

26/09/2023– Situation Report Week 3

As at 12:30pm on 26/09/2023 prepared by Paula-Ann [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Paula-Ann [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 3 25092023 - 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 southeast 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 flooding in Bay of Plenty though heavy rain in Tauranga. Rain is falling heavily in Coromandel but there is no flooding and no road closures. 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 around Parliament on Thursday 28 September. The Incident Management team (IMT) was stood up at 9am today. All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 1 day</p> <p>Days to advance voting 6 days</p> <p>Days to election day 18 days</p>
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 100% of Ordinary Ballot papers for advance voting are despatched Easy Vote- 100% of Priority one and two Electorates have had their letters printed 95% of school deliveries have been made National Office Processing Team planning is underway Post Election readiness testing is underway and will conclude on Friday Update from Mainfreight "both the ferries have cancelled their sailings tonight but should sail tomorrow evening. There should be no other impacts for South Island. <p>EasyVote – Hauraki-Waikato Candidate List Insert error</p> <p>Noted the incorrect spelling of ‘Hauraki-Waikato’ appearing as ‘Hauraki -Waitako’.</p> <ul style="list-style-type: none"> The Waikato spelling error is restricted to 33,000 packs. These that went to electors on the Māori roll for Hauraki-Waikato receiving letter 2. The spelling error is restricted to the candidate list only as this was updated by pdf. Variable data was not used for this. <p>ACTIONS:</p> <ul style="list-style-type: none"> Notified affected Māori Electorate Manager Communications team working to update FAQ for centralised enquires. <p>Overseas Voting Services Operations</p> <ul style="list-style-type: none"> Busy checking systems and preparing for tomorrow. Download Voting Papers (DVP)/Upload Voting Papers (UVP) ready to go. Links with comms to

	<p>publish 12:01 Wed 26/09 morning.</p> <ul style="list-style-type: none"> Some Overseas Voting Places currently look like they will not receive voting materials in time for opening. Plan B is being implemented which involves providing electronic versions of key documents. Currently confirming with legal that the usual processes are ok.
Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 6(a) worked with Post Haste on a delivery issue raised at Rongotai yesterday afternoon. 6(a) has now completed all Print deliveries for the GE2023. 6(a) No delivery issue raised today.
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IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Connectivity Issue 25/9 - No further service issues, Incident report due 26/9 from supplier. Field Users Mobile Connectivity – 100 Spark SIMS received and being despatched to targeted locations. Interactive Voice Recognition Call Quality Issues – Further testing scheduled for later this week as part of VS (Voting Services) readiness test. Enrolment Centralised Wifi Access Point improved connectivity and call quality on Zendesk
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Very busy start to the week with media enquiries on a range of topics, including advance voting, overseas voting, start of voting. Few more sensitive issues – questions about Te Pāti Māori treating voters, Commission attendance at gang hui, NZ Loyal list. Media release has gone out today about the start of overseas voting, dictation voting, and advance voting on Monday. <p>Social media</p> <ul style="list-style-type: none"> Social media complaints about Orange Guy pushing the “transgender agenda” with the colour of his sweatbands. <p>Action taken:</p> <ul style="list-style-type: none"> An error picked up in the spelling of ‘Waikato’ in the Hauraki-Waikato EasyVote pack has been raised a couple of times through direct messages but not publicly. We have developed a response which has also been shared with the Enquiries team in case they get complaints. Another Police 105 report made yesterday in response to threatening social media post on the Commission’s Facebook page. <p>Daily metrics</p> <ul style="list-style-type: none"> 14 media enquiries Monday 141 enquiries and comments on social media in past 24 hours 33,280 visitors to vote.nz
Customer	<p>GENERAL UPDATE:</p>

