurpose use
- Can be modified for ADA accessibility





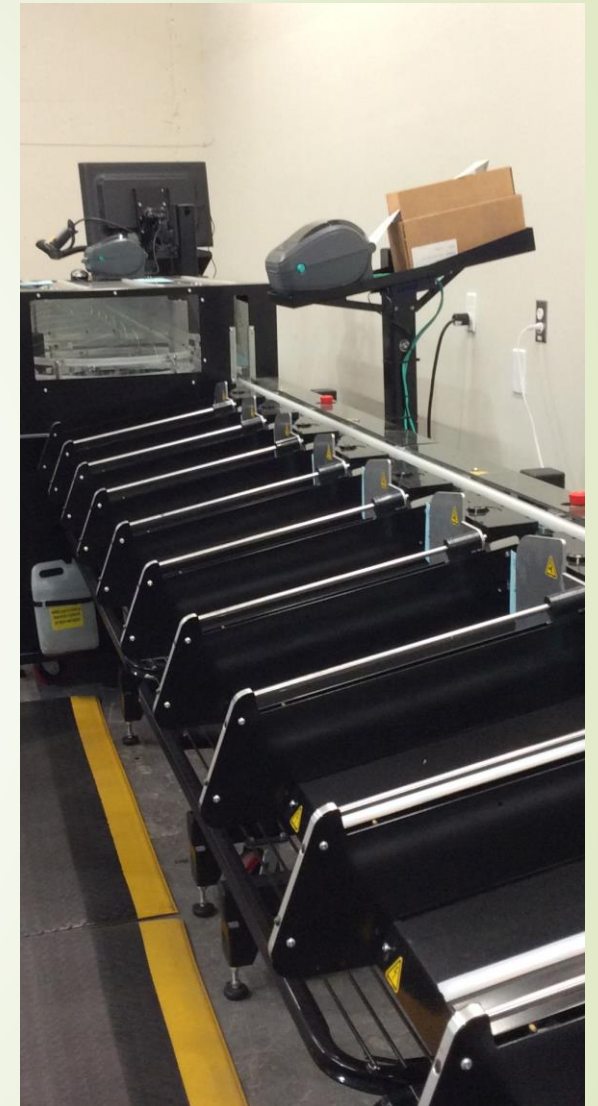
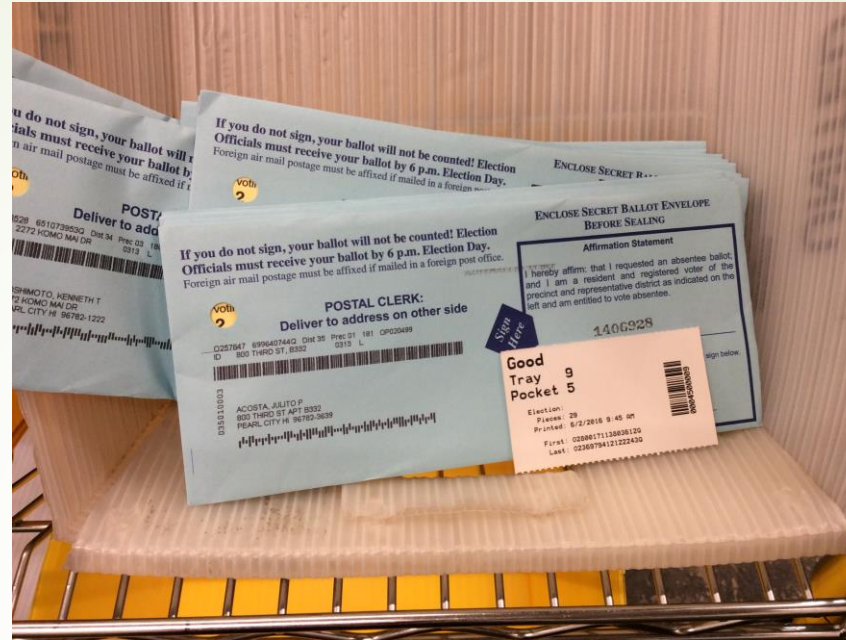
# Elections by Mail – Further Information

- Voters will have **five business days** after the date of the election to cure a deficient return envelope
  - Unsigned, wrong signature, etc.
- Ballot processing can begin from the 10<sup>th</sup> day prior to an election
- Results will still not be disclosed until after the election has been closed
- Incorporates recount provisions

