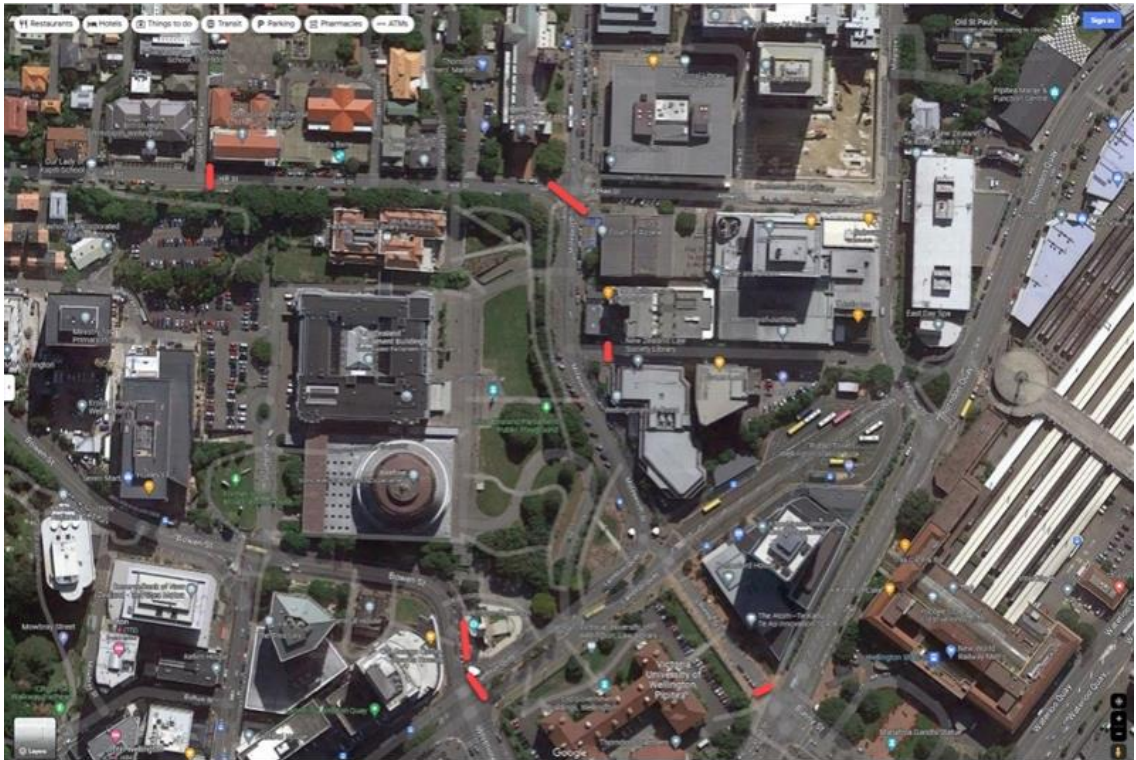


27/09/2023– Situation Report Week 3

As at 12:30noon on 27/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT SITREPS 26092023 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. • Traffic management plans for road closure and bus stops arrangements to prepare for the protest. • Lucy emailed out the National Incident Management Team Response plan – IMT Roles and Responsibilities.
Key Dates	<p>Days to start of overseas voting 0 day</p> <p>Days to advance voting 5 days</p> <p>Days to election day 17 days</p>
Update on Wellington protesters	<p>When: Thursday, 28 September and Saturday, 30 September</p> <p>Where: Civic Square and Parliament</p> <p>Thursday 28 September, protestors will gather in Civic Square at approximately 10am, before heading along Mercer Street, Willis Street and Lambton Quay as they make their way to Parliament. Some cars may be included as part of the convoy but will need to go another route – likely up towards Victoria Street, Dixon and Willis Street.</p> <p>Saturday 30 September, protestors will gather in Te Aro Park at approximately 10am, before heading along Manners Street, Willis Street and Lambton Quay as they make their way to Parliament.</p> <p>When are the roads closed: 11.59pm Tuesday to 12.01 on Friday</p> <ul style="list-style-type: none"> • Harris Street (Victoria Street end) • Hill Street closed between Molesworth/Aitken Streets and Guildford Terrace • Kate Sheppard Place (Molesworth Street end) • Lambton Quay / Bowen Street intersection and Bunny Street near the bus depot restricted to buses only. <p>Bus stops:</p> <p>From Wednesday 27 September buses can access the cordoned off area into Wellington Station, but detours are in effect for bus routes 14, 22, 81, and 84 due to road closures, and will remain in place until roads re-open.</p> <p>All stops on Molesworth Street are closed. Routes 14, 81, and 84 towards Wilton and Lower Hutt will travel via Bowen Street, and Tinakori Road. The nearest bus stop is Lambton Quay North – Stop D. CBD-bound buses are not affected.</p> <p>Route 22 will travel via a detour to Wellington Station but serve all usual bus stops. Route 22 to Mairangi or Johnsonville is not affected.</p>



Police map showing road closures planned for protest activity around Parliament Grounds