Services	<ul style="list-style-type: none"> • Since yesterday, the team had 311 tickets created, received 42 phone calls and made 7 outbound calls. 87% of tickets were resolved in one touch. Telnet received 3306 calls and 498 emails over last 7 days. • The top enquiry remained to be enrolment related, followed by EasyVote and Where & When can I vote questions. • Currently there are 8 complaints on hand across the business units. No major issues or risks to raise. • We are refining instructions for Telnet around Download Voting Paper to ensure we are ready for the Overseas voting opens tomorrow. • An aggressive caller made 14 calls to Telnet and the Customer Services team yesterday. He wanted to be removed from the roll and also asked about political party rules. He then started ranting about the NZ government and foreigners coming to take government jobs, etc. He became more aggressive and then abusive after each call. The phone number will be blocked for four weeks (warnings given). As this impacted staff, a 105 Police report and an EC Health & Safety form will be completed. <p>Action taken:</p> <ul style="list-style-type: none"> • The team continues to work with Telnet and IT to investigate the 3-way conversations issue and a new issue raised today on static calls. • IT is currently working to strengthen the WIFI signal for better call quality at the Upper Hutt office.
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Have been informed that gang members across the motu are planning to vote en masse at various voting places. Working with leaders to get more info on likely numbers and locations.
People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment</p> <ul style="list-style-type: none"> • Pre-Employment Checks - 676 • Offers made 1717 • Onboarding 774 • Onboarding complete 678 • Hired – 1552 <p>Total hired number 18721</p> <ul style="list-style-type: none"> • Employee shortages in Taihape and surroundings and West Coast Tasman • Also looking at potentially appointing fewer Voting Assistants in remote Voting Places • Specific actions explored for how we are to address these shortages further through contingency workforce efforts • Bottle neck identified at the “Offers Made” and “Onboarding” stage – difficulty uploading completed forms and relevant documentation <p>Action: Martin and Izak to explore using EA’s/Admin staff at National Office to assist with manual uploading of recruitment forms into Snaaphire.</p>
FOR YOUR INFORMATION	
MetService Forecast for 26 Sep	<p>Northland Showers, frequent this afternoon. Auckland to Taumarunui, including Coromandel, Bay of Plenty and the central high country.</p>

Scattered showers, becoming widespread and possibly heavy with thunderstorms south of Hamilton from afternoon, then easing this evening.

Gisborne and Hawke's Bay

Showers. Thunderstorms possible from afternoon, with localised downpours.

Taranaki to Wellington, including Wairarapa.

Periods of rain, heavy at times. Gale southerlies gusting 120 km/h in exposed parts of Wellington and possibly southern Wairarapa.

Marlborough and North Canterbury

Rain spreading south today. Gale southerlies gusting 120 km/h about the Marlborough coast.