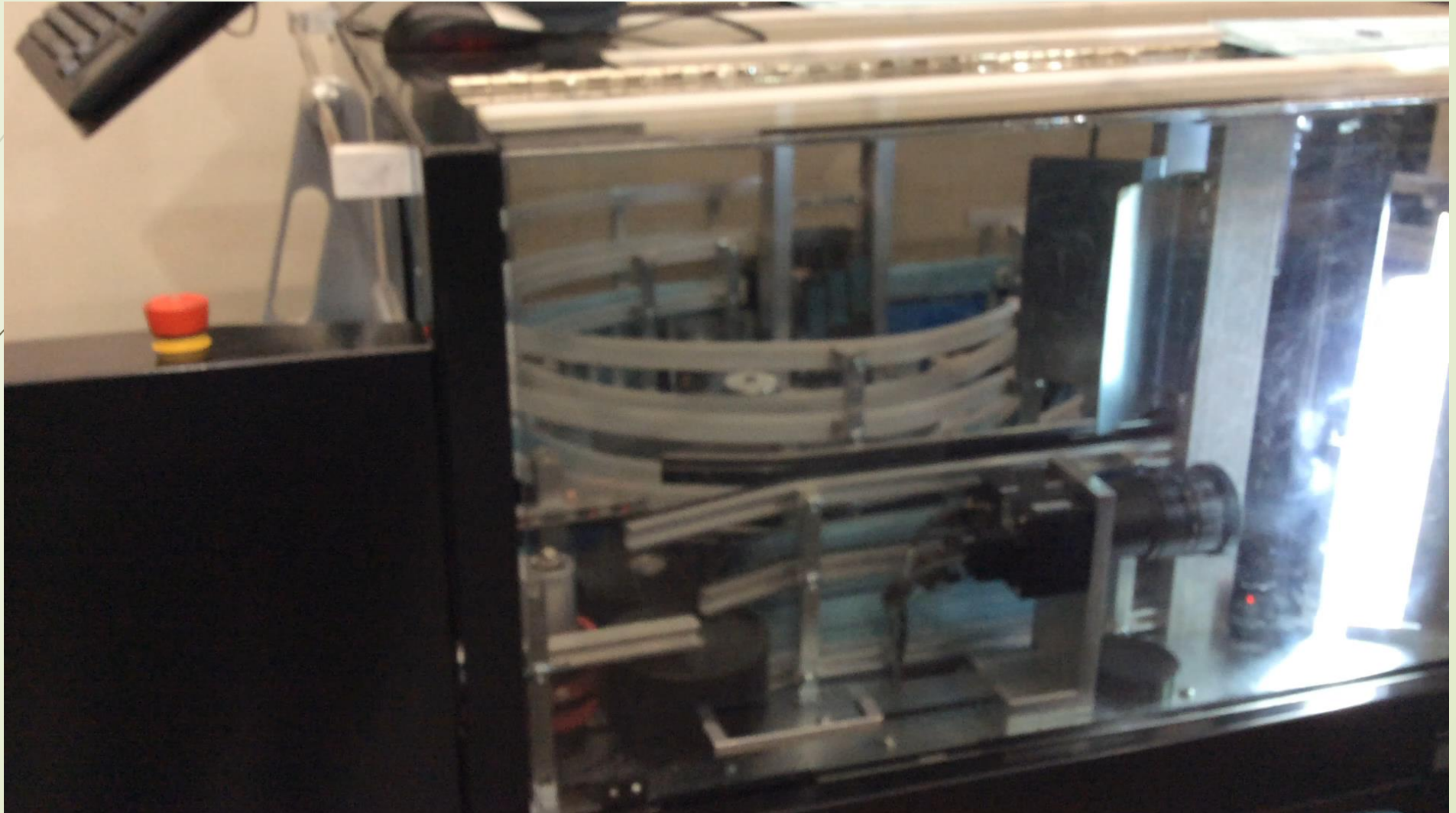


# Equipment and Technology

- All ballot processing activities are performed in accordance with Federal, State and County law.
- As shown in the photos, equipment will be used for processing, signature verification and sorting of ballots.
- The State Office of Elections will continue to oversee counting centers which process, tabulate, and disseminate election results statewide.