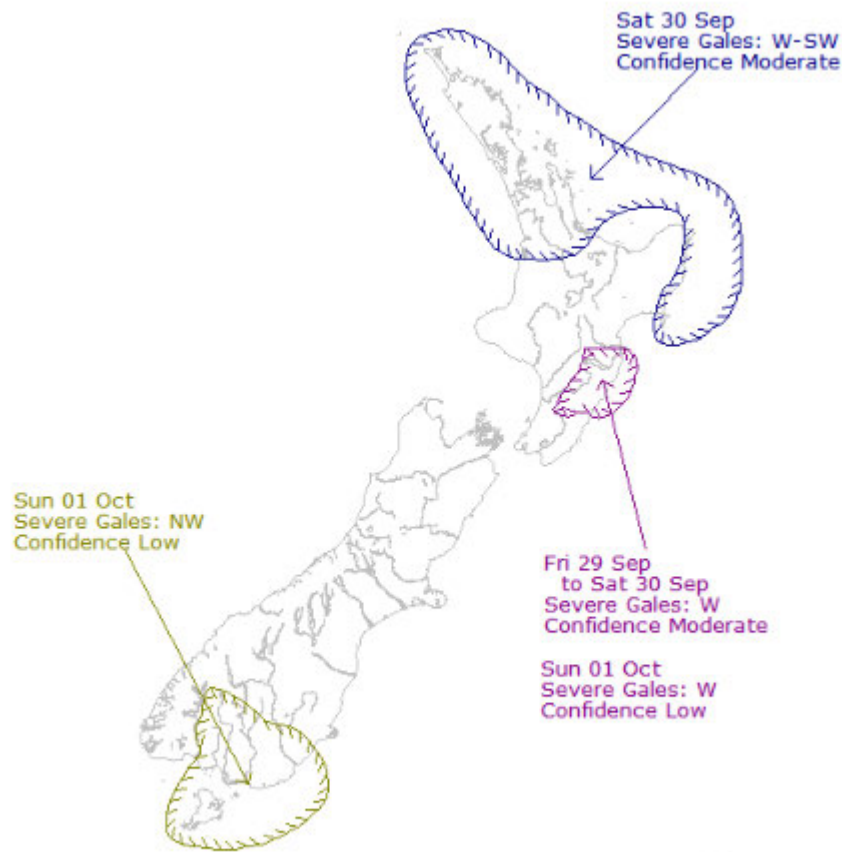
Molesworth Street closure map. Photo / Metlink

	<p>IMT Update:</p> <ul style="list-style-type: none"> • IMT was stood up on 26 September. • Generic comms on staff safety was sent out to EC All Staff yesterday, followed by a specific comms on disruptions in Wellington to the National Office staff this morning. There is no indication that the Commission is targeted. • Some contingencies already planned by the Aitken Street HQs, including moving the trainings to the Rongotai HQ tomorrow. • The Aitken Street HQ will remain open. The Regional Manager and Electorate Managers will manage local activities and movements directly. • Police assessment – there’s no intent to occupy Parliament, anticipate 1000 people. Some ferry services were cancelled due to weather conditions. • IMT will continue monitoring the situation and will meet again at 4pm today.
<p>Voting Services</p>	<p>GENERAL UPDATE</p> <p>Overseas Operations team as of 12:30pm today</p> <ul style="list-style-type: none"> • Over 2200 voting papers were downloaded and 232 uploaded • Sixteen voters had completed their secret telephone dictation vote. • Deliveries have now arrived at overseas voting places (OVPs) in Manila, Philippines and Nukualofa, Tonga. • Ballot papers are now available via Tupu for the remaining delivery delay affected OVPs to download • As per the agreed action plan, the Ballot Papers are now available via Tupu for the remaining delivery delay affected OVPs to download. <p>Other progress:</p> <ul style="list-style-type: none"> • EasyVote: All of priority groups 1, 2 and 3 have been produced and lodged for delivery. • Post-election readiness testing is underway and will conclude on Friday • All of the second tranche of ballot papers have been printed and are currently being delivered. <p>Ballot papers – Te Tai Tonga</p> <ul style="list-style-type: none"> • Issues have been identified with the ballot papers for at least two Māori electorates, where the unique number printed on the top right-hand corner of each ballot paper is showing through on the reverse side of some ballot papers. • Based on the checking undertaken, it is assumed that this issue is occurring across all Māori electorates. • Members of the Operations Group have met to consider the impact of the issue and potential remediations. It was noted the remediation of reprinting all Māori electorate ballot papers could significantly impact the field’s ability to provide services to Māori voters, particularly as the logistics that ensure ballot papers are ready for voting on Monday are well underway (particularly for large, rural electorates). Removing and replacing ballot paper pads at this late stage would create an operational impact that would also risk impacting voters. <p>AGREED ACTIONS:</p> <ul style="list-style-type: none"> • The VS field will proceed with using the current printed Māori electorate ballot paper pads • The VS Team will provide guidance to Electorate Managers on how to respond to this issue, should it be identified by a voter in a voting place <p>Ballot papers – Christchurch Central</p> <ul style="list-style-type: none"> • A number of ballot paper pads for Christchurch Central had perforation issues, which could create difficulties for vote issuing staff when issuing the papers. • These are being reprinted, noting that Christchurch Central still has a sufficient number of pads to service voting places from Monday. <p>ACTION:</p> <ul style="list-style-type: none"> • Christchurch-based printer (6(a)) is reprinting 100 pads.
<p>IT</p>	<p>NEW ISSUE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical vulnerability - we have identified a new