Remainder of the South Island

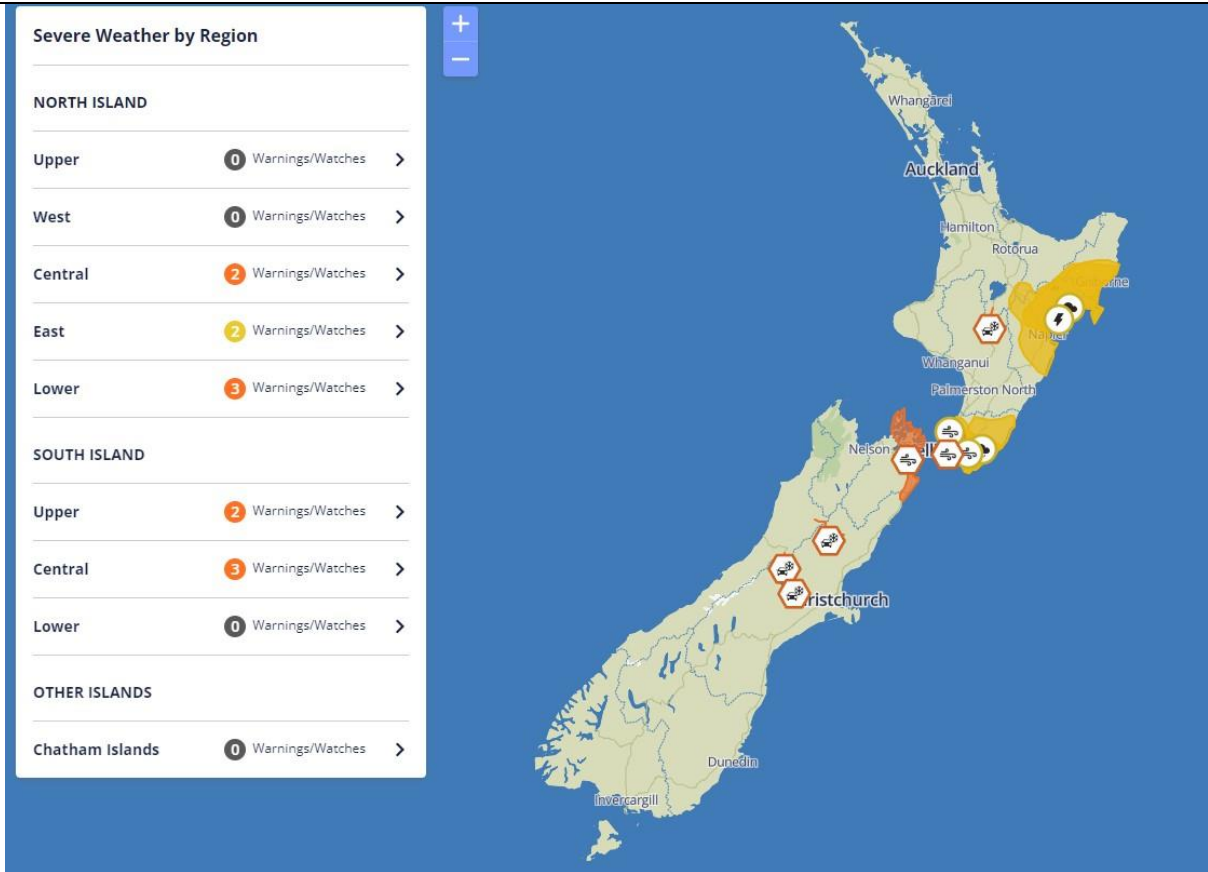
Mostly fine, but areas of low cloud or fog in Southland this morning and scattered rain for Nelson this afternoon.

Chatham Islands

Rain.

Issued: 8:11am Tue 26 Sep

Severe Weather Outlook



MetService Extended Forecast 26-1 Oct

Wednesday

North Island: Showers, mainly from Taihape southwards. South Island: Rain in Canterbury and Marlborough. Mainly fine apart from a few showers elsewhere.