# Mail Ballot Scanner/Sorter Example





# Electronic Poll Book

- Located at Voter Service Centers
- Replaces paper poll books
- Allows for cross-checks between service centers and Office of the County Clerk



# Elections by Mail Responsibilities

- Counties
  - Voter registration
  - Absentee voting
  - Voter Service Centers
  - Places of Deposit
  - Mailing and receipt of ballots
- State
  - Printing of ballots
  - Counting of ballots

In general, election-related costs will be divided in half between the State and County of Maui





# Office of the County Clerk – Temporary Election Clerk Recruitment

➤ Recruitment is ongoing

## **Examples of Duties**

The following are examples of duties but are not limited to the following:

- Registers voters, updates, maintains, and prepares the general county register.
- Reviews and checks applications for registration, re-registration, and absentee applications for conformance with statutory requirements.
- Assists and provides information to the public by telephone and over-the-counter relating to voter registration and election inquiries.
- Participates in the absentee voting process.
- Assists with recruiting and training of precinct officials.
- Assists candidates running for office with nomination papers and campaign spending forms.
- Performs other related duties as required.

## **Minimum Qualification Requirements**

**Training and Experience:** A combination of education and experience substantially equivalent to graduation from high school and general clerical work experience.

# Voter Education Priorities



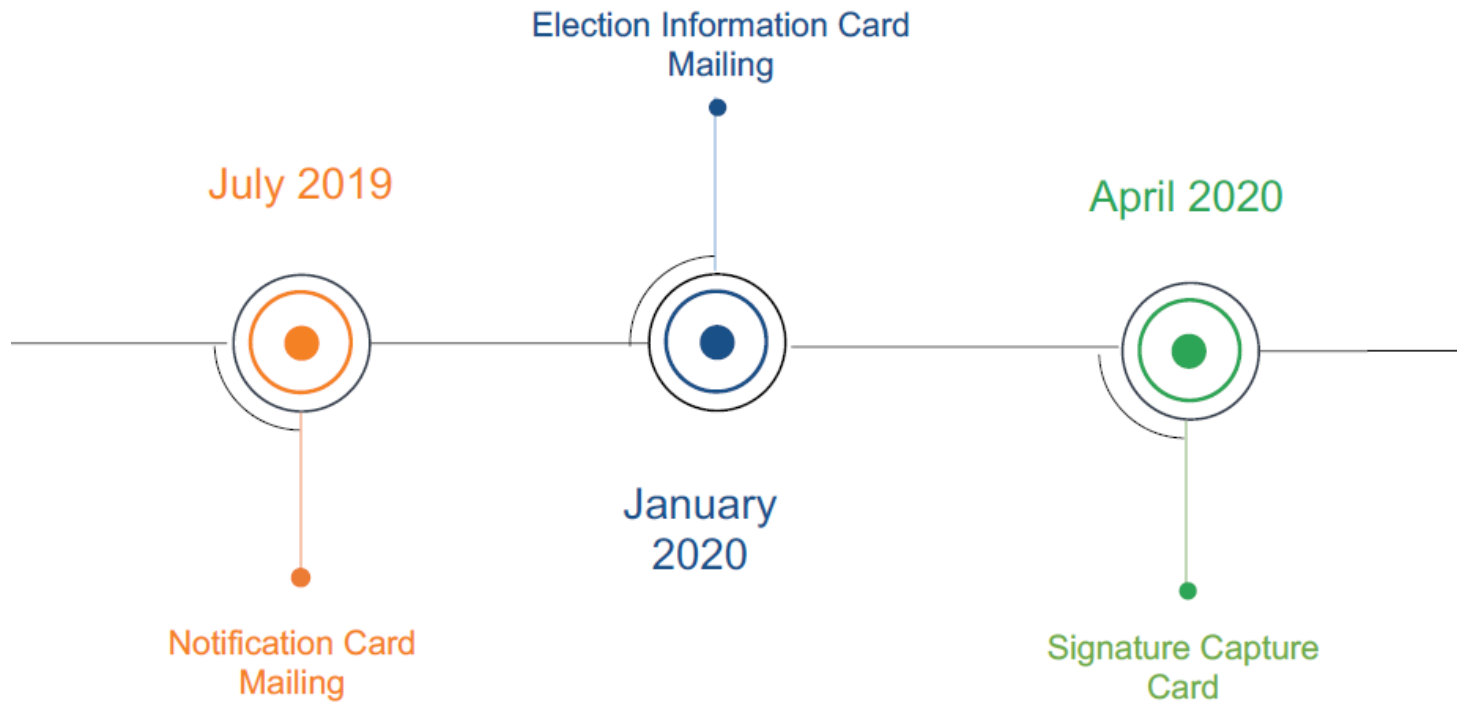
UPDATE VOTER  
REGISTRATION



AWARENESS OF  
ELECTIONS BY MAIL



NEW VOTER  
REGISTRATION



# Election Informational Mailings

*(Graphic courtesy of State of Hawaii, Office of Elections)*

# Outreach



Community Meetings / Events



County buses



Radio and Television commercials, press releases/ads



Videos



Additional info card mailed out in January 2020



Signature capture / yellow card going out approx. April 2020



LEARN ABOUT VOTING BY MAIL AND CHECK  
YOUR VOTER REGISTRATION AT  
[www.elections.hawaii.gov](http://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 iti [www.elections.hawaii.gov](http://www.elections.hawaii.gov). Amin nga umno ti pannakairehistroda a botante ket automatiko a makaawatdanto iti balota agarup 18 nga aldaw sakbay ti eleksion. No ti rehistrasionmo a kas botante ket awan biddutna, awanen ti nasken nga aramidem.

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



## VOTING COMES TO YOU

Starting with the 2020 Elections, no polling places will be established. Visit [www.elections.hawaii.gov](http://www.elections.hawaii.gov) to learn more.