	<p>global critical vulnerability called “Webp” that highlights potential security risks to some of our systems. We are conducting an impact assessment with our service deliver partners.</p> <p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Connectivity Issue 25/9 - No further service issues, Incident report suggests issues were triggered by Daylight savings changes at the weekend, but still to be 100% confirmed. Meeting supplier to discuss next steps 28/9. • Field Users Mobile Connectivity – All additional Spark SIM cards received and in the process of being delivered to sites. Bulk activation process agreed and in place with Spark. • Interactive Voice Recognition Call Quality Issues – Acceptance testing scheduled for Thursday 1:30pm. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality and call transfer issues. Higher spec Contact Centre headsets being arranged to mitigate the noise pollution concerns at site in Upper Hutt.
<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Advertising</p> <ul style="list-style-type: none"> • ‘Voting starts soon’ messaging running since Sunday. Advertising is now upweighted across all channels, including TV. <p>Media</p> <ul style="list-style-type: none"> • Yesterday’s media release about voting starting generated a number of stories and requests for interviews. • Chief Electoral Officer interviewed by TVNZ and Newstalk ZB; interview with Q&A this morning. • Themes of queries - stats and information on voting, I voted stickers, escalation channels to Twitter. • Receiving lots of requests from media to film people voting. <p>Social media /web</p> <ul style="list-style-type: none"> • Links to Upload and Download voting papers added to overseas pages on vote.nz just after midnight last night. • Overseas voting posted across all social channels this morning. • Themes - questions about overseas voting; questions around services to deaf voters and use of Relay service. NZ Loyal continues to elicit comments. <p>Daily metrics</p> <ul style="list-style-type: none"> • 22 media enquiries • 91 enquiries and comments on social media • 37,698 visitors to vote.nz
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 432 tickets created, received 53 phone calls and made 6 outbound calls. 86% of tickets were resolved in one touch. Telnet received 3,842 calls and 548 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 significant issues or risks to raise. • The team is facilitating the work with IT and Overseas team to divert all Download Voting Paper emails from Telnet to the Overseas team, not to the Enrolment. <p>ACTIONS TAKEN:</p> <ul style="list-style-type: none"> • The team continues to work with Telnet and IT to investigate / monitor the 3-way conversations, static sound and Zendesk audio quality issues.
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Themes around enrolment support this week, some concerns about ease of access and mistrust of online tools. • Engagement kaimahi in Wellington have put in place steps to maintain personal safety in light of the protests and their planned hui.
<p>People &</p>	<p>GENERAL UPDATE:</p>

Culture	Recruitment <ul style="list-style-type: none"> • Pre employment Checks 814 • Offers made 1,601 • Onboarding 1,310 • Hired 14,921 Total hired number 18,651. <ul style="list-style-type: none"> • The total number of queries are still high with 2,223 handled week ending 22 Sept. • SnapHire queries 1,308.
FOR YOUR INFORMATION	
Any emerging events across the country	Typhoid outbreak in Tairāwhiti: 6 cases in rural workers in Tairāwhiti. Local public health is monitoring the situation. Interislander Service alerts (26/09/23 2.30pm update): <ul style="list-style-type: none"> • Kaitaki sailings from 8.45am Tuesday 26 September have been cancelled, expected to return to service for the 8.30pm sailing Wednesday 27 September. • Aratere sailings from 3.45pm Tuesday 26 September have been cancelled, expected to return to service for the 3.45pm sailing Wednesday 27 September. • Kaiarahi is expected to return to service on Thursday 28 September, however due to the ongoing weather impacts she will run freight-only and her departure time may vary from what is scheduled. We will provide updates as regularly as possible • Strong winds and swells are forecast for Cook Strait (27/09)
Severe Weather Outlook	Unsettled weather is forecast over Aotearoa/New Zealand for most of the outlook period, with a strong west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect the country on Friday and Saturday, then the flow turns northwest over southern New Zealand on Sunday ahead of another trough over the Tasman Sea. There is moderate confidence of severe westerly gales for the Tararua District and Hawke's Bay south of Cape Kidnappers on Friday plus Saturday morning, and low confidence of severe westerly gales returning on Sunday. On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland, Waikato, Coromandel Peninsula and western Bay of Plenty. There is also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne On Sunday, there is low confidence of severe northwest gales for Southland, Stewart Island and Clutha

Valid Thu 28-Sep-2023 through Sun 01-Oct-2023



Issued 11:27 am 26-Sep-2023

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**MetService
Extended
Forecast 28-
30
September**

Thursday

North Island: Showers for most, but only isolated showers in the east. Possible thunderstorms north of Waikato. 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: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, possibly heavy about central North Island. South Island: Showers for most.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

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
						Reputational - Direct impact on Maori voters	Notified affected Māori Electorate Manager Communications team working to update FAQ for centralised enquires.	
VS	MEDIUM	EasyVote - spelling error on Hauraki-Waikato appearing as Hauraki-Waitako	26/09/23	Adele, PA VS			REsponse developed by COMms to share with Enquiries team.	

