

25/09/2023– Situation Report Week 2

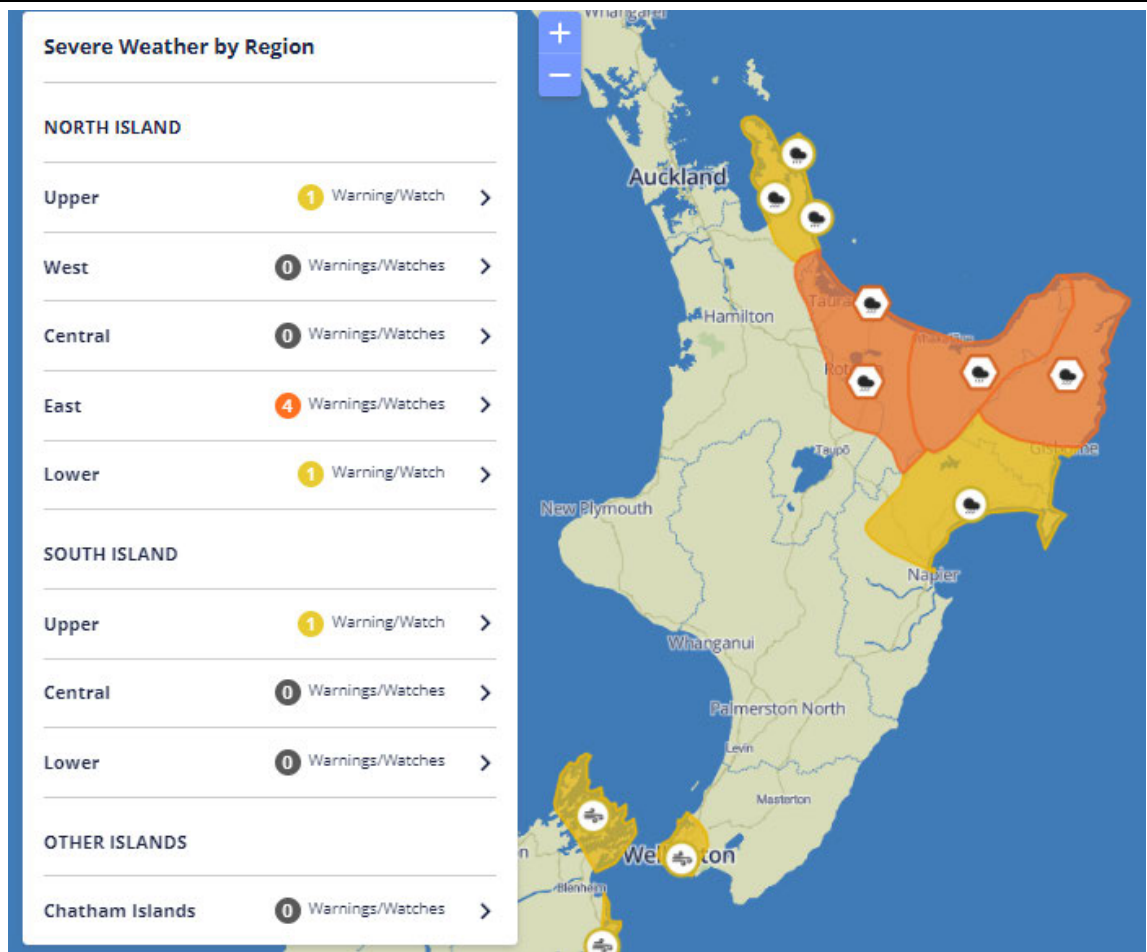
As at 12.33pm on 25/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 2 22092023 - FINAL .docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Queenstown and Southland state of emergency lifted (23/09) Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko south east of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No update from further up the East Cape. No flooding in Bay of Plenty though heavy rain in Tauranga. The rain is falling heavily in Coromandel but there is no flooding and no road closures we are aware of yet. The rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. Most likely there will be a protest at Parliament grounds on Thursday 28 September. All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 2 days</p> <p>Days to advance voting 7 days</p> <p>Days to election day 19 days</p>
Service Desk IT:	<p>8:14am Systems connectivity issue today – Intermittent internet issues with external websites.</p> <p>9.12am Rolling out a fix.</p>
Voting Place – Central NI	<p>GENERAL UPDATE (Friday 22/09)</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] <p>ACTIONS</p> <ol style="list-style-type: none"> Support has been provided to the Trainer. Mitigations for trainer loss were implemented in the CNI region, including 2 trainer sessions. No disruption to training.
Voting Place – South Island	<p>GENERAL UPDATE (Saturday 23/09)</p> <ul style="list-style-type: none"> Weather event for the south peaked Friday night but the cleanup will be ongoing. VP Training went ahead in all lower South Island electorates without too much impact.
Overseas VS Operations	<p>GENERAL UPDATE (22-23/09)</p> <ul style="list-style-type: none"> As a result of some damage, probably caused by the recent strong winds, and the rain overnight, Friday / Saturday, there was a reasonably significant water leak on level 4, in the southwest corner of the Gibson Sheat Centre (GSC). In the e-Learning support area a couple of screens, computing units (NUCs = Next unit of Computing), keyboards and mice are water damaged. These have been disconnected and put aside be assessed by IT. Our services have not been impacted and everything continues to operate as normal.

Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Delivery issues raised last week were either resolved or discussed with the respective Print companies. • This morning, Rongotai had a Signature required consignment left inside the foyer, 6(a) and NZ Post Courier have been notified. • Upcoming Ballot Papers delivery schedule - Ordinary & Maori Ballot Papers <ul style="list-style-type: none"> • 6(a) will despatch the last of theirs today. • 6(a) (Napier) and 6(a) (Christchurch) are progressively despatching. All due into EC HQ's by Monday the 2nd October. • Special Ballots E2,E2G & E2M <ul style="list-style-type: none"> • Progressively despatching – All due into EC HQ's by Monday the 2nd October.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Resolved MIKE outage previously reported. • Corrected the error made in relation to placing an elector on the wrong roll type (placed on General Roll, should have been on Māori roll). • Contacted the elector, and apology and explanation for error provided. Explanation and apology was . • Working with Voting services to design a one-off Easy Vote letter for that elector. • Office of Rawiri Waititi has acknowledged receipt of the advice. • Circa 8,000 online enrolments received over the weekend, meaning we start the week with around 10,500 forms to process
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Connectivity Issue - Multiple sites affected this morning between 0700 and 0845. Service has been restored by our service delivery partners. We are now working to understand root cause. • System Releases – Elections Management System (EMS) and Download Voting Papers (DVP) releases planned for the evening of 25/9 to implement critical fixes from rehearsal (EMS) or in readiness for the start of overseas voting (DVP). • Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for Health & Safety purposes at 8 sites that have no connectivity. • Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of this week's testing. • Key Person risk – Chief Information Officer (CIO) has written communication confirming the plan to key Stakeholders 22/09, action to be closed
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • A quiet weekend on the media front. Expect the focus this week to be on voting starting soon. • Team are preparing a media release about the start of voting (overseas, advance, telephone dictation) to be shared with media Tuesday. • RNZ expected to run a story about Kids Voting this week. <p>Social media</p> <ul style="list-style-type: none"> • Heavy volume of comments and messages from people regarding our 'how votes are counted' content from Friday. Lots of people questioning our processes and sharing incorrect information. • Late Friday afternoon, we were alerted to a Facebook post from someone aligned with Te Pāti Māori that told people they could ring us up and request an advance polling booth at their location. <p>ACTION TAKEN:</p> <p>While the Commission was not tagged into the original post, we did respond on the post correcting the information, after hearing that our community engagement team had started to receive enquiries. We also</p>