### JUL 09 VOTER REGISTRATION

Last day to register to vote to receive your mail ballot packet for the Primary Election.

### JUL 21 MAIL BALLOT PACKET

Look for your Primary Election mail ballot packet to be delivered.

### JUL 27 VOTER SERVICE CENTER

Voter Service Centers are open through Election Day. Services include in-person voting and same day registration.

### AUG 08 PRIMARY ELECTION

Ballots must be received by 7:00 pm.

### OCT 05 VOTER REGISTRATION

Last day to register to vote to receive your mail ballot packet for the General Election.

### OCT 16 MAIL BALLOT PACKET

Look for your General Election mail ballot packet to be delivered.

### OCT 20 VOTER SERVICE CENTER

Voter Service Centers are open through Election Day. Services include in-person voting and same day registration.

### NOV 03 GENERAL ELECTION

Ballots must be received by 7:00 pm.

### LANGUAGE ASSISTANCE

No kasapulam ti tulong iti lengguahe, awagan ti Opisina Dagiti Eleksion (Office of Elections) iti 808-453-VOTE (8683).

若您需要語言協助，請致電選舉辦公室 (Office of Elections)。電話：808-453-VOTE(8683)。



808.453.8683



[elections@hawaii.gov](mailto:elections@hawaii.gov)





**County of Maui**  
**Office of the County Clerk**  
**Elections Division**  
200 S High St  
Wailuku HI 96793-2135

### 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 clean-up 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 mangdalus 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。

NONPROFIT  
U.S. POSTAGE  
**PAID**  
HONOLULU, HI  
PERMIT NO. 205

RETURN SERVICE REQUESTED



## IMPORTANT DATES

### 09 JUL VOTER REGISTRATION

Final day voter registration is accepted online or by mail for the Primary Election.

### 21 JUL MAIL BALLOT PACKET

Look for your Primary Election mail ballot packet to be delivered.

### 27 JUL VOTER SERVICE CENTER

Voter Service Centers are open through Election Day. Services include in-person voting.

### 08 AUG PRIMARY ELECTION

Ballots must be received by 7:00 pm.

### 05 OCT VOTER REGISTRATION

Final day voter registration is accepted online or by mail for the General Election.

### 16 OCT MAIL BALLOT PACKET

Look for your General Election mail ballot packet to be delivered.

### 20 OCT VOTER SERVICE CENTER

Voter Service Centers are open through Election Day. Services include in-person voting.

### 03 NOV GENERAL ELECTION

Ballots must be received by 7:00 pm.

## LANGUAGE ASSISTANCE

Para kadagiti naipatarus a materiales a mainaig iti eleksion wenno tulong iti lengguahe tapno makompletoyo daytoy nga aplikasion, awagan ti Opisina Dagiti Eleksion (Office of Elections).

若想獲得電子檔的翻譯材料，或者需要協助填表事宜，請聯繫選舉辦公室 (Office of Elections).