Voting Services Print Progress report:

Dated: 27.09.23

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
30	North Shore	47,764	20-Sep	26-Sep	26-Sep	27-Sep
35	Pakuranga	44,382	20-Sep	26-Sep	26-Sep	27-Sep
55	Upper Harbour	50,988	20-Sep	26-Sep	26-Sep	27-Sep
20	Mana	49,017	20-Sep	26-Sep	26-Sep	27-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 Hauauro	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	Waiariki	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	Wairapa	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

42	Remutaka	48,971	23-Sep	26-Sep	26-Sep	27-Sep
43	Rongotai	47,819	23-Sep	26-Sep	26-Sep	27-Sep
33	Ohariu	46,908	23-Sep	26-Sep	26-Sep	27-Sep
47	Taieri	49,611	24-Sep			
27	Nelson	49,585	24-Sep			
45	Selwyn	51,531	24-Sep	26-Sep	26-Sep	27-Sep
2	Banks Peninsula	54,605	24-Sep			
57	Waimakariri	53,385	25-Sep			
15	Ilam	48,375	25-Sep			

Field incidents:

Security Incident Report Summary 27/9/23

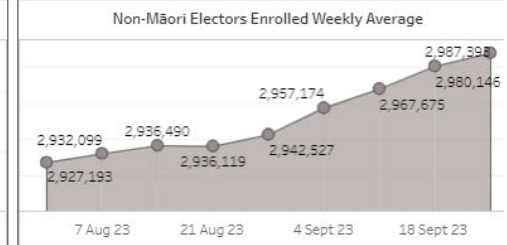
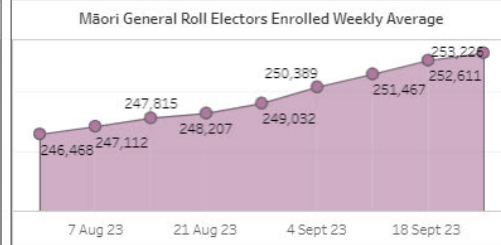
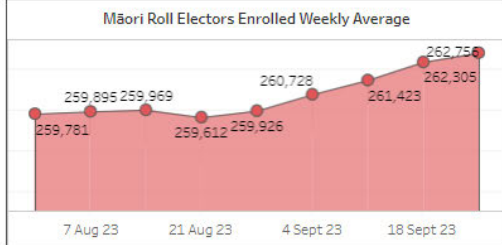
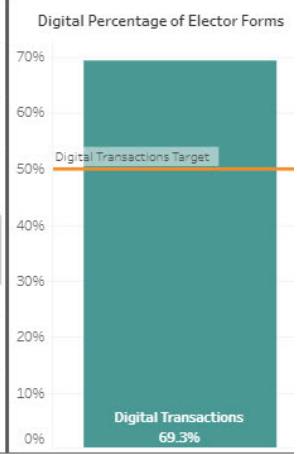
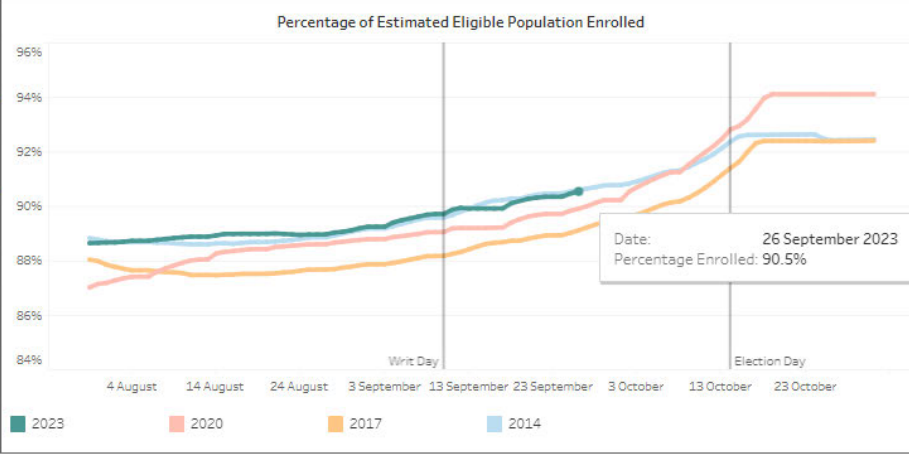
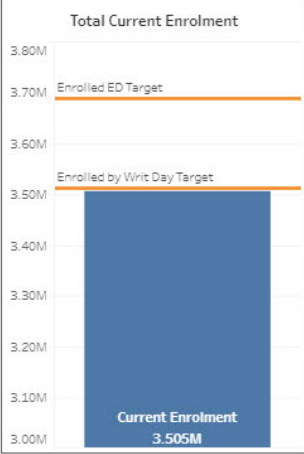
Type	Reported	Resolved
Total Reports Received	21	21
Access to HQs or EC Sites	10	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Other	1	1

- Fringe party candidate accidentally found Electorate HQ. Was campaigning in business unit carpark to other tenant workers and passersby's, Landlord contacted and candidate voluntarily moved on.
- Heighted awareness of security around parliament with protesters expected Thursday 28 Sep.
- 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