	<p>provided FAQs to our people and Telnet who may receive queries. The original poster responded telling us not to spread misinformation on that page. Voting Services has since confirmed that an additional pop-up voting place was agreed to after the publication of voting places in Port Waikato.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> no media enquiries over the weekend 346 enquiries and comments on social media channels over the weekend 18,755 on Saturday; 22, 247 on Sunday visitors to vote.nz
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team had 279 tickets created and received 8 phone calls. 92% of tickets were resolved in one touch. Telnet received 2969 calls and 478 emails over last 7 days. The top enquiry remained to be on updating details, followed by voting in an Election and voting from overseas questions. Currently there are 13 complaints on hand across the business units. No major issues or risks to raise. A dress rehearsal with Voting Services last Thursday was successful, we are continuing to refine the knowledge based for voting related questions ahead of next week. <p>ACTION TAKEN:</p> <p>Remedies were implemented to resolve the call transfer quality issues identified last week. No further issue was raised this morning, but the team will continue working with Telnet and IT to monitor the call quality.</p>
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS</p> <ul style="list-style-type: none"> Concerns passed on by Iwi Chairs regarding Te Pati Māori colours being confused with tino rangatiratanga colours and how voting places will be supported. Iwi Chairs report significant uplift in enquiries about kaupapa Māori voting places and registering new voting places, most likely linked to FB post on Friday. No significant weather impacts for SEP kaimahi other than minor travel disruption in South Island. Tairāwhiti staff are working from home due to building repairs. Online hui held over the weekend amongst Māori leaders in Northern region(s) to discuss concerns over proposed referendum on Te Tiriti heightened fear amongst community.
<p>People & Culture</p>	<p>GENERAL UPDATE:</p> <p>Recruitment Update</p> <ul style="list-style-type: none"> Pre-employment Checks 753 Offers made 1844 Onboarding 804 Onboarding Complete 704 Hired 14897 Total hired number 18,249 (including all stages of offer). <p>Contingency workforce</p> <p>We have engaged with 17 Government Agencies. In the early stages we asked them to promote our roles and encourage their people to apply. We have now identified short areas and reengaged with the agencies to help find staff in those areas.</p> <p>We have also called out to internal National Office staff to work on a contingency basis for the Election.</p> <p>P&C Advisory Enquiries</p> <ul style="list-style-type: none"> Total 2223 of which 1308 were SnapHire-Related
<p>FOR YOUR INFORMATION</p>	

Severe Weather Outlook



**MetService
Extended
Forecast 26 -
29
September**

Tuesday

North Island: Showers for most, some possibly heavy especially in the south and eastern areas. South Island: Rain in Nelson, Marlborough and northern Canterbury. Elsewhere, fine apart from a isolated showers developing in the south and east later.

Wednesday

North Island: Scattered showers, retreating to Taranaki and Waikato northwards later, and clearing elsewhere. South Island: Rain in Nelson and Marlborough clearing early, then mainly fine. Cloudy with a few showers in the east and south, and fine elsewhere.

Thursday

North Island: Scattered showers spreading from the west, then clearing Taupo and Bay of Plenty later. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the southwest, then turning to rain in the far south later.

Friday

North Island: Cloudy periods with scattered showers in the west and north. Mainly fine in the east, with the odd shower. South Island: Mainly fine in the east. Scattered rain elsewhere, but widespread and possibly heavy in the west.

Chatham Islands

Rain with some heavy falls, easing to showers on Wednesday. Showers becoming isolated on Friday. Northerlies, becoming strong on Tuesday, changing lighter southeast late Wednesday. Westerlies developing on Thursday.


Issued: 11:22pm Sun 24 Sep

Valid Tue 26-Sep-2023 through Fri 29-Sep-2023



MINIMAL RISK OF SEVERE WEATHER

Issued 11:11 am 24-Sep-2023

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ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		25/09 - CLOSED
BE	LOW	Trasfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low impact - customer experience during call transfer.		25/09 - CLOSED
Enrolment	MEDIUM	Issue with MIKE application.	22/09/23	Ross McPherson, Director		Processing on enrolment will be delayed.		25/09 - CLOSED

Voting Services Progress report:

Dated: 25.09.23

Executive Summary:

- 100% of Special E2's General and Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
- Of those 22% have been received
- Easy Vote- 100% of Priority one Electorates have had their letters printed
- 93% of Priority two have had their letters printed
- 100% of the Christchurch Party list print has been printed. 50% of the Auckland print completed. All HQ Party list despatched on Monday
- 100% of the Candidate List has been printed. Māori Candidate list all despatched on Wednesday
- Only 107 school deliveries remain of the 1117 school deliveries (95%)

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>Total</i>
Ordinary	0	0	36	36	72
E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep
7	Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep
32	Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep
41	Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep
50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Waiariki	37,387	21-Sep			
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep

VPs Field incidents:

Security Incident Report Summary 25/9/23

Type	Reported	Resolved
Access to HQs or EC Sites	9	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Total Reports Received	19	19