## CONTACT US

For voter registration information, contact your Clerk's Office.

County of Hawaii ..... (808) 961-8277  
County of Maui ..... (808) 270-7749  
County of Kauai ..... (808) 241-4800  
City & County of Honolulu ..... (808) 768-3800

For additional voting information, contact the **Office of Elections**.

(808) 453-VOTE (8683)  
Toll Free: 1-800-442-VOTE (8683)

TTY: (808) 453-6150  
Toll Free TTY: 1-800-345-5915

Email: [elections@hawaii.gov](mailto:elections@hawaii.gov)  
Website: [elections.hawaii.gov](http://elections.hawaii.gov)

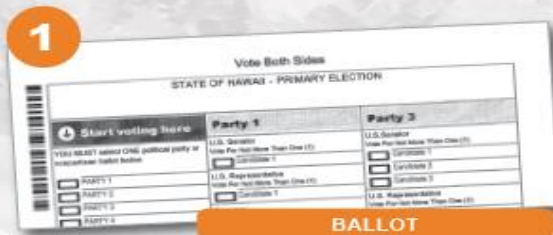
# VOTE HERE



All registered Hawaii voters will automatically receive a mail ballot packet approximately 18 days prior to the election



## YOUR MAIL BALLOT PACKET INCLUDES:

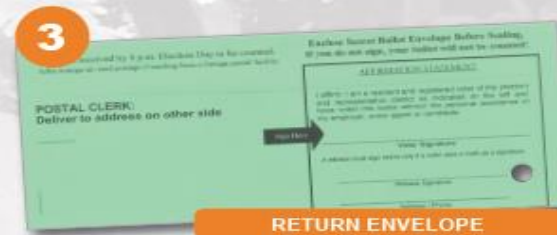


Before voting your ballot, review the instructions and the contests and candidates on both sides of the ballot. To vote, completely darken in the box to the left of the candidate using a black or blue pen.

**If you change your mind or make an error, contact the Clerk's Office for a replacement ballot. Do not use whiteout.**



After voting your ballot, re-fold it and seal it in the secret ballot envelope. The secret ballot envelope ensures your right to secrecy as the ballots are opened and prepared for counting. Once sealed, place the secret ballot envelope in the return envelope.



Read the affirmation statement and sign the return envelope before returning it to the Clerk's Office. Upon receipt of your return envelope, the Clerk's Office validates the signature on the envelope. After your signature is validated your ballot will be counted.

**You must sign the return envelope for your ballot to be counted.**

## RETURNING YOUR VOTED BALLOT

### BY MAIL

The return envelope is postage paid via the U.S. Postal Service and addressed to your Clerk's Office. Your ballot should be mailed 2-3 days prior to Election Day to ensure it is received by the deadline.

### AT A BALLOT DROP SITE

You can return your voted ballot at a designated ballot drop site established by the Clerk's Office. This includes any voter service center in your County or directly to your Clerk's Office. Locations and hours are available at [elections.hawaii.gov](https://elections.hawaii.gov).

**VOTED BALLOTS MUST BE  
RECEIVED BY THE CLERK'S OFFICE  
BY 7:00 PM ON ELECTION DAY.**

## ARE YOU PROPERLY REGISTERED?

You must be properly registered to ensure you receive your mail ballot packet. That means, if you have moved to a new residence, changed your name or mailing address, you must update your registration record.

## PREFER TO VOTE IN-PERSON?

You can still vote in-person at a voter service center in your County. Voter service centers are open 10-days before and on Election Day. Additional services include same day voter registration in case you missed the voter registration deadline and still want to vote.

## AWAY DURING THE ELECTION?

If you will be away from home during the elections you can request your ballot be temporarily sent to an alternate mailing address for the Primary Election, General Election, or both. Complete an [Absentee Application](#) and submit it to your Clerk's Office no later than 7-days prior to the Election.

## NEED MORE INFORMATION?

For additional information about voting by mail or to check your voter registration visit [elections.hawaii.gov](https://elections.hawaii.gov). Information will be updated regularly as the 2020 Elections approach to find a voter service center and ballot drop sites in your County.

HEADS UP, MAUI COUNTY!



# STARTING IN 2020: **HAWAII** VOTES BY MAIL

Learn more at [www.elections.hawaii.gov](http://www.elections.hawaii.gov)



OFFICE OF THE  
COUNTY CLERK

Act 136 (2019) requires all elections statewide to be conducted by mail and establishes a limited number of voter service centers to receive personal delivery of mail-in ballots, accommodate voters with special needs, offer same day registration and voting.