Thursday

North Island: Showers, but just isolated showers in the east. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the south.

Friday

North Island: Cloudy periods with showers in the west and north. Mainly fine in the east, with the

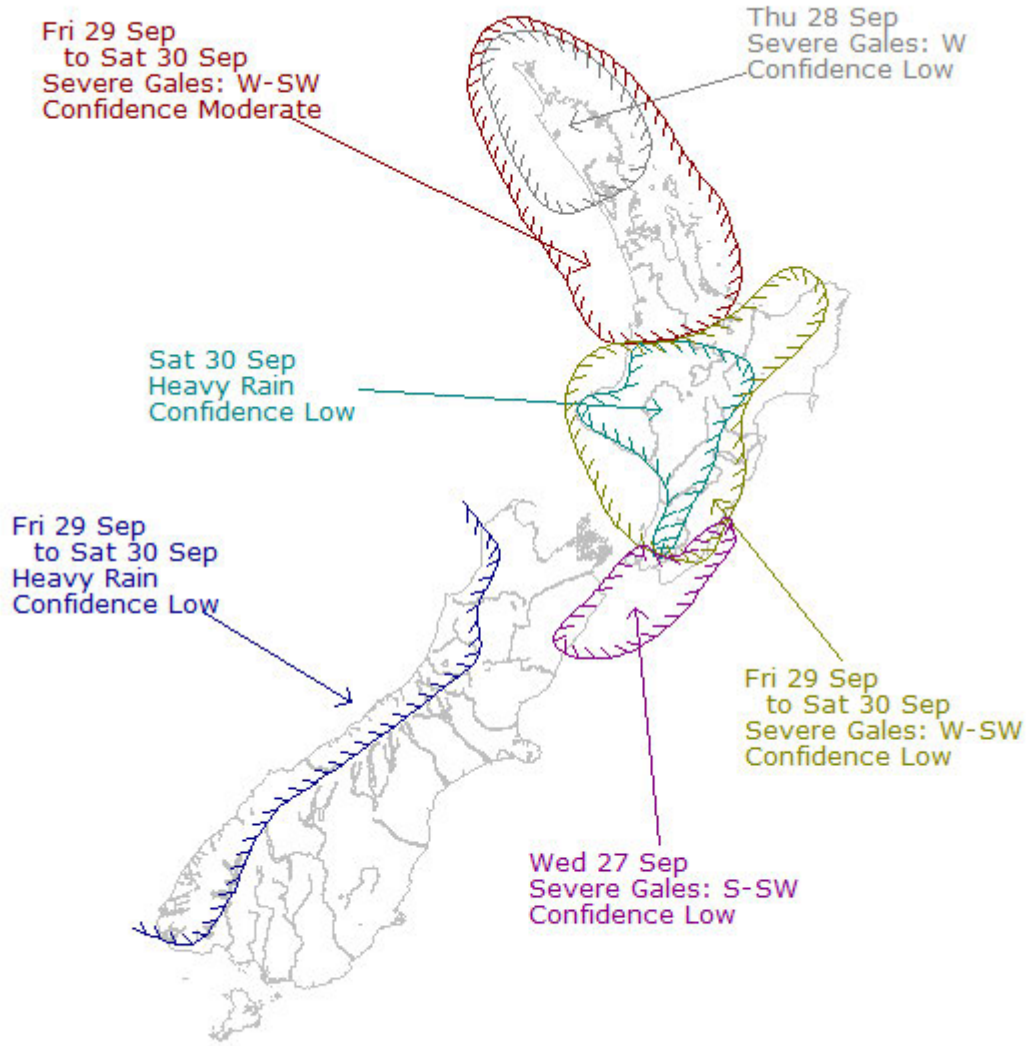
odd shower. South Island: Mainly fine in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Chatham Islands