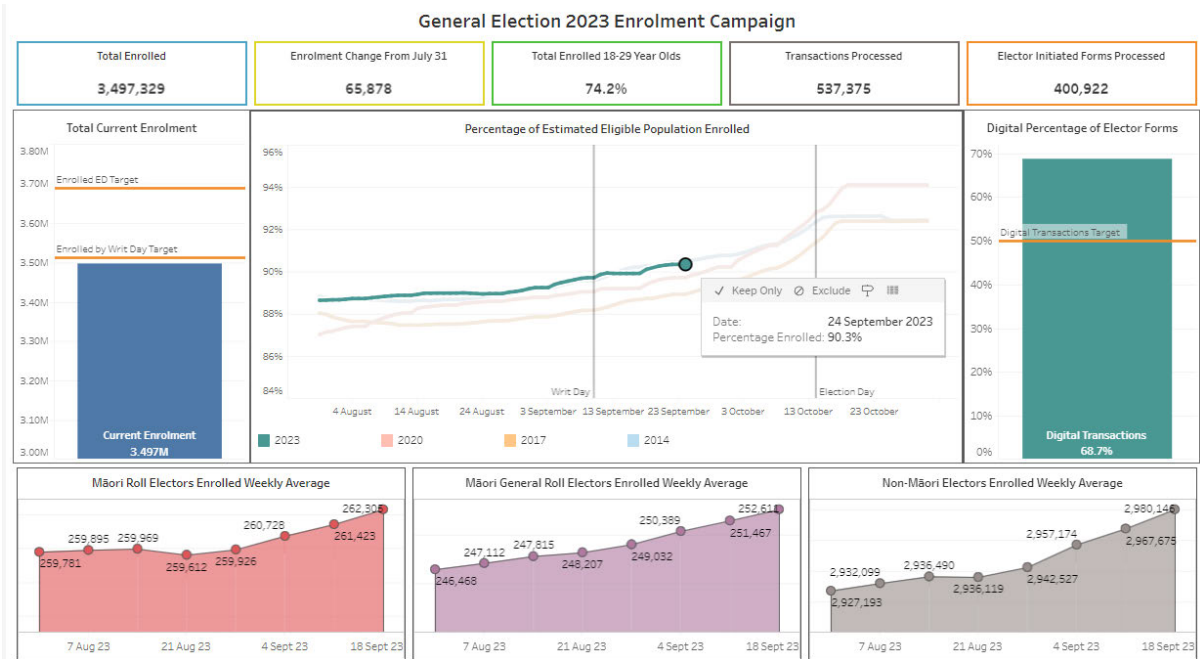
Notes:

Incidents of attempted access to HQs have been intercepted before access was obtained. Staff are vigilant and following procedures. Access to keys and swipe cards have been tightened.

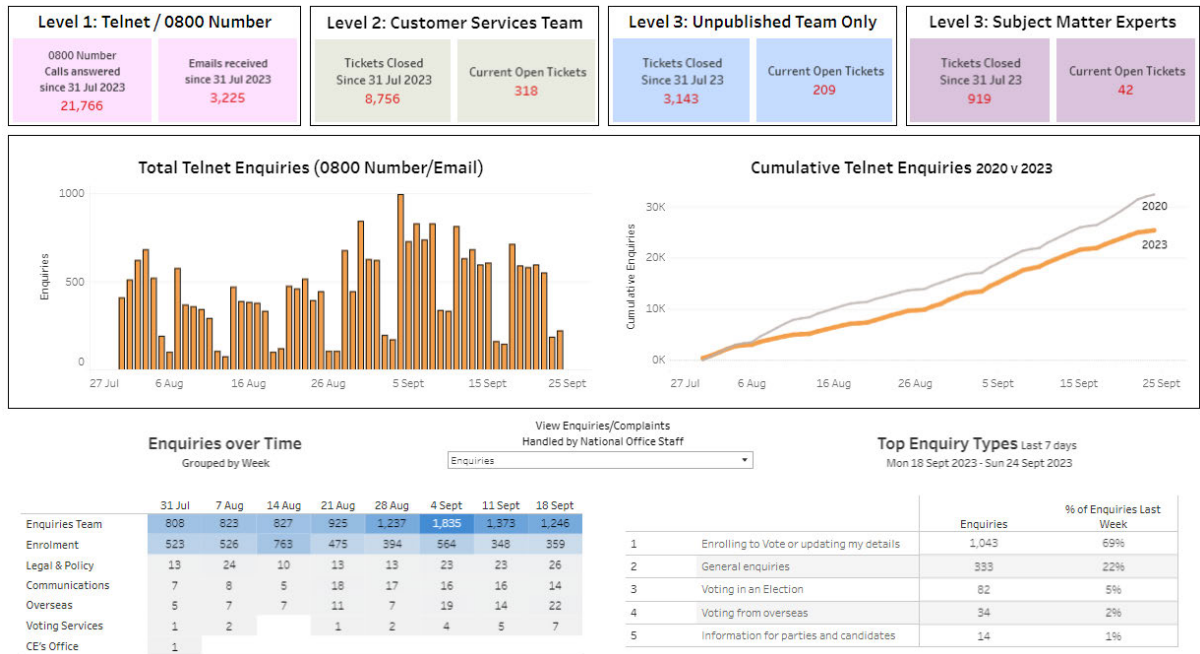
Landlords have updated security and access systems where required