 (808) 270-7749







# 2020 ELECTIONS UPDATE: MOLOKAI VOTES BY MAIL

**ATTEND  
INFORMATIONAL  
MEETING**

**TUESDAY  
JAN. 28, 2020, 4:15 P.M.  
MITCHELL PAU'OLE COMMUNITY  
CENTER'S CONFERENCE ROOM**



Get your questions answered:

- When will I receive my ballot?
- What happens if I make a mistake?
- Can I still vote in-person?
- What if I never received my ballot?



Act 136 (2019) was signed into law by Governor Ige on June 25, 2019. Act 136 (2019) requires all elections statewide to be conducted by mail and establishes a limited number of voter service centers to receive personal delivery of mail-in ballots, accommodate voters with special needs, offer same day registration and voting.



808.270.7749



[county.clerk@mauicounty.us](mailto:county.clerk@mauicounty.us)

# REGISTER to VOTE

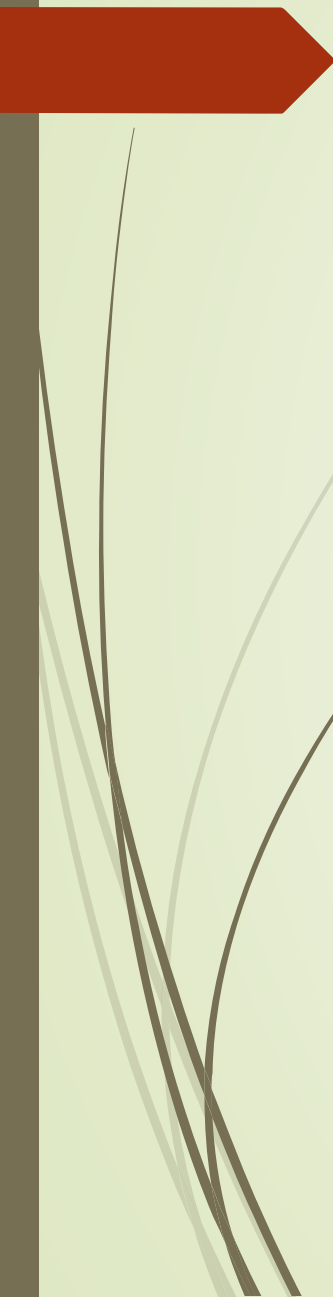
I don't know if  
I'm registered.

I changed  
my address.

I've never  
registered.

I changed  
my name.

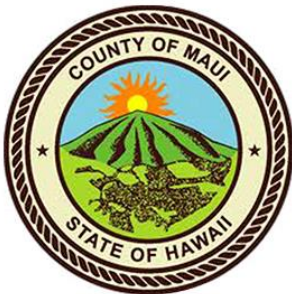
I turned  
sixteen.





**To register to vote,  
update your registration,  
or for more information, visit:**

**[www.elections.hawaii.gov](http://www.elections.hawaii.gov)**



**Office of the County Clerk  
Elections Division  
(808) 270-7749**



# ELECTION DAY EMERGENCY RESPONSE GUIDE



Developed by the  
Hawaii Office of  
Elections with  
support from the  
Cybersecurity and  
Infrastructure  
Security Agency  
(CISA)  
Dec 2019 DRAFT

## IMPORTANT CONTACT INFORMATION

### STATE CONTACTS



**Hawaii Office of Elections**  
(808) 453-8683, (800) 442-8683



**Hawaii Office of Enterprise Technology  
Services (ETS)** (808) 586-6000



**Hawaii Emergency Management Agency  
(HIEMA)** (808) 733-4300



**Hawaii State Fusion Center (HSFC)**  
(808) 628-2336



**Cybersecurity and Infrastructure Security  
Agency (CISA)** (888) 282-0870



**Elections Infrastructure Information Sharing  
and Analysis Center (EI-ISAC) Security  
Operations Center** (866) 787-4722



**FBI Honolulu Field Office**  
(808) 566-4300

### FEDERAL CONTACTS

**WHEN IN DOUBT: CALL THE  
HAWAII OFFICE OF ELECTIONS**



## Cybersecurity Incident RED FLAGS\*

- Voter lingers around voting equipment for an unusually long period of time and/or attempts to tamper with the equipment
- Email containing long hyperlinks and/or attachments with no additional information
- Email message from an unrecognized sender trying to persuade you to click on a link or open an attachment
- Unexplained or unauthorized activities occur on election system software
- Software operates slower than usual or frequently freezes or crashes

\* List not exhaustive



### Severe Weather RESPONSE STEPS

1. Secure ballots and voting equipment
2. Evacuate to a safer location, time permitting
3. If unable to evacuate, take shelter under a stable, heavy object
4. Stay away from power sources, power lines, phone lines, gas lines, and windows
5. Follow directions of emergency response personnel
6. Stay in contact with HIEMA
7. Notify Hawaii Office of Elections



### Violent Incident RESPONSE STEPS

1. When or if it is safe to do so:
  - Call 9-1-1
  - Secure ballots and voting equipment
  - Evacuate the building
  - Notify Hawaii Office of Elections
  - Report incident details to HSFC
2. Bomb threat or suspicious object:
  - Keep everyone away from the object
  - Call 9-1-1
  - Notify HSFC & Hawaii Office of Elections
3. Active shooter: RUN, HIDE, FIGHT  
**Report suspicious activity to local law enforcement and HSFC**



### Fire/Fire Alarm RESPONSE STEPS

1. Evacuate the building
2. Proceed to designated assembly location
3. Call 9-1-1
4. Take a head count
5. Take note of and report any missing people to emergency response personnel
6. If safe, secure ballots and voting equipment
7. Notify Hawaii Office of Elections



### Cybersecurity Incident RESPONSE STEPS

1. Take note of any unauthorized or unusual activity
2. Disconnect compromised device from internet and from Wi-Fi
3. Remember information entered into fraudulent website
4. Report incident to Hawaii Office of Elections, ETS, and HSFC
5. Report incident to CISA, EI-ISAC, and FBI Honolulu Field Office
6. Change passwords by logging into real website from another device







# 2020 Election Security Planning Snapshot State of Hawaii

## SAFEGUARDS / RESILIENCY MEASURES

### Hawaii State Election Process



#### Pre-Election Safeguards

- Voters Registered**
- Hawaii migrated to a new voter registration system in 2017.
  - New voter registration system uses access control measures to ensure only authorized personnel have access.
  - Voter registration database is protected by firewall and security updates.
- Database is secured through Access Control Listing (whitelisting) and two-factor authentication.**
- Users receive security training and follow strict security protocols.
  - Database updates and contingency plans in place.

#### Election Day Safeguards

- Voters Checked In**
- Voter presents ID and is matched to voter database.
  - Paper backup lists are available.
  - Failsafe measures protect voter's right to vote.
- Voters Cast Ballots**
- Hawaii's elections are paper ballot-based with voting machines that provide a paper record.
  - Absentee voters who do not receive a mailed ballot within five days of the election may submit completed ballots via email.
- Voting, Tallying, & Reporting Systems**
- County-specific security protocols in formalized policy.
  - Vigorous logic and accuracy testing before election – open to the public.
  - Voting systems are not connected to the internet.
  - Ballots are securely stored with extensive chain-of-custody records.
  - Electronic and physical security measures ensure voting system integrity on Election Day.

#### Post-Election Safeguards

- Election Results Talled**
- Central counting centers compare and reconcile precinct totals with countywide results.
  - Mandatory post-election audits conducted by hand on at least 10 percent of randomly selected precincts.
- Audits are carried out on Election Day before certifying official election results.**
- All categories of ballots are eligible for auditing.
  - Audit results are publicly available upon request.

### Election Day Security Guidelines

From 2017 Hawaii Revised Statutes, Title 2, Elections

**Ballot security:** The ballot boxes shall be closed and sealed; they shall remain sealed until transported to the counting center.