Rain with heavy falls and strong northerlies, easing to showers and westerlies later on Wednesday. Showers becoming isolated on Friday.

Issued: 11:30pm Mon 25 Sep

Valid Wed 27-Sep-2023 through Sat 30-Sep-2023



Issued 11:31 am 25-Sep-2023

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

Voting Services Print Progress report:

Dated: 26.09.23

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	0	65	65
E2	0	0	25	40	65
E2- <i>General</i>	0	0	25	40	65
E2- <i>Maori</i>	0	0	0	7	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	0	29	32	4	65
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	0	7	0	7

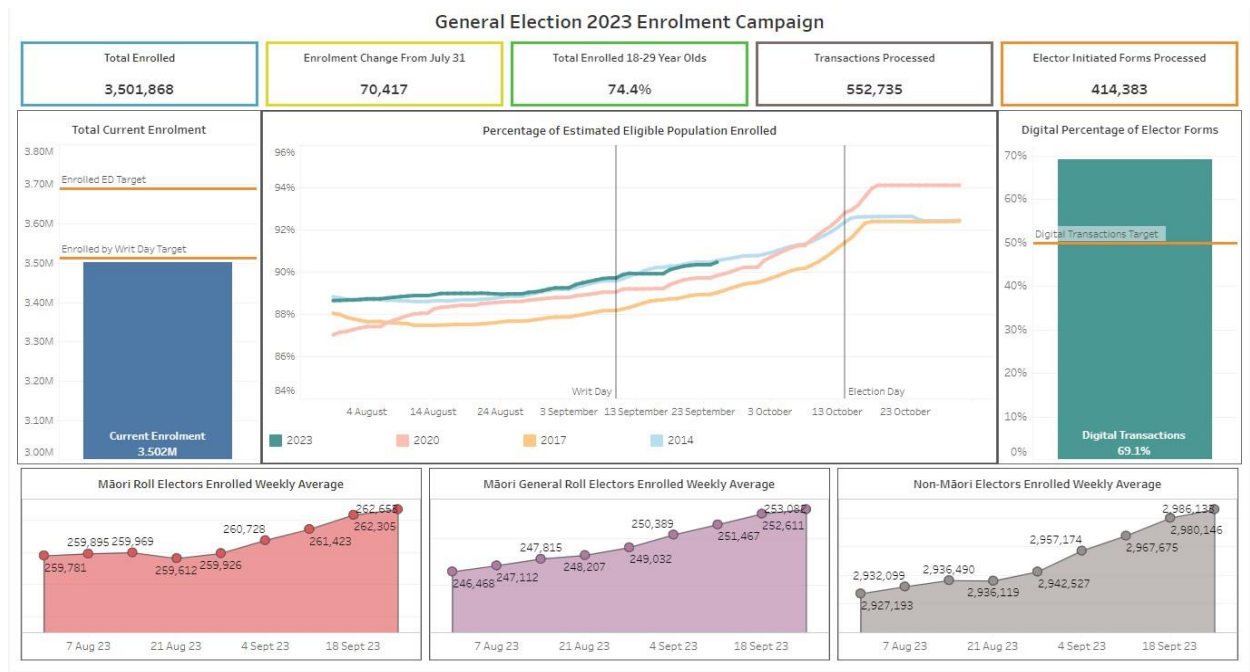
EasyVote Production Update

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-Sep	22-Sep	25-Sep	
22 Manurewa	42,703	18-Sep	22-Sep	22-Sep	25-Sep	
37 Panmure-Otahuhu	45,012	18-Sep	22-Sep	22-Sep	25-Sep	
10 East Coast Bays	46,832	18-Sep	22-Sep	22-Sep	25-Sep	
64 Whangarei	50,843	18-Sep	23-Sep	25-Sep	25-Sep	
3 Bay of Plenty	51,373	19-Sep	23-Sep	25-Sep	25-Sep	
19 Kelston	44,250	19-Sep	24-Sep	25-Sep	25-Sep	
23 Maungakiekie	42,709	19-Sep	24-Sep	25-Sep	26-Sep	
31 Northcote	46,646	19-Sep	24-Sep	25-Sep	26-Sep	

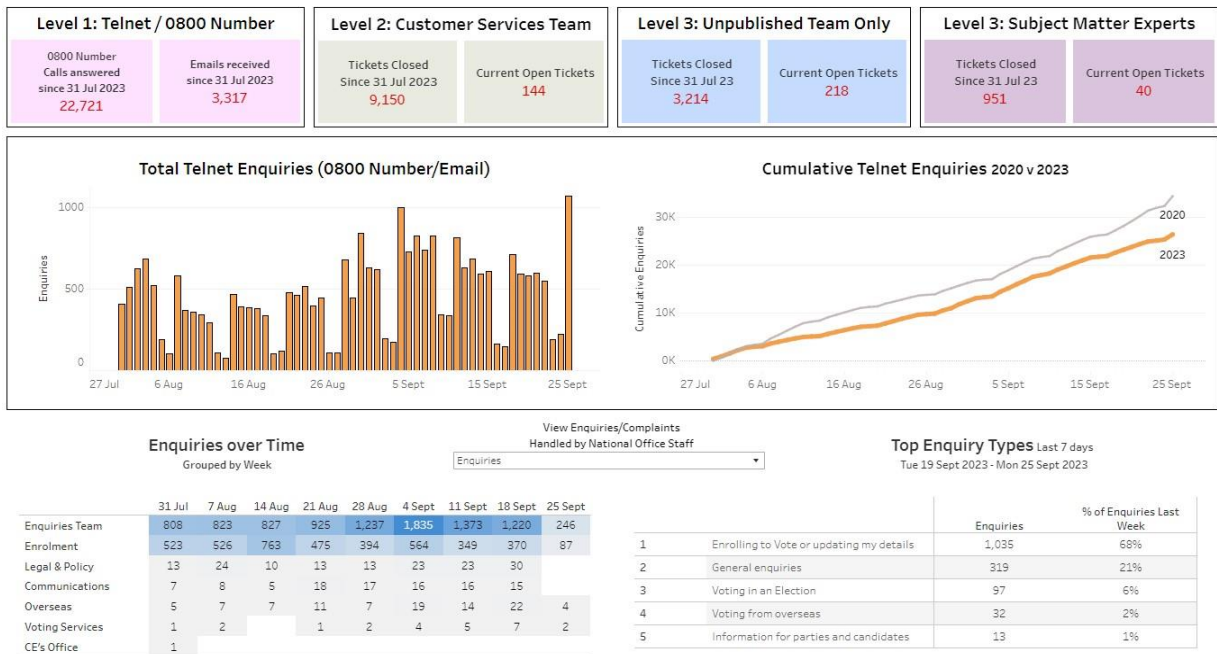
4	Botany	48,856	19-Sep	25-Sep	25-Sep	26-Sep
25	Mt Roskill	47,817	19-Sep	25-Sep	25-Sep	26-Sep
28	New Lynn	49,164	19-Sep	25-Sep	25-Sep	26-Sep

Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
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	22-Sep	22-Sep	24-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	Wairiki	37,387	21-Sep	24-Sep	24-Sep	24-Sep
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep
53	Te Atatu	47,120	21-Sep	23-Sep	23-Sep	24-Sep
54	Tukituki	48,189	21-Sep	23-Sep	23-Sep	24-Sep
56	Waikato	48,537	21-Sep	23-Sep	23-Sep	24-Sep
62	Whanganui	47,487	22-Sep	24-Sep	24-Sep	25-Sep
26	Napier	47,172	22-Sep	24-Sep	24-Sep	25-Sep
58	Wairarapa	51,338	22-Sep	23-Sep	24-Sep	24-Sep
16	Invercargill	46,107	22-Sep	24-Sep	24-Sep	25-Sep
65	Wigram	45,316	23-Sep	25-Sep	25-Sep	25-Sep
44	Rotorua	44,103	23-Sep	25-Sep	25-Sep	25-Sep
36	Palmerston North	43,434	23-Sep	25-Sep	25-Sep	26-Sep
34	Otaki	50,632	23-Sep	25-Sep	25-Sep	26-Sep

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



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FOR YOUR INFORMATION	

**MetService
Forecast for
26 Sep**

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**Severe
Weather
Outlook**



**MetService
Extended
Forecast 26-
1 Oct**

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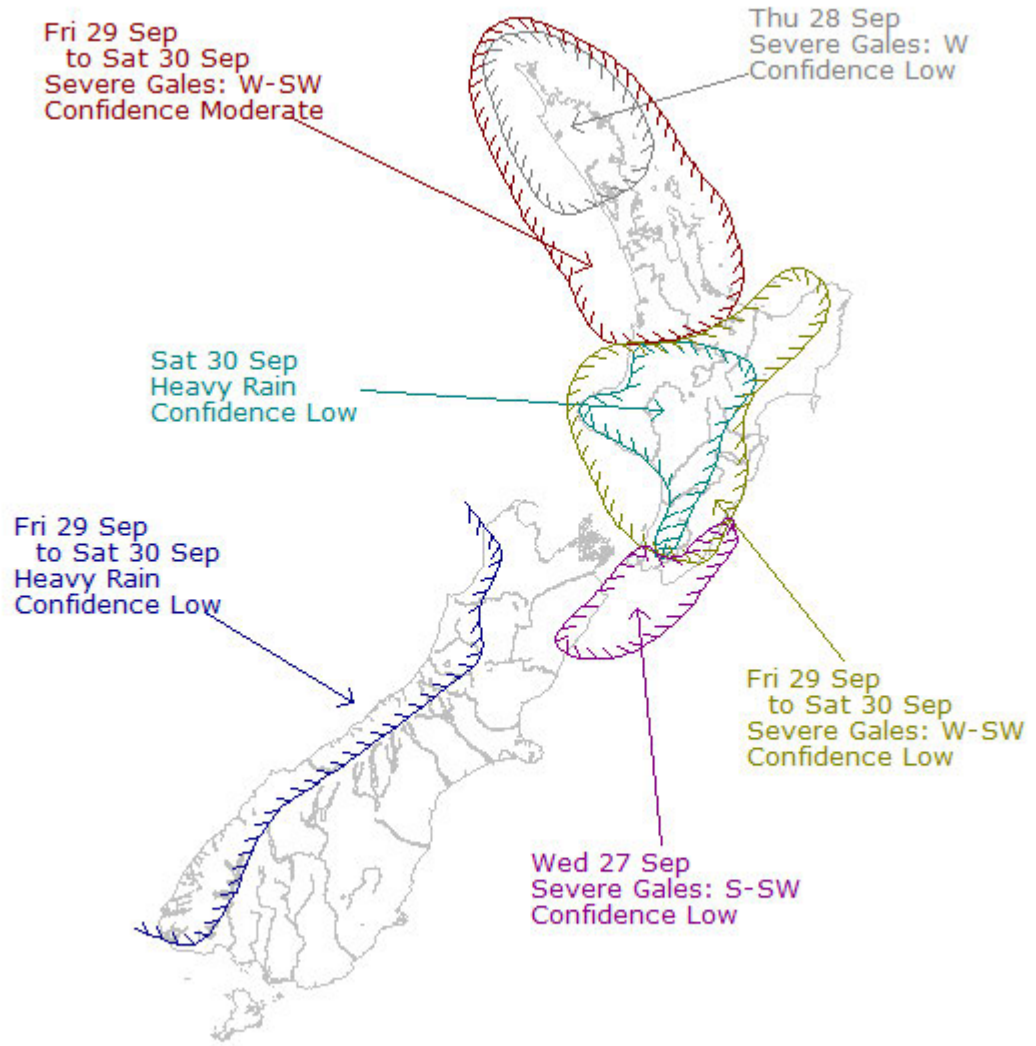
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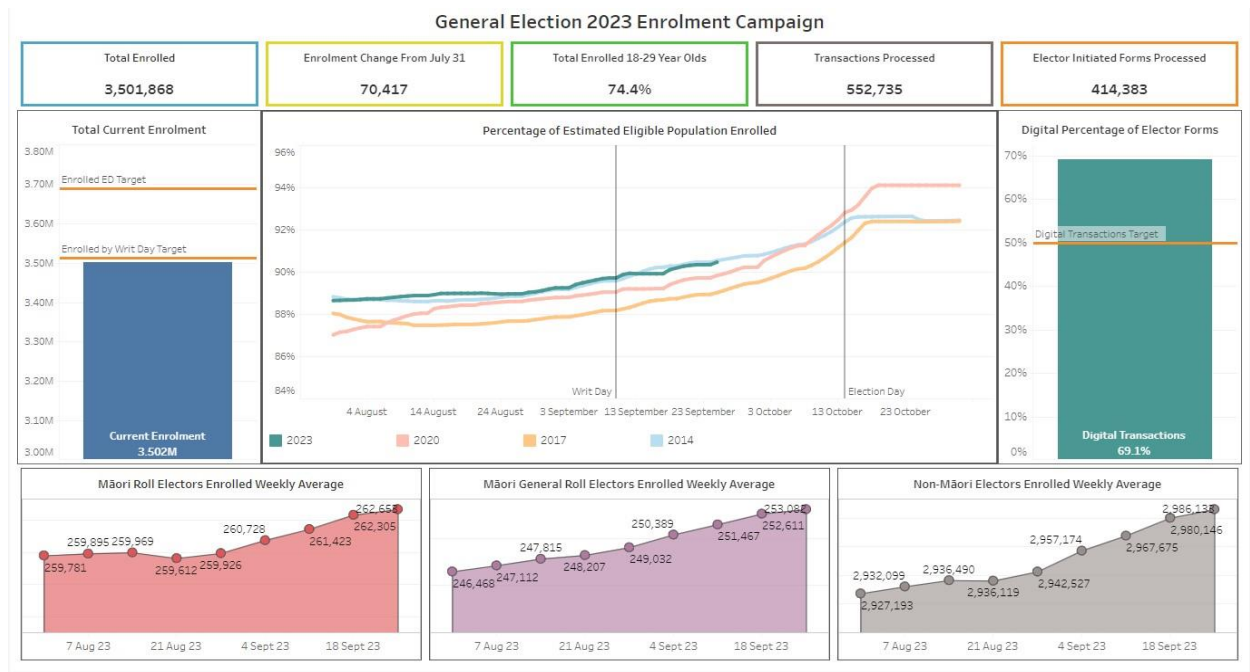
© Meteorological Service of New Zealand Ltd

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OPEN

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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

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Customer Enquiries and Complaints Dashboard