Reported incidents of abuse have mainly been at EC events where staff were easily identified.

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



25/09/2023– ELT Situation Report Week 3 at 2.25pm on

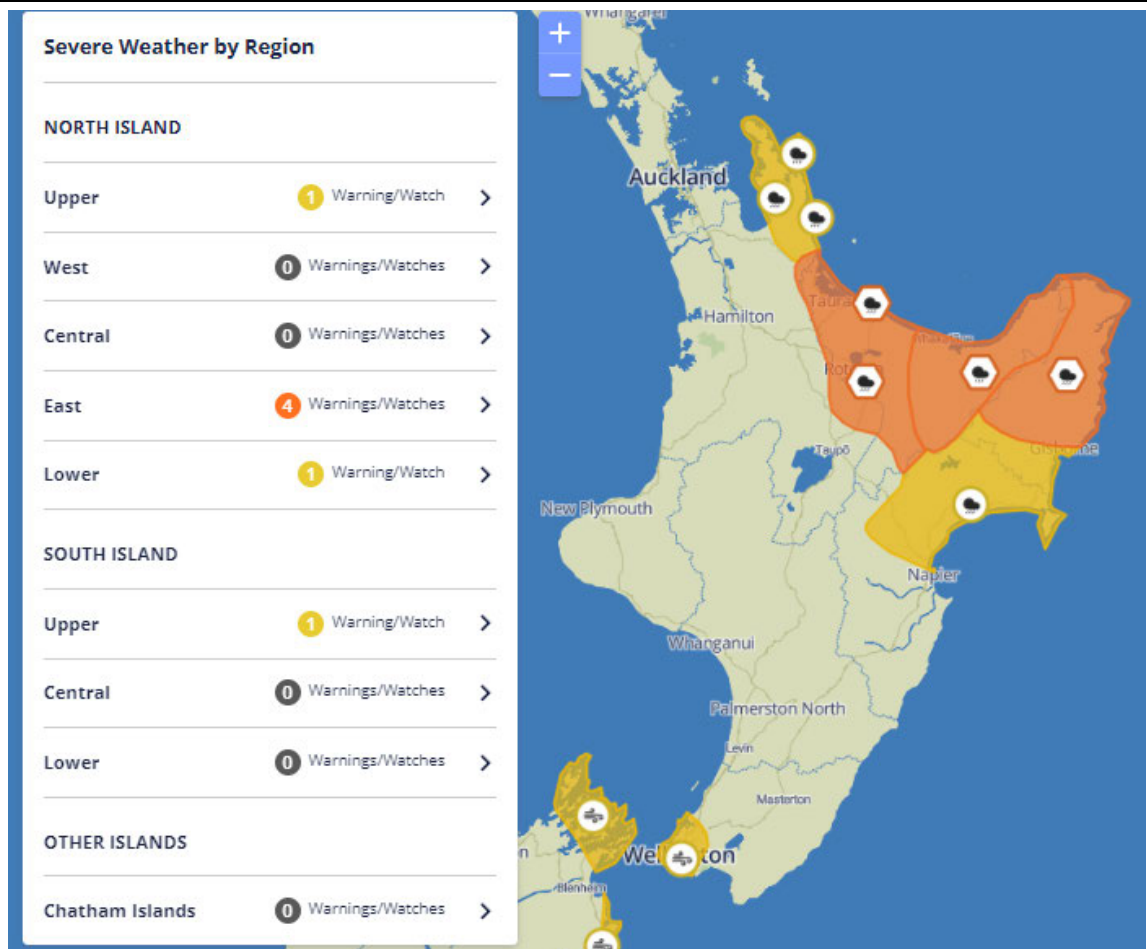
25/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

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	<p>Upcoming Ballot Papers delivery schedule: -</p> <p>Ordinary & Māori Ballot Papers</p> <ul style="list-style-type: none"> • 6(a) will despatch the last of theirs today. • 6(a) (Napier) and 6(a) (Christchurch) are progressively despatching. All due into Electorate Head Quarters by Monday the 2nd October (2nd batch). <p>Special Ballots E2, E2General & E2Māori</p> <ul style="list-style-type: none"> • Progressively despatching – All due into Electorate Head Quarters by Monday the 2nd October.
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Resolved MIKE outage previously reported. • Resolved previous issue regarding placing an elector on the wrong roll type and working with VS re an Easyvote card. • Received 8,000 online enrolments over the weekend, we start the week with around 10,500 enrolment forms to process
<p>IT</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Connectivity Issue - Multiple sites affected this morning between 0700 and 0845. Service has been restored by our service delivery partners. We are now working to understand root cause. • System Releases – Elections Management System (EMS) and Download Voting Papers (DVP) releases planned for the evening of 25/9 to implement critical fixes from rehearsal (EMS) or in readiness for the start of overseas voting (DVP). • Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for Health & Safety purposes at 8 sites that have no connectivity. • Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of this week’s testing. • Key Person risk – Chief Information Officer (CIO) has written communication confirming the plan to key Stakeholders 22/09, action to be closed
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29
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Issued 11:11 am 24-Sep-2023

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ACTION REGISTER LOG

OPEN

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Voting Services Progress report:

Dated: 25.09.23

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E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep
7	Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep
32	Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep
41	Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep
50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Waiariki	37,387	21-Sep			
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep

VPs Field incidents:

Security Incident Report Summary 25/9/23

Type	Reported	Resolved
Access to HQs or EC Sites	9	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Total Reports Received	19	19

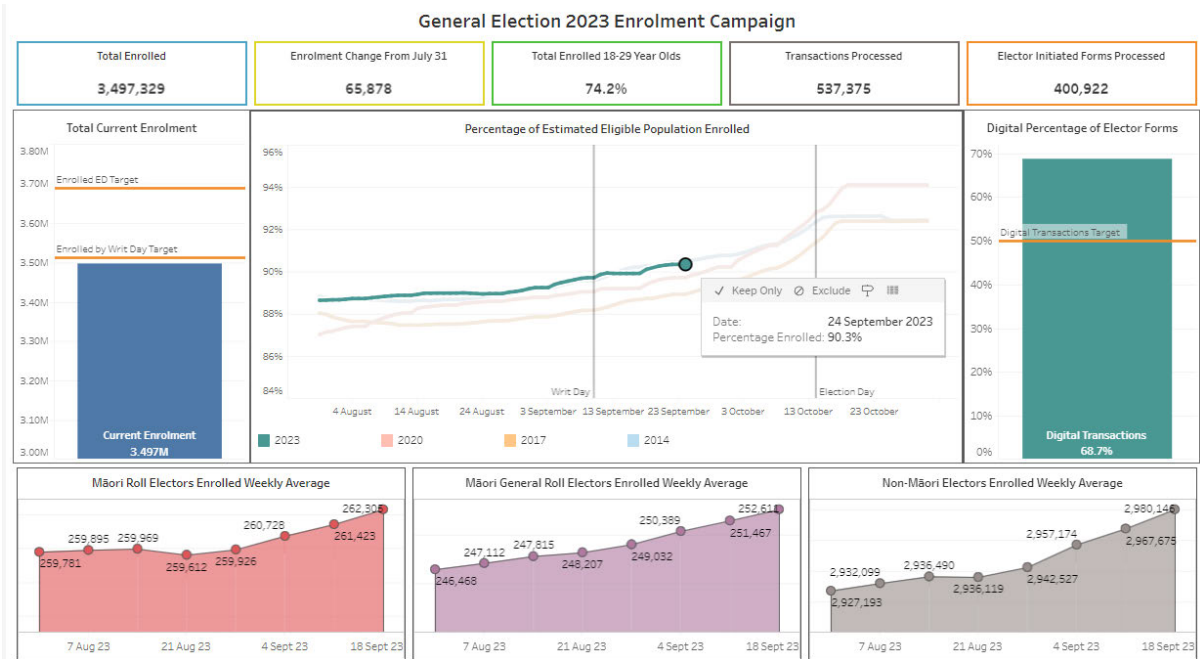
Notes:

Incidents of attempted access to HQs have been intercepted before access was obtained. Staff are vigilant and following procedures. Access to keys and swipe cards have been tightened.