**Equipment security:** [State to insert]

## THREAT MITIGATION

### Specific Threats / Mitigation

- Social Engineering** refers to bad actors who manipulate their target into performing a given action or divulging certain information (often a login or password). "Spear-phishing" (sending an email attachment or link to infect a device) is the most common. **Mitigation:** Education and training on threats and types of targeted information; conducting phishing campaign assessment.
- Information Operations** include propaganda, disinformation, etc., to manipulate public perception. Methods include leaking stolen information, spreading false information, amplifying divisive content, and/or interrupting service. **Mitigation:** Clear and consistent information, including accurate cybersecurity terminology; relationship building with the media; open dialog with the public.
- Hacking** refers to attacks that exploit or manipulate a target system to disrupt or gain unauthorized access. **Mitigation:** Incident response and recovery planning; penetration testing; strong passwords and two-factor authentication, especially for admin access; encrypted password storage and transmission; active system monitoring; current security updates; upgrades to supported OS and applications; physical security measures.
- Distributed Denial of Service (DDoS)** attacks seek to prevent legitimate users from accessing information (e.g., databases, websites) or services by disrupting access with excessive traffic, causing the service to crash. **Mitigation:** Business continuity and incident response planning; anti-virus software and firewall; good security practices for distributing email addresses; email filters.
- Insider Threat** is a category of attack in which a current or former employee or authorized individual with access to a network, system, or data deliberately uses their access for malicious purposes. **Mitigation:** Background checks for all election workers and contractors; insider threat training; vigorous chain-of-custody records; strict access controls based on need and updated as access needs change.

Definitions from The State and Local Election Cybersecurity Playbook / Defending Digital Democracy (www.bellcenter.org/D3P)

### Recognizing and Reporting an Incident

**Definition of an Incident:** A violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices (NIST Pub. 800-61)

If you suspect a Cybersecurity Incident has occurred, contact—

- [State to Insert (####) ####-#### or email]
- Cybersecurity and Infrastructure Security Agency (CISA), (888) 282-0870 or [cisacustomerservice@cisa.dhs.gov](mailto:cisacustomerservice@cisa.dhs.gov)
- Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) Security Operation Center, (866) 787-4722 or [soc@cisecurity.org](mailto:soc@cisecurity.org)

In the event of a Data Breach, notify—

- [State to Insert (####) ####-#### or email]

### For Additional Information or Questions

Hawaii Secretary of State's Office: [Name, Title, Email]

Cybersecurity and Infrastructure Security Agency: [www.dhs.gov/cisa/election-security](http://www.dhs.gov/cisa/election-security)

- Deron McElroy, Region IX Cybersecurity Advisor, [Deron.t.mcelroy@hq.dhs.gov](mailto:Deron.t.mcelroy@hq.dhs.gov)
- Christine Riccardi, Region IX Director for Infrastructure Protection, [jregion@outreach@hq.dhs.gov](mailto:jregion@outreach@hq.dhs.gov)

## 2020 ELECTION INITIATIVES

### Election Data



Precincts: 341  
Registered Voters: 741,007 (as of July 2019)  
Optical Voting System: Hart Escan  
Accessible System: Hart Eslate  
Website: [elections.hawaii.gov](http://elections.hawaii.gov)

### 2020 Initiatives Checklist

- ☐ **Initiative 1:** Upgrade voting system. (Target Completion: [State to Insert])
- ☐ **Initiative 2:** Register for the Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) at [learn.cisecurity.org/ei-isac-registration](http://learn.cisecurity.org/ei-isac-registration). (Target Completion: [State to Insert])
- ☐ **Initiative 3:** Conduct logic and accuracy testing of voting machines. (Target Completion: [State to Insert])
- ☐ **Initiative 4:** Schedule Cyber Hygiene Scanning. Contact [cisacustomerservice@cisa.dhs.gov](mailto:cisacustomerservice@cisa.dhs.gov) and reference "Hawaii Cyber Hygiene Initiative" to obtain this service free through CISA. (Target Completion: [State to Insert])
- ☐ **Initiative 5:** Conduct a Phishing Campaign Assessment. Contact [cisacustomerservice@cisa.dhs.gov](mailto:cisacustomerservice@cisa.dhs.gov) and reference "Hawaii Phishing Campaign Assessment" to obtain this service free through CISA. (Target Completion: [State to Insert])
- ☐ **Initiative 6:** Hold or participate in an election-related exercise, including Tabletop the Vote: CISA's National Election Cyber Exercise. (Target Completion: [State to Insert])
- ☐ **Initiative 7:** Schedule a free Cyber Resilience Review with CISA to assess operational resilience and cybersecurity practices. (Target Completion: [State to Insert])



# Related Efforts

- Online ballot tracking system for voters
- Selection of new election vendor / technology
- Geographic Information Systems mapping and geocoding
- Election Day Bus Fares
- Signature Verification Manual



MAHALO!