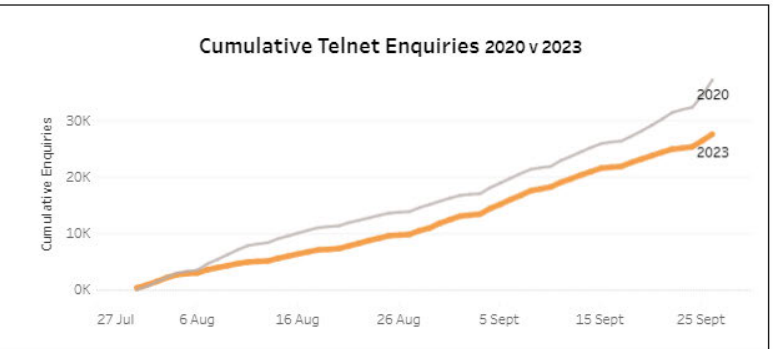
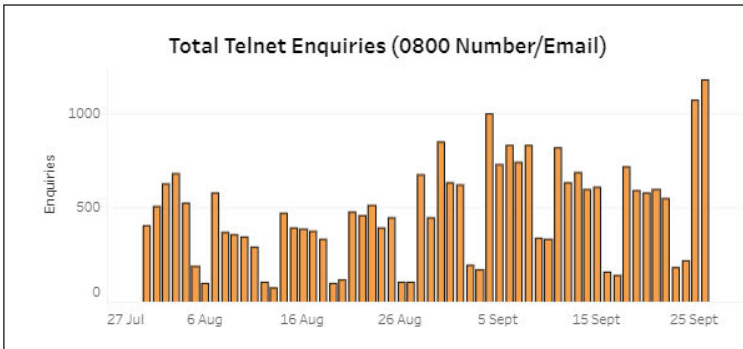
General Election 2023 Enrolment Campaign

Total Enrolled 3,504,882	Enrolment Change From July 31 73,431	Total Enrolled 18-29 Year Olds 74.6%	Transactions Processed 562,829	Elector Initiated Forms Processed 423,514
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Customer Enquiries and Complaints Dashboard

Level 1: Telnet / 0800 Number 0800 Number Calls answered since 31 Jul 2023: 23,749 Emails received since 31 Jul 2023: 3,441	Level 2: Customer Services Team Tickets Closed Since 31 Jul 2023: 9,451 Current Open Tickets: 171	Level 3: Unpublished Team Only Tickets Closed Since 31 Jul 23: 3,289 Current Open Tickets: 217	Level 3: Subject Matter Experts Tickets Closed Since 31 Jul 23: 977 Current Open Tickets: 37
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Enquiries over Time

View Enquiries/Complaints Handled by National Office Staff

Enquiries

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,373	1,222	572
Enrolment	523	526	763	475	394	564	349	369	174
Legal & Policy	13	24	10	13	13	23	23	30	3
Communications	7	8	5	18	17	16	16	15	3
Overseas	5	7	7	11	7	19	14	22	7
Voting Services	1	2		1	2	4	5	7	4
CE's Office	1								

Top Enquiry Types Last 7 days

Wed 20 Sept 2023 - Tue 26 Sept 2023

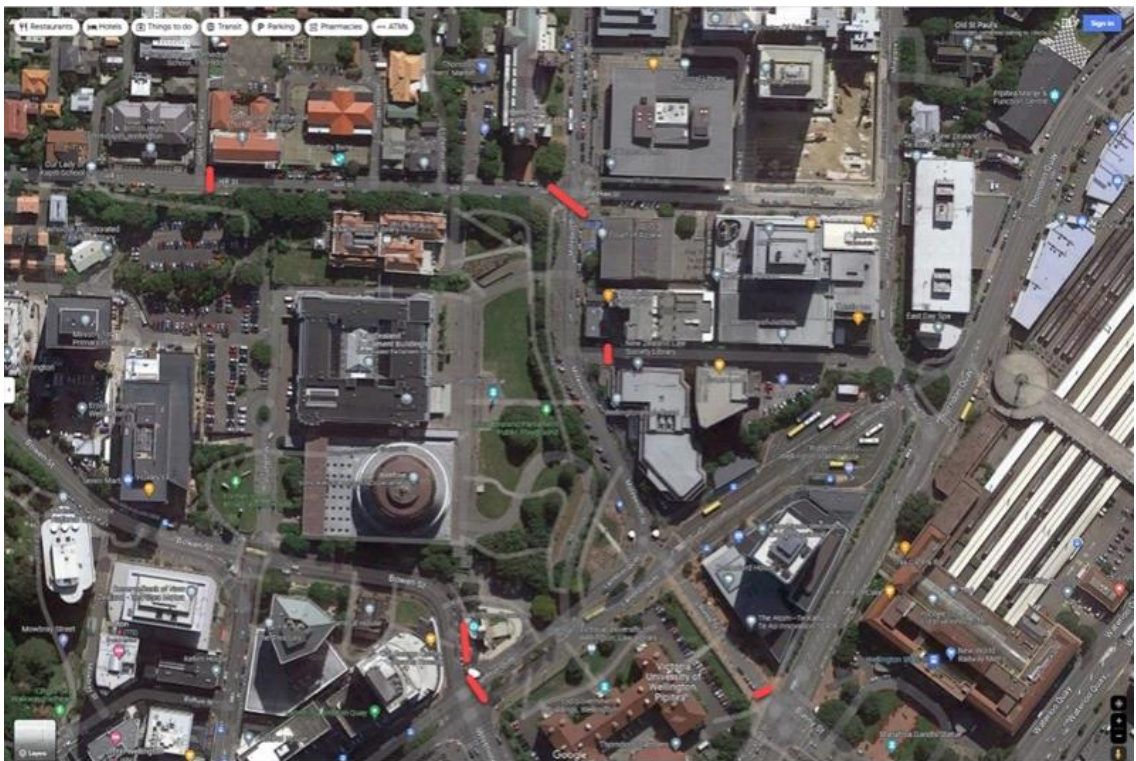
	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	69%
2	General enquiries	20%
3	Voting in an Election	7%
4	Voting from overseas	2%
5	Information for parties and candidates	1%

27/09/2023– ELT Situation Report Week 3

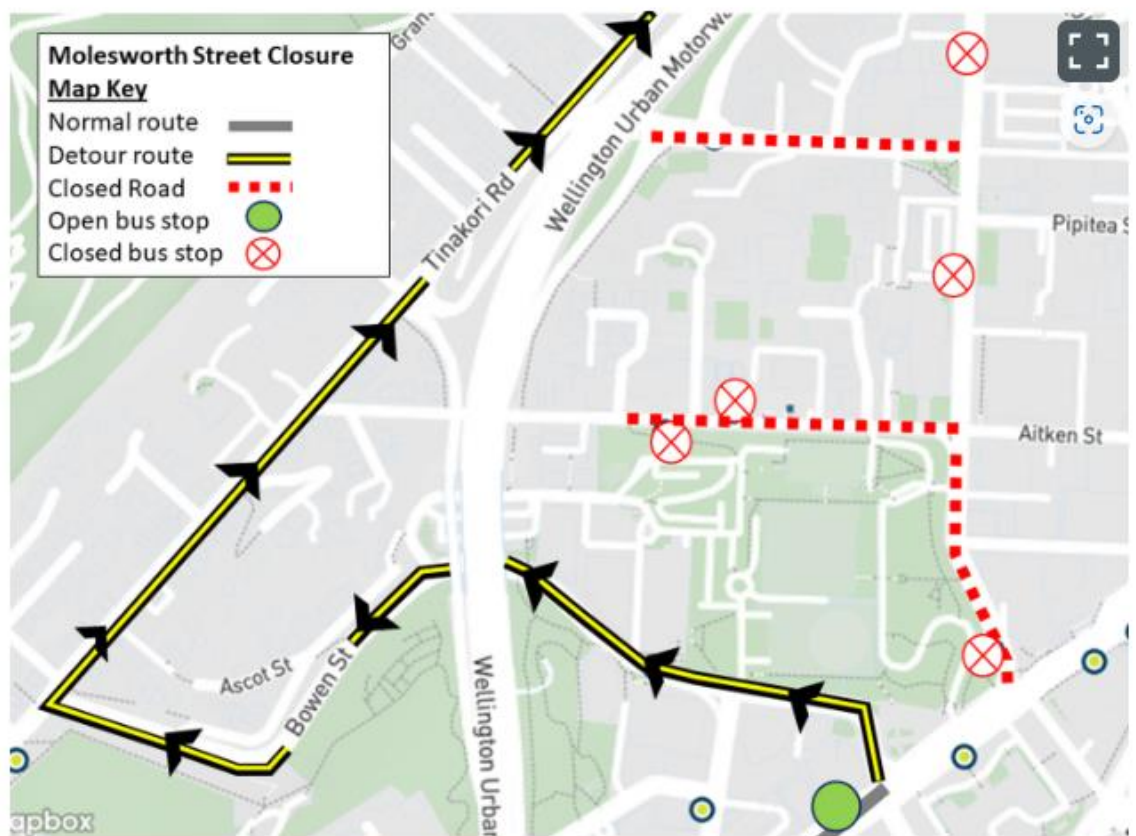
As at 1.48pm on 27/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
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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. • Traffic management plans for road closure and bus stops arrangements to prepare for the protest. • Lucy emailed out the National Incident Management Team Response plan – IMT Roles and Responsibilities. • Overseas and dictation voting starts today (27/09)
Key Dates	<p>Days to start of overseas voting 0 day</p> <p>Days to advance voting 5 days</p> <p>Days to election day 17 days</p>
Update on Wellington protesters	<p>When: Thursday, 28 September and Saturday, 30 September</p> <p>Where: Civic Square and Parliament</p> <p>Thursday 28 September, protestors will gather in Civic Square at approximately 10am, before heading along Mercer Street, Willis Street and Lambton Quay as they make their way to Parliament. Some cars may be included as part of the convoy but will need to go another route – likely up towards Victoria Street, Dixon and Willis Street.</p> <p>Saturday 30 September, protestors will gather in Te Aro Park at approximately 10am, before heading along Manners Street, Willis Street and Lambton Quay as they make their way to Parliament.</p> <p>When are the roads closed: 11.59pm Tuesday to 12.01 on Friday</p> <ul style="list-style-type: none"> • Harris Street (Victoria Street end) • Hill Street closed between Molesworth/Aitken Streets and Guildford Terrace • Kate Sheppard Place (Molesworth Street end) • Lambton Quay / Bowen Street intersection and Bunny Street near the bus depot restricted to buses only. <p>Bus stops:</p> <p>From Wednesday 27 September buses can access the cordoned off area into Wellington Station, but detours are in effect for bus routes 14, 22, 81, and 84 due to road closures, and will remain in place until roads re-open.</p> <p>All stops on Molesworth Street are closed. Routes 14, 81, and 84 towards Wilton and Lower Hutt will travel via Bowen Street, and Tinakori Road. The nearest bus stop is Lambton Quay North – Stop D. CBD-bound buses are not affected.</p> <p>Route 22 will travel via a detour to Wellington Station but serve all usual bus stops. Route 22 to Mairangi or</p>

Johnsonville is not affected.



Police map showing road closures planned for protest activity around Parliament Grounds



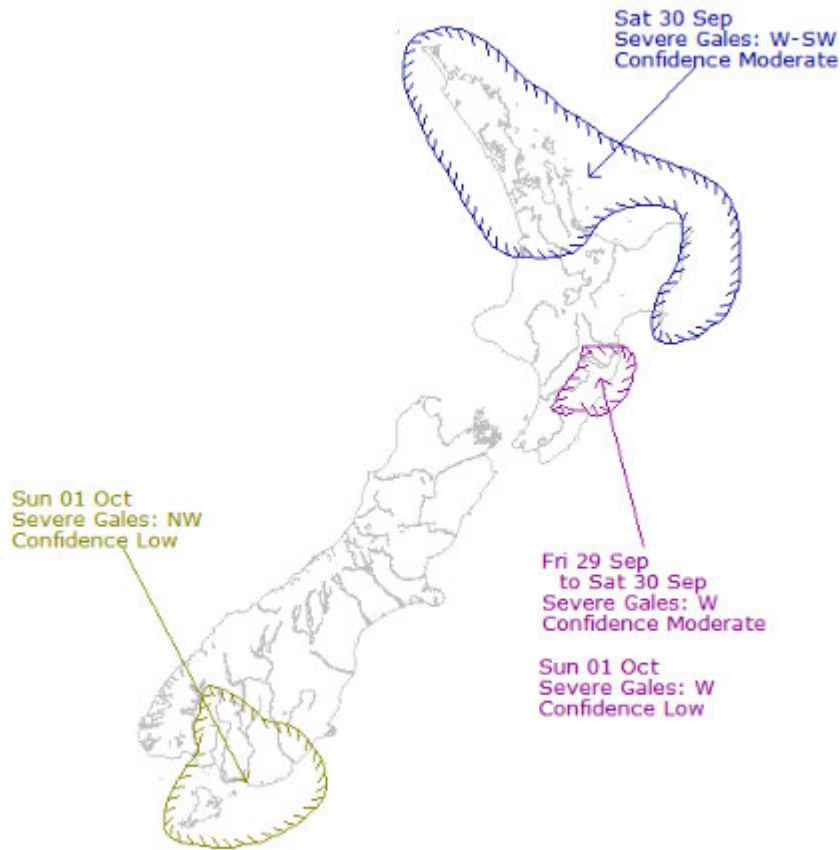
Molesworth Street closure map. Photo / Metlink

	<p>Incident Management Team (IMT) Update:</p> <ul style="list-style-type: none"> • IMT was stood up on 26 September. • Generic communication on staff safety was sent out to EC All Staff yesterday, followed by a specific comms on disruptions in Wellington to the National Office staff this morning. There is no indication that the Commission is targeted. • Some contingencies already planned by the Aitken Street Headquarters (HQs), including moving the trainings to the Rongotai HQ tomorrow. • The Aitken Street HQ will remain open. The Regional Manager and Electorate Managers will manage local activities and movements directly. • Police assessment – there’s no intent to occupy Parliament, anticipate 1000 people. Some ferry services were cancelled due to weather conditions. • IMT will continue monitoring the situation and will meet again at 4pm today.
<p>Voting Services</p>	<p>GENERAL UPDATE</p> <p>Overseas Operations team as of 12:30pm today</p> <ul style="list-style-type: none"> • Over 2200 voting papers were downloaded and 232 uploaded • Sixteen voters had completed their secret telephone dictation vote. • Deliveries have arrived at overseas voting places (OVPs) in Manila, Philippines and Nukualofa, Tonga. • Ballot papers are now available via Tupu for the remaining delivery delay affected OVPs to download <p>Other progress:</p> <ul style="list-style-type: none"> • EasyVote: All of priority groups 1, 2 and 3 have been produced and lodged for delivery. • Post-election readiness testing is underway and will conclude on Friday • All of the second tranche of ballot papers and scannable rolls have been printed and are currently being delivered. • The EMNOS emails were activated as of today. When an overseas voter enrolls or updates, MIKE will automatically send them an email (called the EMNOS) advising them that they can now download their voting papers. <p>UPDATE ON ISSUES</p> <p>Ballot papers – Te Tai Tonga</p> <ul style="list-style-type: none"> • Identified issues with the ballot papers for at least two Māori electorates, where the unique number printed on the top right-hand corner of each ballot paper is showing through on the reverse side of the ballot paper. • This issue is occurring only for the Māori electorates. • Considered the impact of the issue and potential remediations: <ul style="list-style-type: none"> ○ Noted the remediation of reprinting all Māori electorate ballot papers could significantly impact the field’s ability to provide services to Māori voters, particularly as the logistics that ensure ballot papers are ready for voting on Monday are well underway (particularly for large, rural electorates). ○ Removing and replacing ballot paper pads at this late stage would create an operational impact that would also risk impacting voters. <p>AGREED ACTIONS:</p> <ul style="list-style-type: none"> • The Voting Services (VS) field will proceed with using the current printed Māori electorate ballot paper pads • The VS Team will provide guidance to Electorate Managers on how to respond to this issue, should it be identified by a voter in a voting place. <p>Ballot papers – Christchurch Central</p> <ul style="list-style-type: none"> • Identified another issue in a number of ballot paper pads for Christchurch Central electorate -the perforation of the ballot papers, which could create difficulties for vote issuing staff when issuing the papers. Christchurch Central still has a sufficient number of pads to service voting places from Monday.

	<p>ACTION:</p> <ul style="list-style-type: none"> Christchurch printer is reprinting 100 pads.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Connectivity Issue 25/9 - No further service issues, Incident report received 26/9 working with supplier to confirm mitigation plans. Field Users Mobile Connectivity – First 100 Spark SIM Card received and being despatched, second batch due today. Working with Spark to expedite activation of the SIM cards. Interactive Voice Recognition Call Quality Issues – Further testing scheduled for Thursday this week as part of VS (Voting Services) readiness test. Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Additional access point has been installed to enhance Wi-Fi, expect to improve connectivity and call quality for users.
Comms & Education	<p>GENERAL UPDATE:</p> <p>Advertising</p> <ul style="list-style-type: none"> ‘Voting starts soon’ messaging running since Sunday. Advertising is now upweighted across all channels, including TV. <p>Media</p> <ul style="list-style-type: none"> Yesterday’s media release about voting starting generated a number of stories and requests for interviews. Chief Electoral Officer interviewed by TVNZ and Newstalk ZB; interview with Q&A this morning. Themes of queries - stats and information on voting, I voted stickers, escalation channels to Twitter. Receiving lots of requests from media to film people voting. <p>Social media /web</p> <ul style="list-style-type: none"> Links to Upload and Download voting papers added to overseas pages on vote.nz just after midnight last night. Overseas voting posted across all social channels this morning. Themes - questions about overseas voting; questions around services to deaf voters and use of Relay service. NZ Loyal continues to elicit comments. <p>Daily metrics</p> <ul style="list-style-type: none"> 22 media enquiries 91 enquiries and comments on social media 37,698 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team had 432 tickets created, received 53 phone calls and made 6 outbound calls. 86% of tickets were resolved in one touch. Telnet received 3,842 calls and 548 emails over last 7 days. The top enquiry remains 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. <p>ACTIONS TAKEN:</p> <ul style="list-style-type: none"> The team continues to work with Telnet and IT to investigate / monitor the 3-way conversations, static sound and Zendesk audio quality issues.
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Themes around enrolment support this week, some concerns about ease of access and mistrust of online tools. Engagement kaimahi in Wellington have put in place steps to maintain personal safety considering the protests and their planned hui. SEP team will be engaging at the kindergarten teachers conference in Wellington tomorrow.
People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment</p>

	<ul style="list-style-type: none"> • Pre employment Checks 814 • Offers made 1,601 • Onboarding 1,310 • Hired 14,921 <p>Total hired number 18,651.</p> <ul style="list-style-type: none"> • The total number of queries are still high with 2,223 handled week ending 22 Sept. • SnapHire queries 1,308.
FOR YOUR INFORMATION	
<p>Any emerging events across the country</p>	<p>Typhoid outbreak in Tairāwhiti: 6 cases in rural workers in Tairāwhiti. Local public health is monitoring the situation.</p> <p>Interislander Service alerts (26/09/23 2.30pm update):</p> <ul style="list-style-type: none"> • Kaitaki sailings from 8.45am Tuesday 26 September have been cancelled, expected to return to service for the 8.30pm sailing Wednesday 27 September. • Aratere sailings from 3.45pm Tuesday 26 September have been cancelled, expected to return to service for the 3.45pm sailing Wednesday 27 September. • Kaiarahi is expected to return to service on Thursday 28 September, however due to the ongoing weather impacts she will run freight-only and her departure time may vary from what is scheduled. We will provide updates as regularly as possible • Strong winds and swells are forecast for Cook Strait (27/09)
<p>Severe Weather Outlook</p>	<p>Unsettled weather is forecast over Aotearoa/New Zealand for most of the outlook period, with a strong west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect the country on Friday and Saturday, then the flow turns northwest over southern New Zealand on Sunday ahead of another trough over the Tasman Sea.</p> <p>There is moderate confidence of severe westerly gales for the Tararua District and Hawke's Bay south of Cape Kidnappers on Friday plus Saturday morning, and low confidence of severe westerly gales returning on Sunday.</p> <p>On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland, Waikato, Coromandel Peninsula and western Bay of Plenty. There is also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne</p> <p>On Sunday, there is low confidence of severe northwest gales for Southland, Stewart Island and Clutha</p>

Valid Thu 28-Sep-2023 through Sun 01-Oct-2023



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**MetService
Extended
Forecast 28-
30
September**

Thursday

North Island: Showers for most, but only isolated showers in the east. Possible thunderstorms north of Waikato. 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: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, possibly heavy about central North Island. South Island: Showers for most.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

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
						Reputational - Direct impact on Maori voters	Notified affected Māori Electorate Manager	
VS	MEDIUM	EasyVote - spelling error on Hauraki-Waikato appearing as Hauraki-Waitako	26/09/23	Adele, PA VS			Communications team working to update FAQ for centralised enquires. Response developed by COMms to share with Enquiries team.	27/09 - CLOSED