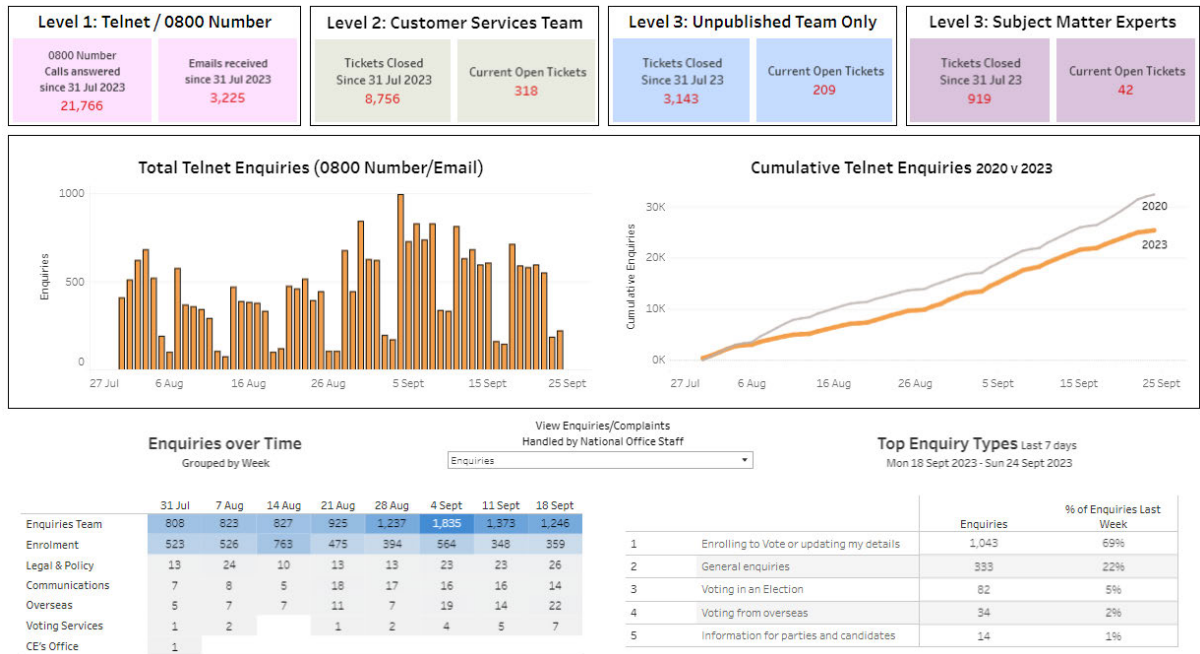
Landlords have updated security and access systems where required

Reported incidents of abuse have mainly been at EC events where staff were easily identified.

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview	Not much movement since last week Friday		
Status of the issue/s	<p>Recruitment Update</p> <ul style="list-style-type: none"> • Pre-employment Checks 753 • Offers made 1844 • Onboarding 804 • Onboarding Complete 704 • Hired 14897 • Total hired number 18249 (including all stages of offer). <p>Contingency workforce</p> <p>We have engaged with 17 Government Agencies. In the early stages we asked them to promote our roles and encourage their people to apply. We have now identified short areas and reengaged with the agencies to help find staff in those areas.</p> <p>We have also called out to internal National Office staff to work on a contingency basis for the Election.</p> <p>P&C Advisory Enquiries</p> <p>Total 2223 of which 1308 were SnapHire-Related</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

25/09/2023– Situation Report Week 3

As at 25/09/2023 prepared by James [REDACTED] / Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	James [REDACTED] Regional Manager CNI		
Overview			
Status of the issue/s	The Trainer is recovering in Waikato Hospital		
Actions Underway	Action	Owner	Description
	Updates as required	James [REDACTED]	Keep in contact with the Coromandel Electorate Manager (Sally [REDACTED])
	Training continuing.	James [REDACTED]	Mitigations for trainer loss were implemented across CNI region, incl 2 trainers in sessions. Training continuing with no disruption.
Notes:	Early observation:		