



OFFICE OF THE CITY CLERK
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII 96813-3077 TELEPHONE (808) 768-3810

GLEN I. TAKAHASHI
City Clerk (Acting)

April 23, 2015

Mr. Keone Kali
Chairperson, Access Hawaii Committee
c/o Hawaii Information Consortium
201 Merchant Street, 1805
Honolulu, HI 96813

Dear Mr. Kali:

I write in support of the Hawaii Information Consortium's (HIC) effort to renew its contract with the State of Hawaii. In 2014, the Office of the City Clerk utilized the services of the HIC to design, develop, and deploy an online absentee ballot delivery system for servicing Honolulu's uniformed military and overseas voters.

While similar products are commercially available, our office elected the option of working with the HIC to design the system from ground up based upon Honolulu's specific needs and requirements. The entire project commenced in May 2014 for deployment in the General Election. Given the short timeframe, a comprehensive understanding the project's objective and responsiveness by the developer were critical to ensuring that the application would not fail when deployed.

I was most pleased with the HIC team's thoroughness from the requirements identification phase through design, testing, and deployment. The online ballot delivery system streamlined (to literally minutes) internal processes that required hours each day in previous elections. Most importantly, the application allowed for expeditiously servicing of a category of voters that are faced with unique and varying postal challenges when exercising their absentee voting rights.

If you have any questions about our experience with the HIC or would like additional information about the City and County of Honolulu's online absentee ballot delivery system, please contact me at 768-3800.

Sincerely,

A handwritten signature in black ink, appearing to read "Glen I. Takahashi", is written over a faint, larger version of the same signature.

GLEN TAKAHASHI
Acting City Clerk

GT: